

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,299	3,128	5%
	Admits	3,610	2,992	21% ▲
	Discharges	3,692	2,915	27% ▲
	Service Hours	23,587	23,331	1%
	Bed Days	48,366	30,640	58% ▲
	S.Rehab/PHP/IOP	4,241	3,693	15% ▲

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

### Consumer Satisfaction Survey

(Based on 1,883 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Overall		87%	80%	91%
✓ General Satisfaction		87%	80%	92%
✓ Respect		83%	80%	91%
✓ Access		82%	80%	88%
● Outcome		75%	80%	83%
● Recovery		72%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,294	30.1%
	Community Support	438	10.2%
	Employment Services	200	4.7%
	Social Rehabilitation	161	3.8%
	Crisis Services	134	3.1%
	Case Management	77	1.8%
	Residential Services	26	0.6%
	<b>Addiction</b>	Residential Services	1,380
Outpatient		447	10.4%
Case Management		24	0.6%
<b>Forensic MH</b>	Forensics Community-based	99	2.3%
	Residential Services	12	0.3%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	462	14%	14%	Male	2,101	64%	60%	
26-34	805	24%	24%	Female	1,197	36%	40%	
35-44	647	20%	20%	Transgender			0%	
45-54	722	22%	22%	<b>Race</b>	White/Caucasian	2,829	86% ▲	65%
55-64	532	16%	16%		Black/African American	297	9%	17%
65+	131	4%	5%		Unknown	75	2%	3%
					Other	68	2% ▼	13%
<b>Ethnicity</b>	Non-Hispanic	2,460	75%	74%	Asian	16	0%	1%
	Hisp-Puerto Rican	496	15%	12%	Am. Indian/Native Alaskan	12	0%	1%
	Unknown	170	5%	6%	Multiple Races	2	0%	1%
	Hispanic-Other	142	4%	7%	Hawaiian/Other Pacific Islander			0%
Hispanic-Mexican	24	1%	1%					
Hispanic-Cuban	7	0%	0%					

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	16	69% ▲
Admits	8	3	167% ▲
Discharges	4	1	300% ▲
Service Hours	291	261	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%
<b>Cooccurring</b>		
MH Screen Complete	69%	82%
SA Screen Complete	77%	80%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	41%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	81%	60%	68%	21% ▲
✓ Stable Living Situation		27	100%	95%	85%	5%
✓ Improved/Maintained Axis V GAF Score		19	86%	75%	53%	11% ▲
● Employed		1	4%	30%	22%	-26% ▼

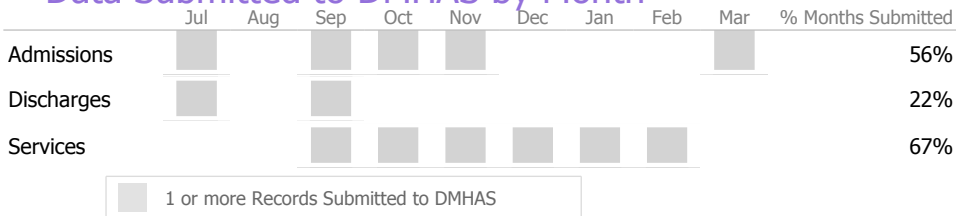
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		6	75%	75%	64%	0%

### Data Submitted to DMHAS by Month



▲ > 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	1,015	1,000	2%
Admits	420	442	-5%
Discharges	460	388	19% ▲
Service Hours	9,672	9,773	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	82%
SA Screen Complete	93%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		317	69%	50%	41%	19% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		941	86%	60%	68%	26% ▲
Stable Living Situation		1,072	97%	95%	85%	2%
Employed		241	22%	30%	22%	-8%
Improved/Maintained Axis V GAF Score		690	74%	75%	53%	-1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		633	99%	90%	85%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		336	84%	75%	64%	9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	97	9	978% ▲
Admits	77	9	756% ▲
Discharges	56	2	2700% ▲
Service Hours	501	5	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		43	77%	50%	41%	27% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		80	77%	60%	68%	17% ▲
✓ Stable Living Situation		102	98%	95%	85%	3%
✓ Improved/Maintained Axis V GAF Score		65	78%	75%	53%	3%
● Employed		10	10%	30%	22%	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		64%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		82%
✓ SA Screen Complete		80%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		88%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	100%	90%	85%	10%

