

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	414	450	-8%
	Admits	84	73	15% ▲
	Discharges	80	54	48% ▲
	Service Hours	15,245	15,202	0%
	Bed Days	9,719	11,133	-13% ▼

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 289 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		94%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Access		92%	80%	88%
✓ Outcome		86%	80%	83%
✓ Recovery		85%	80%	79%

■ Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	257	58.0%
	Residential Services	140	31.6%
	Recovery Support	31	7.0%
	Other	4	0.9%
Addiction	Case Management	11	2.5%

Client Demographics

Age	#	%	State Avg
18-25	21	5%	8%
26-34	49	12%	19%
35-44	73	18%	24%
45-54	92	22%	18%
55-64	133	32% ▲	19%
65+	46	11%	10%

Gender	#	%	State Avg
Male	288	70% ▲	59%
Female	126	30% ▼	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	329	79% ▲	65%
Hispanic-Other	52	13%	10%
Hisp-Puerto Rican	31	7%	10%
Hispanic-Cuban	1	0%	0%
Unknown	1	0% ▼	14%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	268	65%	60%
Black/African American	107	26%	17%
Other	29	7%	12%
Am. Indian/Native Alaskan	3	1%	1%
Asian	3	1%	1%
Multiple Races	2	0%	1%
Unknown	2	0%	8%
Hawaiian/Other Pacific Islander			0%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

2022 SNOFO Outreach

Center for Human Development

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11		
Admits	6	-	
Discharges	1	-	
Service Hours	183	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		9	82%	85%	86%	-3%

Service Utilization

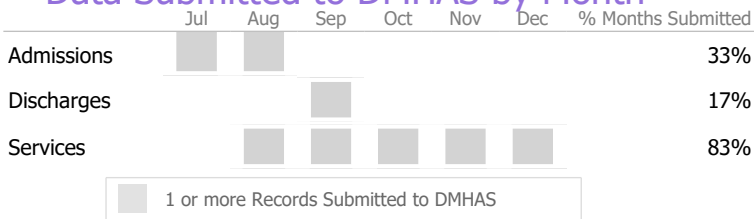
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	178	133	34% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	86%	15% ▲

Service Utilization

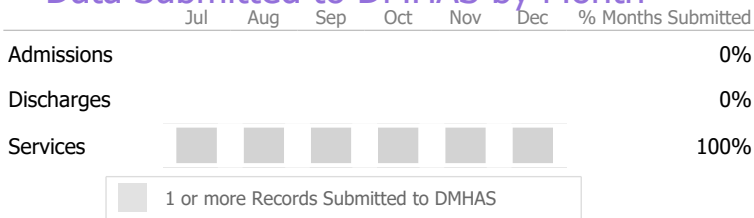
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	3	2	50% ▲
Discharges	1	2	-50% ▼
Bed Days	1,184	1,464	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	75%	56%	25% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	86%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%

Recovery

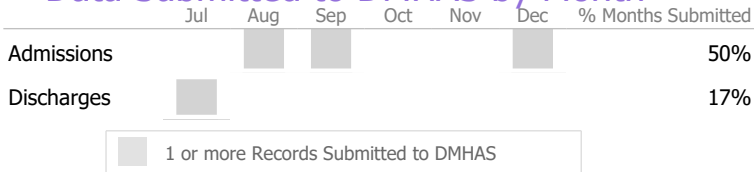
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		6	100%	75%	43%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	1,526 days	0.5	80%	90%	87%	-10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	1	-	
Discharges	2	-	
Service Hours	14	3	
Bed Days	799	920	-13% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	75%	56%	-25% ▼
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	86%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		5	100%	75%	43%	25% ▲

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	1,740 days	0.5	87%	90%	87%	-3%		

