

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,257	3,355	-3%
	Admits	3,673	3,765	-2%
	Discharges	3,643	3,863	-6%
	Service Hours	28,562	24,324	17% ▲
	Bed Days	28,763	32,528	-12% ▼
	S.Rehab/PHP/IOP	3,387	4,249	-20% ▼

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

### Consumer Satisfaction Survey

(Based on 2,189 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Overall		87%	80%	91%
✓ General Satisfaction		86%	80%	92%
✓ Respect		85%	80%	91%
✓ Access		83%	80%	88%
● Outcome		72%	80%	83%
● Recovery		71%	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	1,250	27.7%
	Community Support	454	10.1%
	Employment Services	176	3.9%
	Social Rehabilitation	147	3.3%
	Case Management	76	1.7%
	Crisis Services	72	1.6%
	Residential Services	41	0.9%
	<b>Addiction</b>	Residential Services	1,339
Outpatient		517	11.5%
Case Management		348	7.7%
<b>Forensic MH</b>	Forensics Community-based	78	1.7%
	Residential Services	9	0.2%

### Client Demographics

Age	#	%	State Avg
18-25	382	12%	13%
26-34	836	26%	24%
35-44	670	21%	20%
45-54	724	22%	21%
55-64	511	16%	17%
65+	134	4%	5%

Gender	#	%	State Avg
Male	2,088	64%	60%
Female	1,167	36%	40%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	2,645	81% ▲	64%
Black/African American	316	10%	16%
Unknown	250	8%	4%
Other	22	1% ▼	13%
Asian	12	0%	1%
Am. Indian/Native Alaskan	11	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	27	-15% ▼
Admits	1	8	-88% ▼
Discharges	5	4	25% ▲
Service Hours	272	291	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	24%	69%
Cooccurring		
MH Screen Complete	0%	87%
SA Screen Complete	0%	87%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	50%	44%	30% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	83%	60%	69%	23% ▲
✓ Stable Living Situation		22	96%	95%	85%	1%
● Improved/Maintained Axis V GAF Score		16	73%	75%	51%	-2%
● Employed		0	0%	30%	23%	-30% ▼

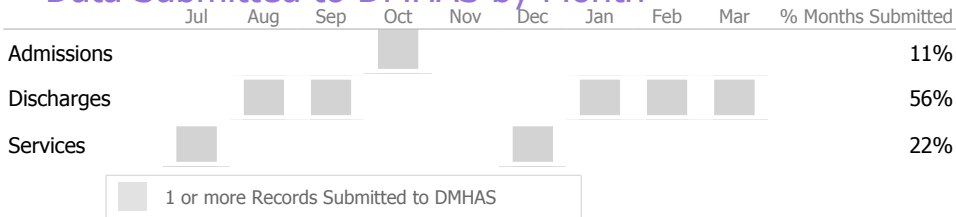
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	88%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

### 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	932	1,034	-10%
Admits	361	433	-17% ▼
Discharges	391	479	-18% ▼
Service Hours	10,608	9,816	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	86%	69%
Cooccurring MH Screen Complete	97%	87%
SA Screen Complete	97%	87%
Diagnosis Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	98%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		227	58%	50%	44%	8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		869	87%	60%	69%	27% ▲
Stable Living Situation		978	98%	95%	85%	3%
Employed		248	25%	30%	23%	-5%
Improved/Maintained Axis V GAF Score		594	68%	75%	51%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		560	92%	90%	88%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		271	81%	75%	68%	6%

### 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	149	98	52% ▲
Admits	96	78	23% ▲
Discharges	84	58	45% ▲
Service Hours	661	502	31% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	56%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	87%
SA Screen Complete	95%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		61	73%	50%	44%	23% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		138	86%	60%	69%	26% ▲
Stable Living Situation		149	93%	95%	85%	-2%
Improved/Maintained Axis V GAF Score		100	79%	75%	51%	4%
Employed		22	14%	30%	23%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	94%	90%	88%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		54	61%	75%	68%	-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 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 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	12	-25% ▼
Admits	5	8	-38% ▼
Discharges	6	7	-14% ▼
Bed Days	670	2,110	-68% ▼

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	75%	83%	8%
● No Re-admit within 30 Days of Discharge		4	67%	85%	67%	-18% ▼
● Follow-up within 30 Days of Discharge		1	20%	90%	20%	-70% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		0%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

