

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,132	2,025	5%
	Admits	1,068	998	7%
	Discharges	1,025	1,026	0%
	Service Hours	7,014	8,465	-17% ▼
	Bed Days	9,854	9,049	9%
	S.Rehab/PHP/IOP	712	290	146% ▲

Consumer Satisfaction Survey (Based on 1,257 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ General Satisfaction		84%	80%	92%
✓ Respect		84%	80%	91%
✓ Overall		82%	80%	91%
● Access		79%	80%	88%
● Outcome		72%	80%	83%
● Recovery		69%	80%	79%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	970	35.9%
	Community Support	372	13.8%
	Social Rehabilitation	120	4.4%
	Employment Services	109	4.0%
	Crisis Services	84	3.1%
	Case Management	46	1.7%
	Residential Services	15	0.6%
	Addiction	Residential Services	550
Outpatient		350	13.0%
Case Management		32	1.2%
Forensic MH	Forensics Community-based	51	1.9%
	Residential Services	2	0.1%

Client Demographics

Age	#	%	State Avg
18-25	272	13%	13%
26-34	473	22%	22%
35-44	385	18%	19%
45-54	513	24%	24%
55-64	373	17%	17%
65+	116	5%	5%

Gender	#	%	State Avg
Male	1,293	61%	58%
Female	838	39%	42%

Race	#	%	State Avg
White/Caucasian	1,829	86%	▲ 66%
Black/African American	204	10%	16%
Other	66	3%	13%
Asian	13	1%	1%
Multiple Races	9	0%	1%
Am. Indian/Native Alaskan	7	0%	0%
Unknown	4	0%	3%
Hawaiian/Other Pacific Islander			0%

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

ABI Case Management Program

Rushford Center

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	11%	-20% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	80%	86%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	77%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		72%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	758	762	-1%
Admits	121	131	-8%
Discharges	106	128	-17% ▼
Service Hours	2,747	2,931	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	78%
SA Screen Complete	91%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	97%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		51	48%	50%	38%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		613	80%	60%	65%	20% ▲
Stable Living Situation		736	96%	95%	83%	1%
Employed		134	18%	30%	19%	-12% ▼
Improved/Maintained Axis V GAF Score		275	46%	75%	48%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		461	70%	90%	71%	-20% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		61	50%	75%	63%	-25% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	67%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 93 Active Standard Outpatient Programs



Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	3	-33% ▼
Admits	-	-	
Discharges	-	3	-100% ▼
Bed Days	184	79	133% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	N/A
SA Screen Complete	N/A	N/A
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	50%	75%	50%	-25% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	6	269 days	3.0	33%	90%	33%	-57% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 1 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	120	-9%
Admits	16	20	-20% ▼
Discharges	7	20	-65% ▼
Service Hours	279	562	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		42	39%	35%	43%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		63	62%	90%	92%	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

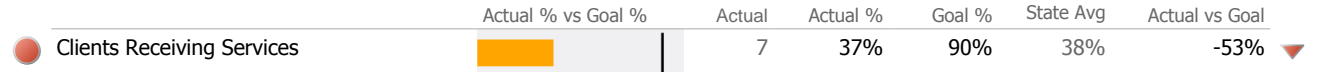
▲ > 10% Over ▼ < 10% Under

* State Avg based on 40 Active Employment Services Programs

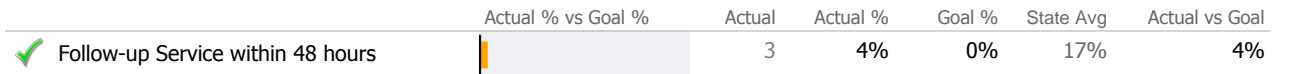
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	69	-26% ▼
Admits	31	60	-48% ▼
Discharges	35	52	-33% ▼
Service Hours	33	-	

Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	47	-28% ▼
Admits	27	42	-36% ▼
Discharges	30	44	-32% ▼
Bed Days	583	787	-26% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		29	97%	85%	92%	12% ▲
● Follow-up within 30 Days of Discharge		9	64%	90%	74%	-26% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	30 days	0.3	63%	90%	86%	-27% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

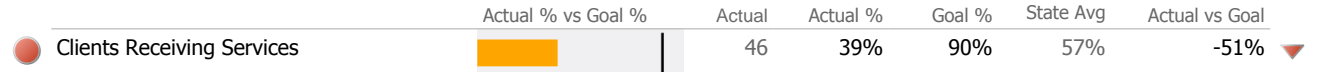
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Respite Bed Programs