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■					17%
Discharges	■			■			33%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	9	44% ▲
Admits	6	2	200% ▲
Discharges	6	2	200% ▲
Bed Days	1,152	1,365	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	80%	86%	20% ▲
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	85%	15% ▲
● Follow-up within 30 Days of Discharge		5	83%	90%	83%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	77%	60%	84%	17% ▲
✓ Stable Living Situation		13	100%	90%	97%	10%
✓ Improved/Maintained Function Score		10	100%	95%	64%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	333 days	0.4	78%	90%	80%	-12% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■		■	■	83%
Discharges	■	■	■	■			67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Group Home Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	20	20% ▲
Admits	6	2	200% ▲
Discharges	7	3	133% ▲
Bed Days	3,152	4,693	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	83%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	60%	66%	-17% ▼
Follow-up within 30 Days of Discharge		3	100%	90%	86%	10% ▲

Recovery

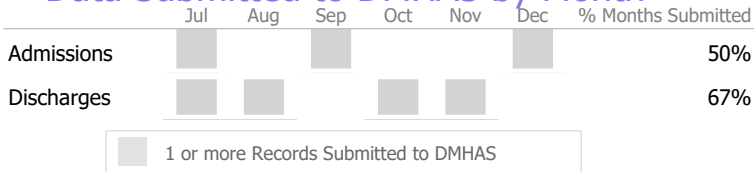
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		21	88%	60%	86%	28% ▲
Stable Living Situation		23	96%	95%	96%	1%
Employed		2	8%	25%	13%	-17% ▼
Improved/Maintained Function Score		16	84%	95%	61%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		17	1,130 days	0.4	101%	90%	91%	11% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

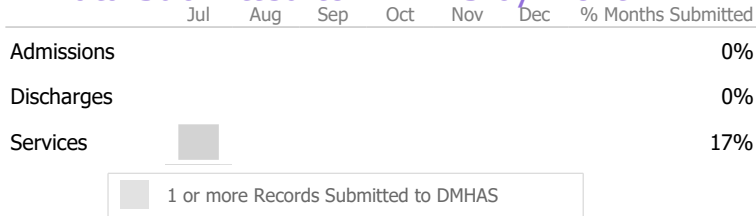
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	12	-58% ▼
Admits	-	4	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	92%	-50% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	-	
Discharges	-	-	
Service Hours	331	179	85% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	86%	15% ▲

Service Utilization

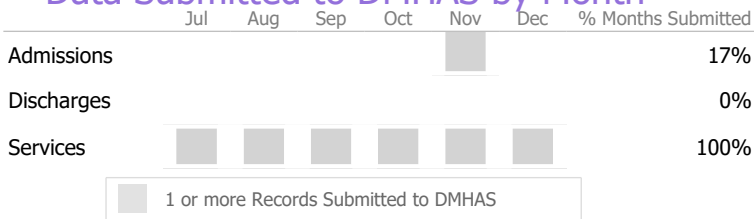
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	38	-8%
Admits	2	3	-33% ▼
Discharges	3	4	-25% ▼
Service Hours	1,009	1,255	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		34	97%	85%	86%	12% ▲

Service Utilization

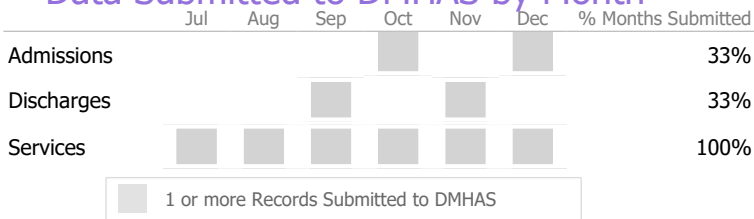
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	350	287	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	86%	15% ▲