### Recovery

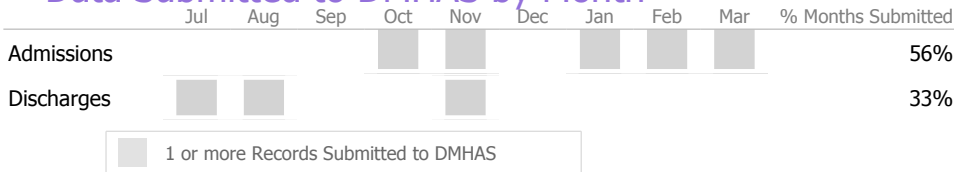
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		3	43%	75%	43%	-32% ▼

### Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	280 days	0.5	41%	90%	41%	-49% ▼

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 1 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176	202	-13% ▼
Admits	90	103	-13% ▼
Discharges	115	99	16% ▲
Service Hours	535	947	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		50	27%	35%	43%	-8%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	80%	90%	96%	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	58%	91%

### 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

\* State Avg based on 41 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	99	-21% ▼
Admits	62	96	-35% ▼
Discharges	56	90	-38% ▼
Service Hours	169	144	17% ▲

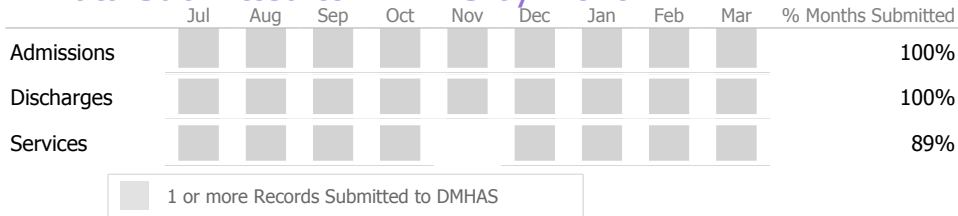
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	92%	90%	47%	2%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		35	2%	0%	3%	2%

### 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	72	80	-10%
Admits	73	90	-19% ▼
Discharges	75	85	-12% ▼
Bed Days	2,550	1,492	71% ▲

### Discharge Outcomes

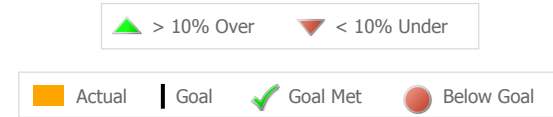
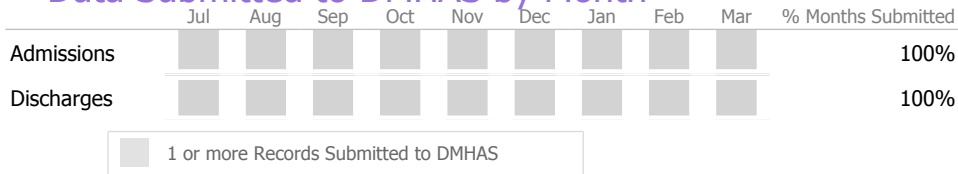
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		64	86%	85%	87%	1%
● Follow-up within 30 Days of Discharge		31	84%	90%	78%	-6%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	60 days	0.1	93%	90%	69%	3%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

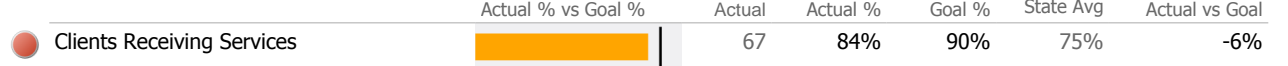


\* State Avg based on 10 Active Respite Bed Programs

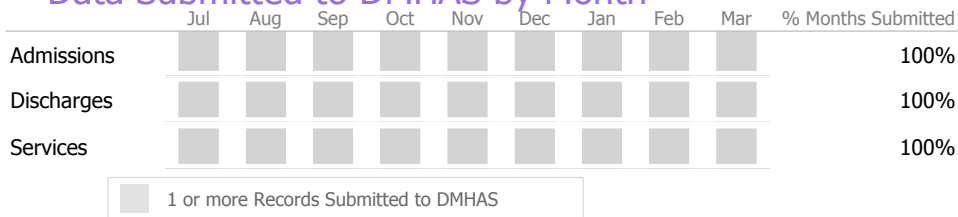
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	161	-9%
Admits	74	60	23% ▲
Discharges	75	86	-13% ▼
Service Hours	2	37	-95% ▼
Social Rehab/PHP/IOP Days	3,387	4,249	-20% ▼