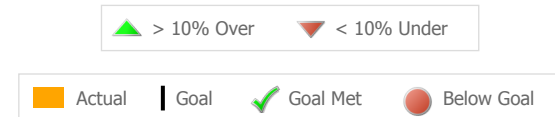
### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		52	71%	75%	64%	-4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■		■	■	■		■	■	■	78%

■ 1 or more Records Submitted to DMHAS



\* 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	Oct	Nov	Dec	Jan	Feb	Mar	% 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 40 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	9	33% ▲
Admits	8	6	33% ▲
Discharges	7	4	75% ▲
Bed Days	1,562	1,251	25% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	86%	75%	86%	11% ▲
● No Re-admit within 30 Days of Discharge		4	57%	85%	57%	-28% ▼
✓ Follow-up within 30 Days of Discharge		6	100%	90%	100%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	100%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	83%	83%
✓ SA Screen Complete	83%	83%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

### Recovery

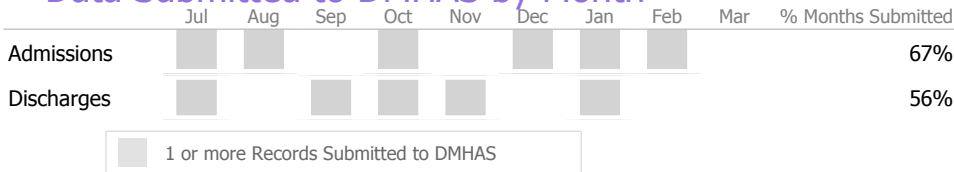
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		9	100%	75%	100%	25% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	310 days	0.3	95%	90%	95%	5%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 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	200	150	33% ▲
Admits	100	57	75% ▲
Discharges	96	51	88% ▲
Service Hours	907	1,015	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		69	34%	35%	42%	-1%

### Service Utilization

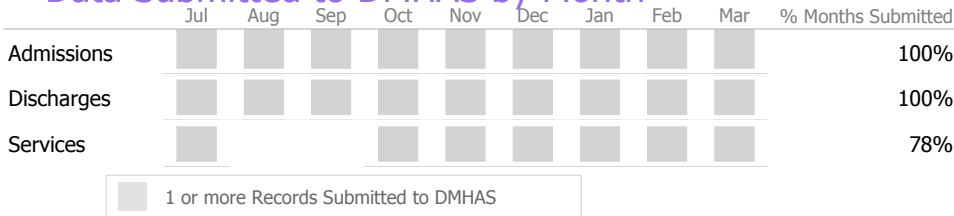
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		93	88%	90%	95%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	96%	91%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

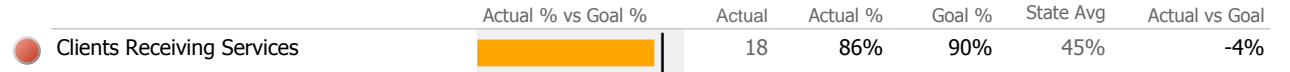
Actual    |    Goal    Goal Met    Below Goal

\* State Avg based on 40 Active Employment Services Programs

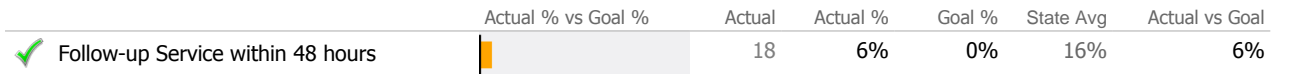
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	102	-3%
Admits	96	85	13% ▲
Discharges	88	96	-8%
Service Hours	143	142	1%