Service Utilization

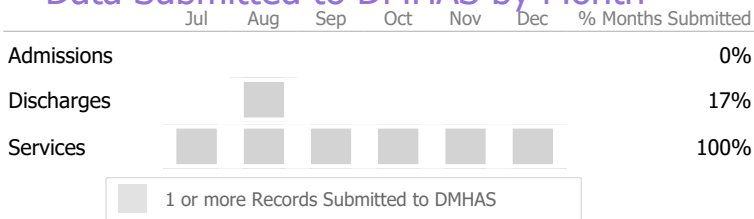
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	3	-	
Discharges	1	-	
Bed Days	732	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic		
6 Month Updates	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	56%	-75% ▼
No Re-admit within 30 Days of Discharge		0	0%	85%	86%	-85% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

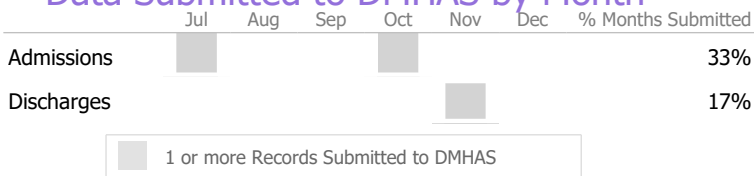
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		2	100%	75%	43%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	164 days	0.8	57%	90%	87%	-33% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	1	-	
Discharges	-	-	
Bed Days	924	1,104	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		5	100%	75%	43%	25% ▲

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,160 days	0.5	100%	90%	87%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	6	-33% ▼
Admits	-	3	-100% ▼
Discharges	-	3	-100% ▼
Bed Days	736	588	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		4	100%	75%	43%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	890 days	0.5	100%	90%	87%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

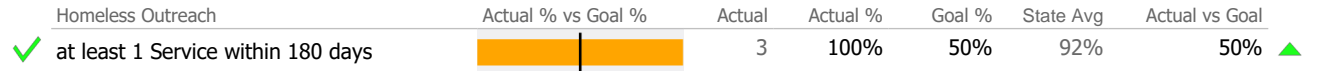
* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

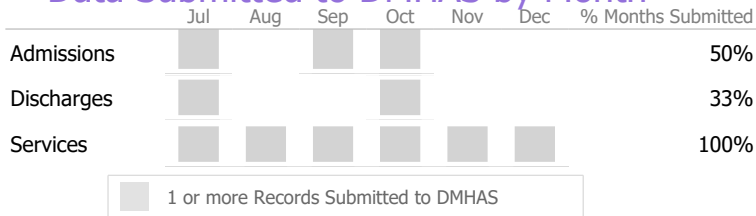
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	22	-23% ▼
Admits	3	8	-63% ▼
Discharges	3	6	-50% ▼
Service Hours	46	27	70% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	32	19% ▲
Admits	9	7	29% ▲
Discharges	4	2	100% ▲
Service Hours	1,059	957	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		27	71%	85%	86%	-14% ▼

Service Utilization

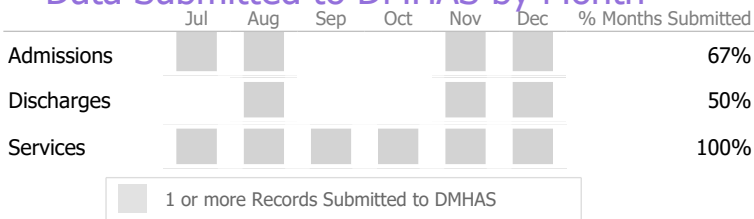
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	3	4	-25% ▼
Discharges	2	2	0%
Service Hours	434	260	67% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	86%	5%

Service Utilization

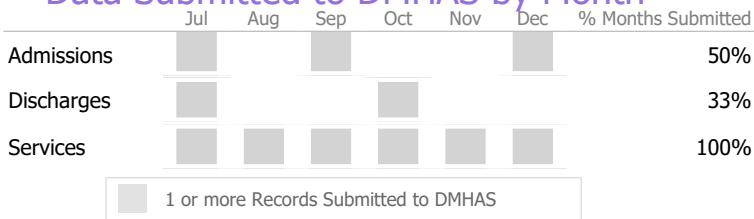
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	69	0%
Admits	12	8	50% ▲
Discharges	11	11	0%
Service Hours	1,690	1,732	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		57	83%	85%	86%	-2%