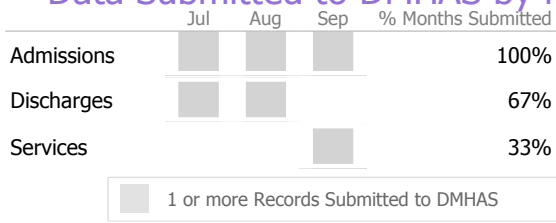
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	100	20% ▲
Admits	19	15	27% ▲
Discharges	2	15	-87% ▼
Service Hours	50	288	-83% ▼
Social Rehab/PHP/IOP Days	712	290	146% ▲

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	57	-93% ▼
Admits	-	8	-100% ▼
Discharges	4	15	-73% ▼
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%	76%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	215	202	6%
Admits	29	42	-31% ▼
Discharges	32	33	-3%
Service Hours	989	980	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	78%
SA Screen Complete	92%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	97%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	50%	50%	38%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		149	69%	60%	65%	9%
✓ Stable Living Situation		208	96%	95%	83%	1%
● Employed		24	11%	30%	19%	-19% ▼
● Improved/Maintained Axis V GAF Score		102	58%	75%	48%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		135	73%	90%	71%	-17% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		21	72%	75%	63%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	25	-40% ▼
Admits	2	4	-50% ▼
Discharges	-	7	-100% ▼
Bed Days	1,331	1,718	-23% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	60%	60%	86%	0%
● Stable Living Situation		14	93%	95%	97%	-2%
● Employed		1	7%	25%	8%	-18% ▼
● Improved/Maintained Axis V GAF Score		1	8%	95%	66%	-87% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	62%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	76%
SA Screen Complete	75%	76%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	47%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		26	1,791 days	1.7	56%	90%	91%	-34% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	74%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	44%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	80%	81%	20% ▲
● Employed		0	0%	20%	17%	-20% ▼
● Self Help		0	0%	60%	73%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	76%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	1	3	-67% ▼
Discharges	-	2	-100% ▼
Service Hours	23	23	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	97%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	50%	41%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		5	100%	75%	84%	25% ▲
Stable Living Situation		5	100%	95%	83%	5%
Employed		1	20%	50%	39%	-30% ▼
Abstinence/Reduced Drug Use		1	20%	55%	50%	-35% ▼
Self Help		0	0%	60%	19%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	53%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	60%	90%	74%	-30% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	76%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	6	850% ▲
Admits	63	6	950% ▲
Discharges	63	6	950% ▲
Service Hours	-	-	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		61	98%	75%	65%	23% ▲
● Community Location Evaluation		17	27%	80%	56%	-53% ▼
● Follow-up Service within 48 hours		15	32%	90%	49%	-58% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	140	37% ▲
Admits	70	56	25% ▲
Discharges	53	49	8%
Service Hours	646	438	48% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	21%	41%
Cooccurring		
MH Screen Complete	79%	96%
SA Screen Complete	79%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	90%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	68%	50%	56%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		132	67%	55%	50%	12% ▲
Not Arrested		168	85%	75%	84%	10%
Employed		107	54%	50%	39%	4%
Stable Living Situation		176	89%	95%	83%	-6%
Self Help		73	37%	60%	19%	-23% ▼
Improved/Maintained Axis V GAF Score		70	61%	75%	53%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	45%	90%	74%	-45% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		51	76%	75%	76%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		97%
Cooccurring	Actual	State Avg
MH Screen Complete		76%
SA Screen Complete		76%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	66%	-95% ▼
Social Support		N/A	N/A	60%	86%	-60% ▼
Stable Living Situation		N/A	N/A	95%	97%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

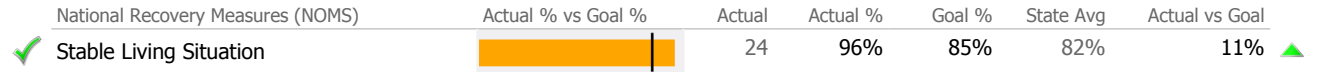
Actual Goal Goal Met Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

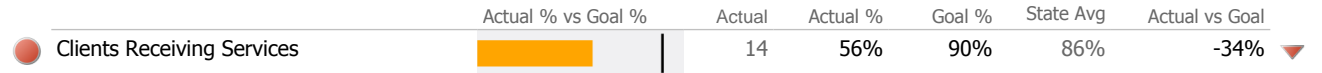
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	72	578	-88% ▼

Recovery



Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	12	25% ▲
Admits	12	9	33% ▲
Discharges	10	9	11% ▲
Bed Days	301	193	56% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	93%
Valid TEDS Data	97%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