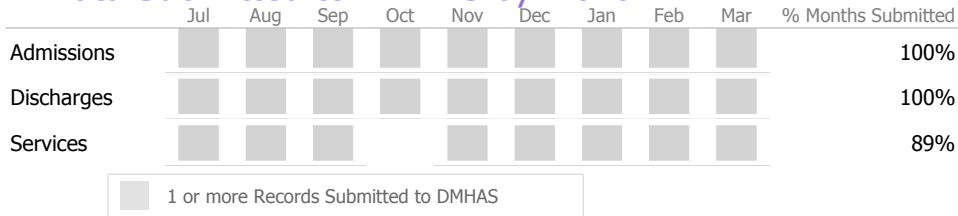
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 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	80	82	-2%
Admits	90	97	-7%
Discharges	85	100	-15% ▼
Bed Days	1,492	1,636	-9%

### Discharge Outcomes

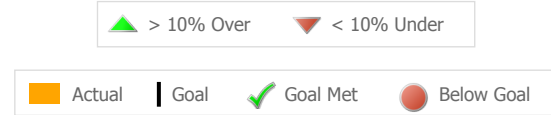
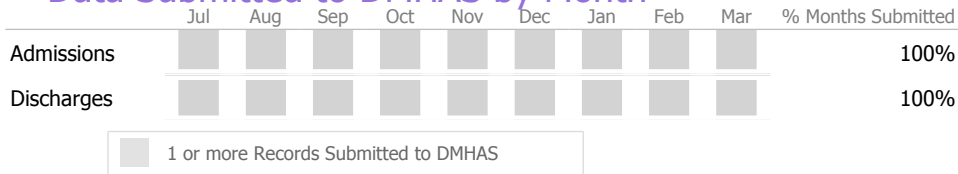
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		77	91%	85%	90%	6%
● Follow-up within 30 Days of Discharge		54	81%	90%	81%	-9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	22 days	0.1	54%	90%	60%	-36% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

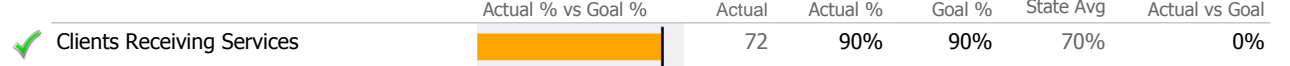


\* State Avg based on 10 Active Respite Bed Programs

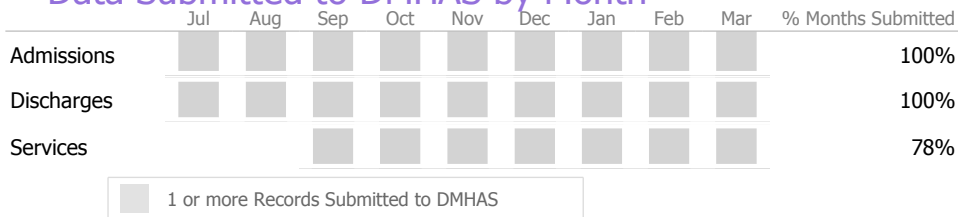
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	161	146	10% ▲
Admits	60	67	-10%
Discharges	85	44	93% ▲
Service Hours	37	55	-32% ▼
Social Rehab/PHP/IOP Days	4,241	3,693	15% ▲

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

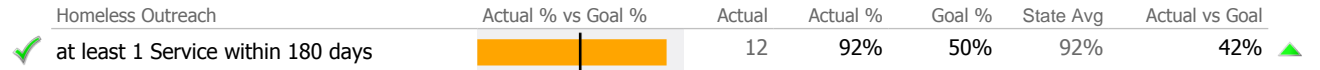
■ Actual    |    | Goal    ✔ Goal Met    ● Below Goal