Service Utilization

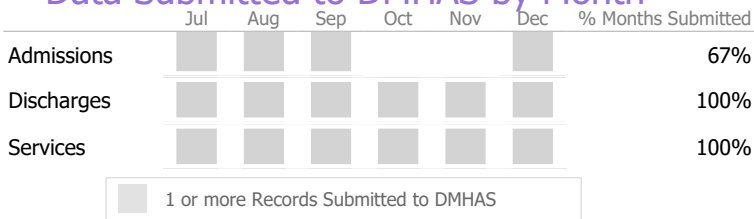
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	1	5	-80% ▼
Discharges	3	3	0%
Service Hours	906	988	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	69%	-50% ▼

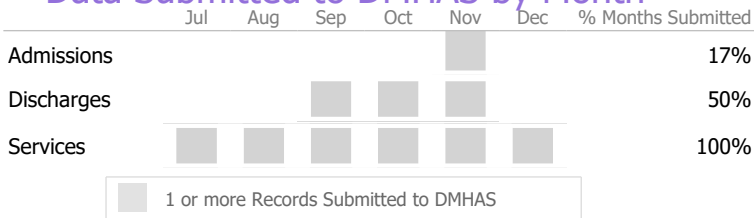
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	79%	60%	87%	19% ▲
✓ Stable Living Situation		17	89%	85%	97%	4%
● Employed		3	16%	25%	15%	-9%
● Improved/Maintained Function Score		12	67%	95%	49%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Residential Support Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	29	7%
Admits	3	1	200% ▲
Discharges	1	-	
Service Hours	5,134	5,608	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	69%	-50% ▼

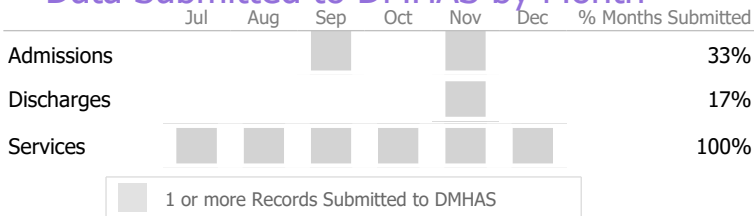
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	74%	60%	87%	14% ▲
✓ Stable Living Situation		30	97%	85%	97%	12% ▲
● Improved/Maintained Function Score		23	82%	95%	49%	-13% ▼
● Employed		0	0%	25%	15%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Residential Support Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	16	25% ▲
Admits	3	-	
Discharges	3	-	
Service Hours	952	1,247	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	90%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	69%	-50% ▼

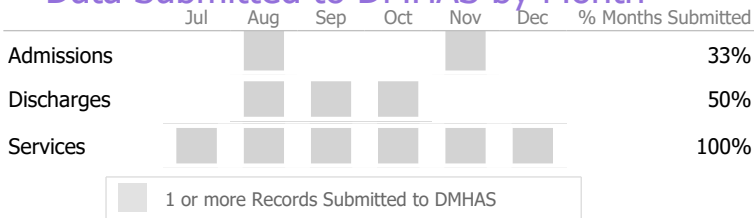
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	90%	60%	87%	30% ▲
Stable Living Situation		18	90%	85%	97%	5%
Employed		1	5%	25%	15%	-20% ▼
Improved/Maintained Function Score		14	82%	95%	49%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Residential Support Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	-	-	
Discharges	-	-	
Service Hours	492	631	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	92%	15% ▲