### Service Utilization



### Data Submitted to DMHAS by Month

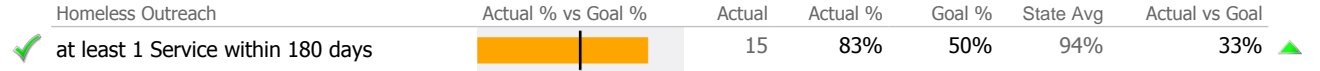


\* State Avg based on 36 Active Social Rehabilitation Programs

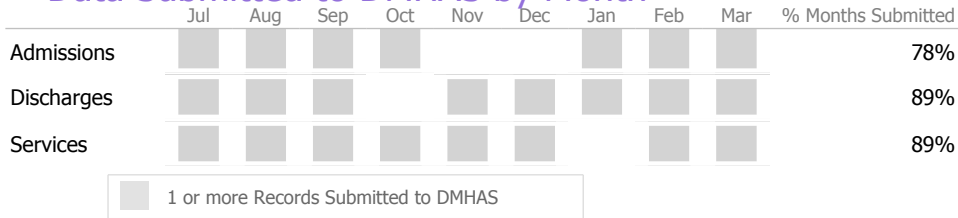
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	21	33% ▲
Admits	19	16	19% ▲
Discharges	23	12	92% ▲
Service Hours	143	143	0%

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	212	-2%
Admits	70	77	-9%
Discharges	56	85	-34% ▼
Service Hours	2,842	2,796	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	87%
SA Screen Complete	91%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	36%	50%	44%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		189	86%	60%	69%	26% ▲
Stable Living Situation		212	97%	95%	85%	2%
Improved/Maintained Axis V GAF Score		132	72%	75%	51%	-3%
Employed		26	12%	30%	23%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		153	94%	90%	88%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		50	76%	75%	68%	1%

### 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	25	23	9%
Admits	14	2	600% ▲
Discharges	14	5	180% ▲
Bed Days	4,087	5,327	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	75%	77%
Cooccurring MH Screen Complete	75%	86%
SA Screen Complete	75%	86%
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		7	50%	60%	69%	-10% ▼
Follow-up within 30 Days of Discharge		6	86%	90%	81%	-4%

### Recovery

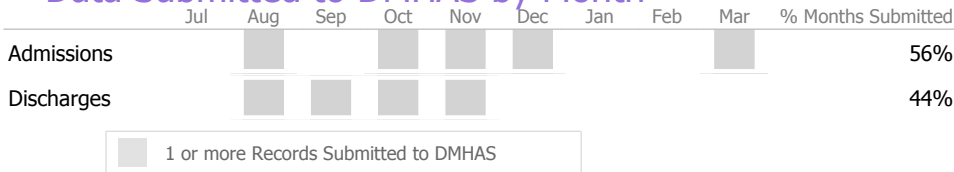
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		25	83%	60%	85%	23% ▲
Stable Living Situation		29	97%	95%	96%	2%
Employed		5	17%	25%	9%	-8%
Improved/Maintained Axis V GAF Score		16	62%	95%	65%	-33% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	1,415 days	0.4	71%	90%	93%	-19% ▼

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 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	11	218% ▲
Admits	31	9	244% ▲
Discharges	26	9	189% ▲
Service Hours	199	76	160% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	100%	93%
<b>On-Time Periodic</b>		
6 Month Updates	100%	23%
<b>Cooccurring</b>		
MH Screen Complete	90%	99%
SA Screen Complete	90%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	69%	50%	52%	19% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		34	97%	75%	85%	22% ▲
✓ Self Help		24	69%	60%	33%	9%
✓ Improved/Maintained Axis V GAF Score		26	87%	75%	54%	12% ▲
● Stable Living Situation		32	91%	95%	84%	-4%
● Abstinence/Reduced Drug Use		9	26%	55%	55%	-29% ▼
● Employed		7	20%	50%	42%	-30% ▼