\* State Avg based on 37 Active Social Rehabilitation Programs

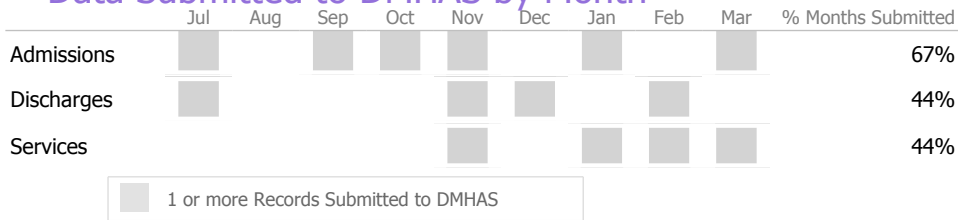
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	8	125% ▲
Admits	13	4	225% ▲
Discharges	11	4	175% ▲
Service Hours	141	5	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	212	241	-12% ▼
Admits	76	99	-23% ▼
Discharges	82	103	-20% ▼
Service Hours	2,744	3,292	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic 6 Month Updates	95%	64%
Cooccurring MH Screen Complete	91%	82%
SA Screen Complete	89%	80%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	88%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		41	50%	50%	41%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		186	81%	60%	68%	21% ▲
Stable Living Situation		225	98%	95%	85%	3%
Improved/Maintained Axis V GAF Score		144	74%	75%	53%	-1%
Employed		31	13%	30%	22%	-17% ▼

### Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		144	97%	90%	85%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		64	88%	75%	64%	13% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	23	26	-12% ▼
Admits	2	11	-82% ▼
Discharges	5	4	25% ▲
Bed Days	5,327	5,062	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	60%	70%	-20% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	79%	10% ▲

### Recovery

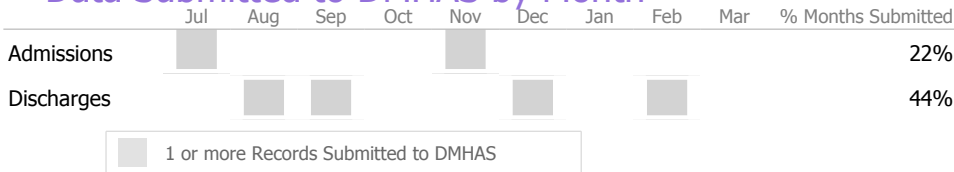
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	78%	60%	85%	18% ▲
Stable Living Situation		23	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		21	91%	95%	68%	-4%
Employed		3	13%	25%	7%	-12% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	1,279 days	0.3	93%	90%	93%	3%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	64%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	22%	-20% ▼
Self Help		N/A	N/A	60%	66%	-60% ▼
Stable Living Situation		N/A	N/A	80%	83%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	91%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 17 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	7	29%	▲
Admits	8	5	60%	▲
Discharges	6	8	-25%	▼
Service Hours	100	39	157%	▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	91%
<b>On-Time Periodic</b>		
6 Month Updates	100%	43%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	67%	50%	55%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		10	100%	75%	85%	25% ▲
Self Help		8	80%	60%	24%	20% ▲
Abstinence/Reduced Drug Use		7	70%	55%	56%	15% ▲
Stable Living Situation		10	100%	95%	87%	5%
Improved/Maintained Axis V GAF Score		7	100%	75%	69%	25% ▲
Employed		0	0%	50%	43%	-50% ▼

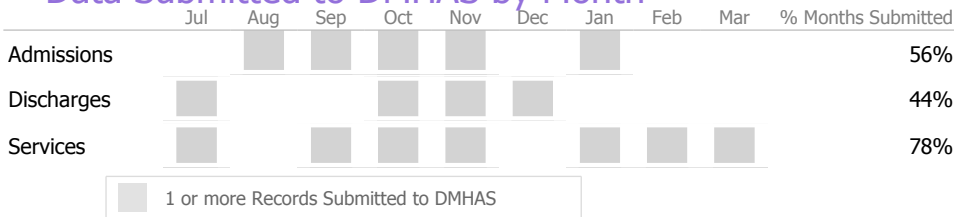
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	79%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	100%	75%	75%	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