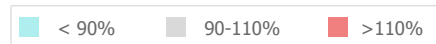
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	80%	84%	20% ▲
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		4	40%	90%	61%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		9	60%	60%	73%	0%
✓ Improved/Maintained Axis V GAF Score		10	100%	75%	93%	25% ▲
● Abstinence/Reduced Drug Use		9	60%	70%	57%	-10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	26 days	0.2	109%	90%	99%	19% ▲



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS



* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	197	3%
Admits	166	165	1%
Discharges	161	170	-5%
Bed Days	4,032	3,039	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	93%
Valid TEDS Data	97%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

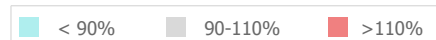
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		154	96%	80%	84%	16% ▲
✓ No Re-admit within 30 Days of Discharge		147	91%	85%	93%	6%
● Follow-up within 30 Days of Discharge		61	40%	90%	61%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		164	80%	60%	73%	20% ▲
✓ Improved/Maintained Axis V GAF Score		157	98%	75%	93%	23% ▲
● Abstinence/Reduced Drug Use		115	56%	70%	57%	-14% ▼

Bed Utilization

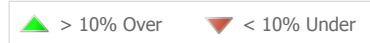
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		39	26 days	0.2	112%	90%	99%	22% ▲



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS



* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	4	100% ▲
Admits	1	3	-67% ▼
Discharges	5	2	150% ▲
Bed Days	422	174	143% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	0%	10%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	75%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	70%	69%	10% ▲
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	92%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	59%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		8	100%	70%	66%	30% ▲
● Improved/Maintained Axis V GAF Score		3	50%	95%	87%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	122 days	0.6	92%	90%	95%	2%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	43	-70% ▼
Admits	-	23	-100% ▼
Discharges	2	24	-92% ▼
Bed Days	1,048	1,874	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	N/A	10%
Cooccurring		
MH Screen Complete	N/A	95%
SA Screen Complete	N/A	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	70%	69%	30% ▲
● No Re-admit within 30 Days of Discharge		1	50%	85%	92%	-35% ▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	59%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		13	100%	70%	66%	30% ▲
✓ Improved/Maintained Axis V GAF Score		2	100%	95%	87%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		21	120 days	1.6	54%	90%	95%	-36% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	415	323	28% ▲
Admits	410	315	30% ▲
Discharges	412	315	31% ▲
Bed Days	1,953	1,185	65% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		376	91%	80%	80%	11% ▲
✓ No Re-admit within 30 Days of Discharge		371	90%	85%	85%	5%
● Follow-up within 30 Days of Discharge		184	49%	90%	55%	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	96%
Valid TEDS Data	96%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
✓ MH Screen Complete	100%	99%
✓ SA Screen Complete	100%	99%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	99%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				16	6 days	0.0	133%	90%	95%	43% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	372	366	2%
Admits	20	35	-43% ▼
Discharges	40	23	74% ▲
Service Hours	1,546	1,936	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	83%	83%
SA Screen Complete	86%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	73%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	62%	65%	63%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		292	78%	60%	79%	18% ▲
Stable Living Situation		364	98%	80%	92%	18% ▲
Employed		37	10%	20%	11%	-10% ▼
Improved/Maintained Axis V GAF Score		58	18%	95%	53%	-77% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		289	87%	90%	94%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	28	7%
Admits	4	8	-50% ▼
Discharges	5	11	-55% ▼
Service Hours	121	111	9%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		1	25%	50%	96%	-25% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under


Actual | Goal Goal Met Below Goal

* State Avg based on 6 Active Outreach & Engagement Programs

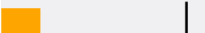
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	20	-15% ▼
Admits	-	-	
Discharges	1	-	
Service Hours	8	245	-97% ▼

Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	59%	85%	82%	-26% ▼

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	19%	90%	86%	-71% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	153	121	26% ▲
Admits	76	53	43% ▲
Discharges	57	66	-14% ▼
Service Hours	501	374	34% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	97%	93%
On-Time Periodic		
6 Month Updates	62%	41%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		45	79%	50%	56%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		140	90%	75%	84%	15% ▲
Abstinence/Reduced Drug Use		91	59%	55%	50%	4%
Employed		78	50%	50%	39%	0%
Stable Living Situation		145	94%	95%	83%	-1%
Improved/Maintained Axis V GAF Score		70	90%	75%	53%	15% ▲
Self Help		30	19%	60%	19%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		60	58%	90%	74%	-32% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		39	51%	75%	76%	-24% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 116 Active Standard Outpatient Programs