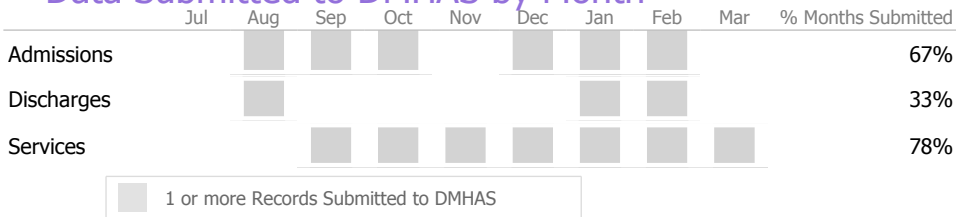
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	72%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		9	29%	75%	69%	-46% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	283	274	3%
Admits	232	232	0%
Discharges	192	245	-22% ▼
Service Hours	1,809	1,632	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	93%
<b>On-Time Periodic</b>		
6 Month Updates	13%	23%
<b>Cooccurring</b>		
MH Screen Complete	98%	99%
SA Screen Complete	98%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		106	55%	50%	52%	5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		274	89%	75%	85%	14% ▲
✓ Employed		186	60%	50%	42%	10%
✓ Stable Living Situation		298	97%	95%	84%	2%
✓ Abstinence/Reduced Drug Use		168	55%	55%	55%	0%
● Improved/Maintained Axis V GAF Score		142	66%	75%	54%	-9%
● Self Help		91	30%	60%	33%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		112	97%	90%	72%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		181	83%	75%	69%	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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	-	
Discharges	-	-	
Bed Days	1,096	1,370	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	50%	77%
Cooccurring		
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	86%
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	60%	69%	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		4	100%	60%	85%	40% ▲
✓ Improved/Maintained Axis V GAF Score		4	100%	95%	65%	5%
✓ Stable Living Situation		4	100%	95%	96%	5%
● Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	822 days	0.4	80%	90%	93%	-10%

Legend: ■ < 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%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 62 Active Supervised Apartments Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	25	-8%
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	209	327	-36% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	100%	85%	86%	15% ▲

### Service Utilization

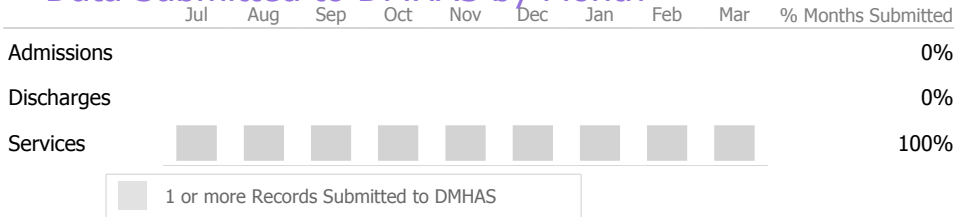
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	536	575	-7%
Admits	535	591	-9%
Discharges	543	597	-9%
Bed Days	10,136	10,390	-2%

### Data Submission Quality

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

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

Cooccurring	Actual	State Avg
MH Screen Complete	96%	98%
SA Screen Complete	96%	98%

Diagnosis	Actual	State Avg
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		439	81%	80%	77%	1%
✓ No Re-admit within 30 Days of Discharge		506	93%	85%	92%	8%
● Follow-up within 30 Days of Discharge		214	49%	90%	60%	-41%

### Recovery

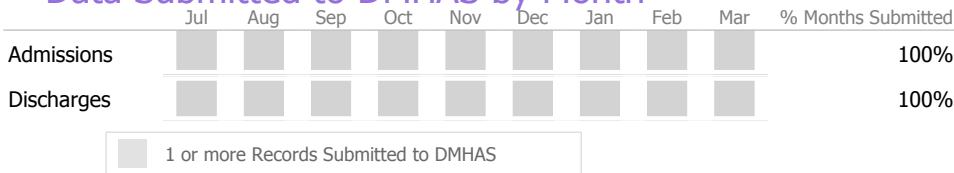
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		471	82%	60%	79%	22%
✓ Improved/Maintained Axis V GAF Score		473	87%	75%	85%	12%
● Abstinence/Reduced Drug Use		345	60%	70%	64%	-10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	21 days	0.1	109%	90%	100%	19%

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 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,029	1,133	-9%
Admits	1,190	1,315	-10%
Discharges	1,187	1,317	-10%
Bed Days	4,456	4,886	-9%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		949	80%	80%	74%	0%
✓ No Re-admit within 30 Days of Discharge		1,030	87%	85%	82%	2%
● Follow-up within 30 Days of Discharge		513	54%	90%	54%	-36%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%
✓ Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	0%
<b>Cooccurring</b>		
MH Screen Complete	99%	100%
SA Screen Complete	99%	100%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		19	4 days	0.0	86%	90%	91%	-4%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month