# Mobile Crisis Program

Rushford Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

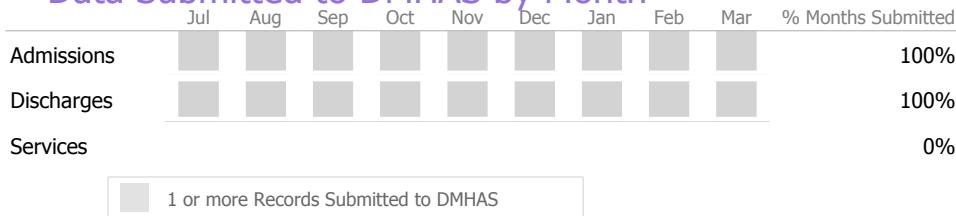
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	136	-49% ▼
Admits	80	168	-52% ▼
Discharges	80	168	-52% ▼
Service Hours	-	-	

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		73	91%	75%	68%	16% ▲
● Community Location Evaluation		47	59%	80%	75%	-21% ▼
● Follow-up Service within 48 hours		13	43%	90%	60%	-47% ▼

## Data Submitted to DMHAS by Month



▲ > 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	243	313	-22% ▼
Admits	186	256	-27% ▼
Discharges	205	251	-18% ▼
Service Hours	1,315	1,646	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	91%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	19%	43%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	96%	96%
SA Screen Complete	Actual	State Avg
SA Screen Complete	97%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	98%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		140	68%	50%	55%	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		229	86%	75%	85%	11% ▲
✓ Abstinence/Reduced Drug Use		178	67%	55%	56%	12% ▲
● Employed		131	49%	50%	43%	-1%
● Stable Living Situation		246	93%	95%	87%	-2%
● Improved/Maintained Axis V GAF Score		155	70%	75%	69%	-5%
● Self Help		101	38%	60%	24%	-22% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		44	73%	90%	79%	-17% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		132	77%	75%	75%	2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	5	7	-29% ▼
Admits	-	2	-100% ▼
Discharges	-	3	-100% ▼
Bed Days	1,370	820	67% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
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	60%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	100%	60%	85%	40% ▲
Improved/Maintained Axis V GAF Score		5	100%	95%	68%	5%
Stable Living Situation		5	100%	95%	96%	5%
Employed		0	0%	25%	7%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	506 days	0.3	100%	90%	93%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	28	-11% ▼
Admits	-	3	-100% ▼
Discharges	2	3	-33% ▼
Service Hours	327	171	91% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	83%	15% ▲

### Service Utilization

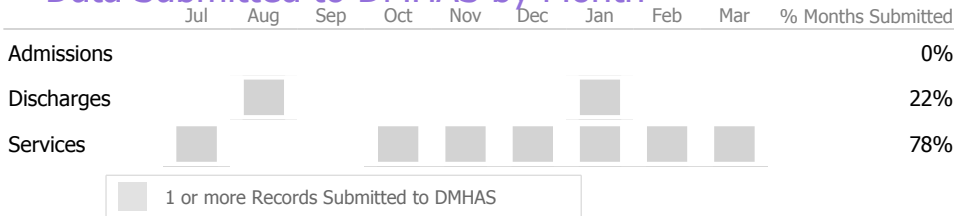
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    |    Goal    Goal Met    Below Goal

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	550	242	127% ▲
Admits	548	211	160% ▲
Discharges	554	227	144% ▲
Bed Days	14,959	5,892	154% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	100%	98%

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

Cooccurring	Actual	State Avg
MH Screen Complete	93%	96%
SA Screen Complete	94%	96%