Service Utilization

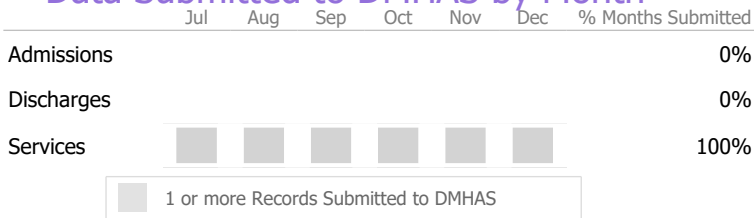
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		3	100%	75%	43%	25% ▲

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	2,088 days	0.5	100%	90%	87%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Specialing Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	3	33% ▲
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	212	126	68% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	86%	15% ▲

Service Utilization

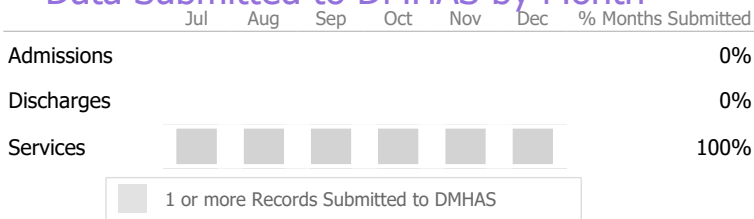
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal


* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

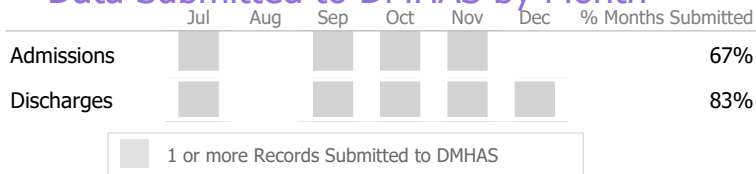
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	6	167% ▲
Admits	12	5	140% ▲
Discharges	9	1	800% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		11	92%	50%	92%	42% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

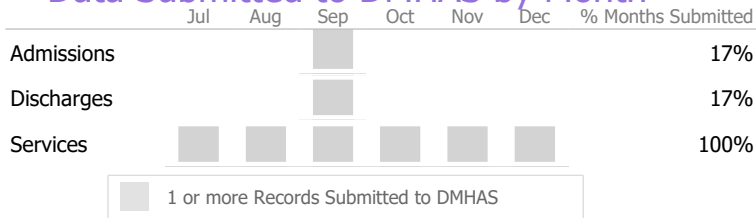
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	33	-67% ▼
Admits	5	5	0%
Discharges	5	-	
Service Hours	37	1	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		5	100%	50%	78%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

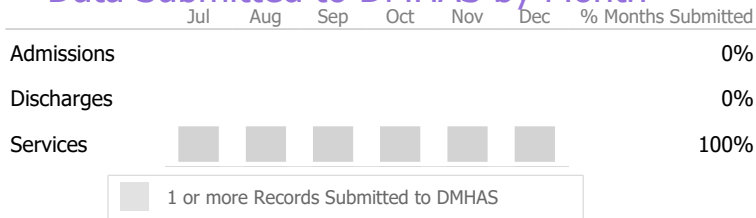
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	-	6	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	455	220	107% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Specialing Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	157	121	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	92%	15% ▲

Service Utilization

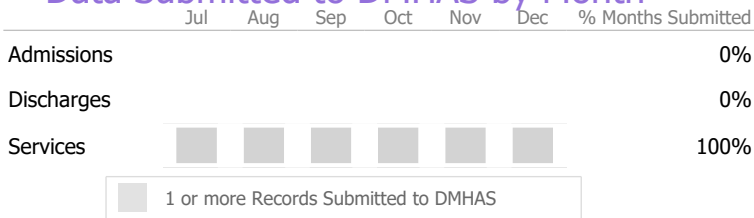
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	488	447	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	75%	56%	-25% ▼
No Re-admit within 30 Days of Discharge		1	50%	85%	86%	-35% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	78%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		4	100%	75%	43%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	1,412 days	0.4	88%	90%	87%	-2%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■			■	33%
Discharges		■		■			33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.