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		438	79%	80%	78%	-1%
No Re-admit within 30 Days of Discharge		498	90%	85%	91%	5%
Follow-up within 30 Days of Discharge		255	58%	90%	63%	-32%

### Recovery

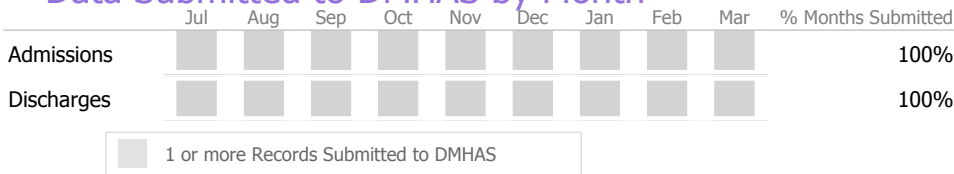
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		496	82%	60%	76%	22% ▲
Improved/Maintained Axis V GAF Score		537	94%	75%	82%	19% ▲
Abstinence/Reduced Drug Use		329	55%	70%	61%	-15% ▼

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	39	91 days	0.1	158%	90%	115%	68% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,148	855	34% ▲
Admits	1,287	934	38% ▲
Discharges	1,287	907	42% ▲
Bed Days	15,863	7,829	103% ▲

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1,046	81%	80%	77%	1%
✓ No Re-admit within 30 Days of Discharge		1,111	86%	85%	84%	1%
● Follow-up within 30 Days of Discharge		599	57%	90%	57%	-33% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
✓ Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	0%	4%
<b>Cooccurring</b>		
✓ MH Screen Complete	99%	99%
✓ SA Screen Complete	99%	99%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	99%

### Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		19	92 days	0.0	305%	90%	130%	215% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submitted to DMHAS by Month

Measure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 8 Active Medically Monitored Detox 3.7D Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	438	446	-2%
Admits	112	98	14% ▲
Discharges	99	113	-12% ▼
Service Hours	5,695	4,942	15% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	88%
SA Screen Complete	89%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		38	38%	65%	68%	-27% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		370	84%	60%	81%	24% ▲
Stable Living Situation		424	96%	80%	93%	16% ▲
Employed		43	10%	20%	12%	-10% ▼
Improved/Maintained Axis V GAF Score		302	77%	95%	66%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		340	98%	90%	99%	8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 47 Active CSP Programs

# Senior Services

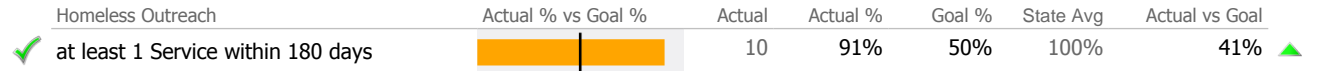
Rushford Center

Addiction - Case Management - Outreach & Engagement

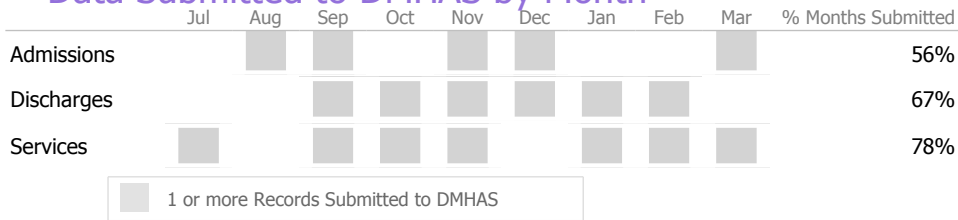
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	26	-8%
Admits	13	12	8%
Discharges	10	13	-23% ▼
Service Hours	339	380	-11% ▼

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 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	25	19	32% ▲
Admits	8	2	300% ▲
Discharges	-	2	-100% ▼
Service Hours	204	23	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	88%	85%	83%	3%

### Service Utilization

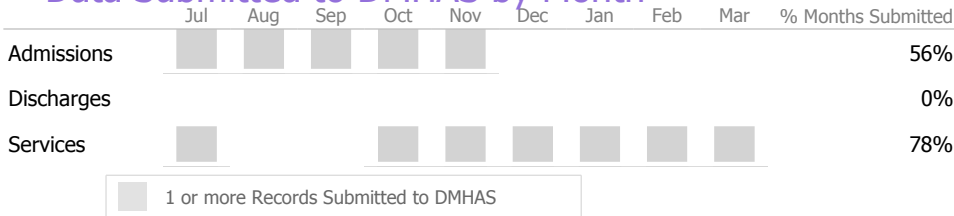
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	84%	90%	96%	-6%

### 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 71 Active Supportive Housing – Scattered Site Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	17	588% ▲
Admits	92	4	2200% ▲
Discharges	85	14	507% ▲
Bed Days	7,793	1,033	654% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	0%	4%
<b>Cooccurring</b>		
MH Screen Complete	94%	95%
SA Screen Complete	96%	95%
<b>Diagnosis</b>		
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		70	82%	70%	71%	12% ▲
✓ No Re-admit within 30 Days of Discharge		77	91%	85%	91%	6%
● Follow-up within 30 Days of Discharge		28	40%	90%	64%	-50% ▼

### Recovery

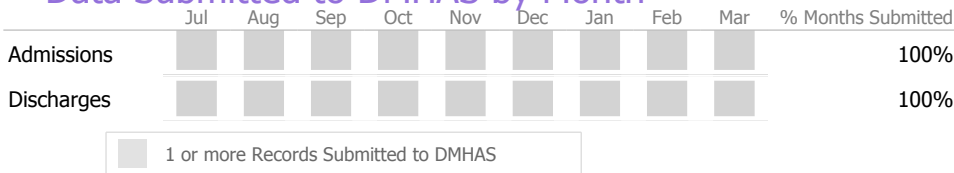
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		85	71%	70%	75%	1%
● Improved/Maintained Axis V GAF Score		73	83%	95%	80%	-12% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		26	105 days	0.2	112%	90%	81%	22% ▲

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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	197	259	-24% ▼
Admits	137	192	-29% ▼
Discharges	152	207	-27% ▼
Service Hours	1,170	1,581	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	99%	91%
<b>On-Time Periodic</b>		
6 Month Updates	73%	43%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		95	62%	50%	55%	12% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		188	92%	75%	85%	17% ▲
Abstinence/Reduced Drug Use		116	57%	55%	56%	2%
Stable Living Situation		193	94%	95%	87%	-1%
Employed		94	46%	50%	43%	-4%
Improved/Maintained Axis V GAF Score		129	77%	75%	69%	2%
Self Help		68	33%	60%	24%	-27% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	91%	90%	79%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		116	89%	75%	75%	14% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	10	1	900% ▲
Admits	5	1	400% ▲
Discharges	4	-	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	59%	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	100%	60%	62%	40% ▲
✓ Employed		3	25%	20%	11%	5%
✓ Stable Living Situation		11	92%	80%	80%	12% ▲

### Data Submission Quality

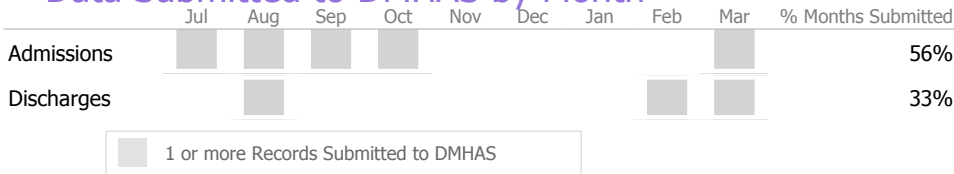
Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		64%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		54%
✓ SA Screen Complete		50%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		60%
✓ Valid Axis V GAF Score		33%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 31 Active Standard Case Management Programs