	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	454	438	4%
Admits	120	113	6%
Discharges	136	102	33% ▲
Service Hours	9,208	5,712	61% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	84%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	89%
SA Screen Complete	89%	88%
Diagnosis	Actual	State Avg
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		90	66%	65%	68%	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		400	87%	60%	82%	27% ▲
Stable Living Situation		432	94%	80%	92%	14% ▲
Improved/Maintained Axis V GAF Score		306	76%	65%	64%	11% ▲
Employed		52	11%	20%	13%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		317	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 48 Active CSP Programs

## Senior Services

Rushford Center

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

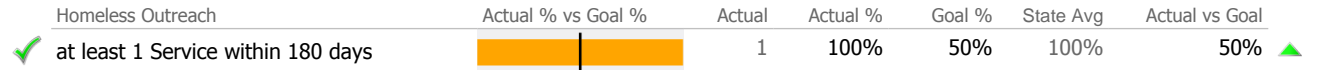
Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

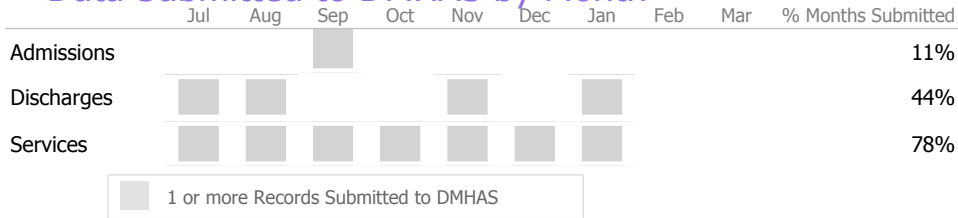
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	26	-46% ▼
Admits	1	15	-93% ▼
Discharges	5	13	-62% ▼
Service Hours	226	443	-49% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 7 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	-	8	-100% ▼
Discharges	1	-	
Service Hours	222	235	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	92%	85%	86%	7%

### Service Utilization

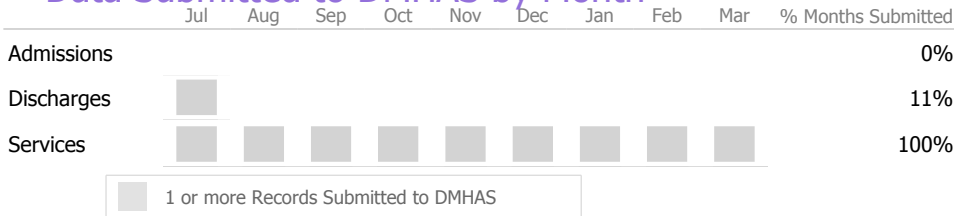
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	96%	10%

### 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 74 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	117	-24% ▼
Admits	69	95	-27% ▼
Discharges	69	93	-26% ▼
Bed Days	5,768	6,953	-17% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		66	96%	70%	76%	26% ▲
✓ No Re-admit within 30 Days of Discharge		67	97%	85%	91%	12% ▲
● Follow-up within 30 Days of Discharge		29	44%	90%	65%	-46% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
✓ Valid TEDS Data	100%	98%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		77	86%	70%	81%	16% ▲
✓ Improved/Maintained Axis V GAF Score		66	96%	95%	86%	1% ▲

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	15%

### Bed Utilization

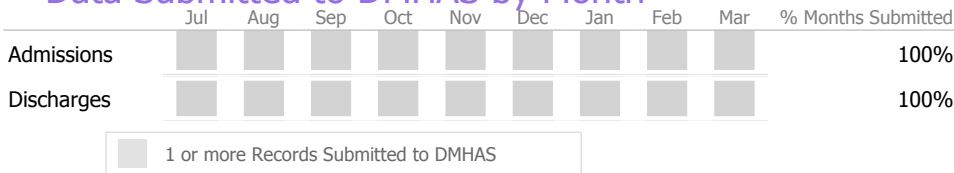
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		26	79 days	0.2	81%	90%	88%	-9%

Legend: ■ < 90% ■ 90-110% ■ >110%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	97%	96%
✓ SA Screen Complete	97%	96%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	95%

### 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	334		
Admits	345	-	
Discharges	325	-	
Service Hours	197	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	30%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		312	96%	50%	71%	46% ▲

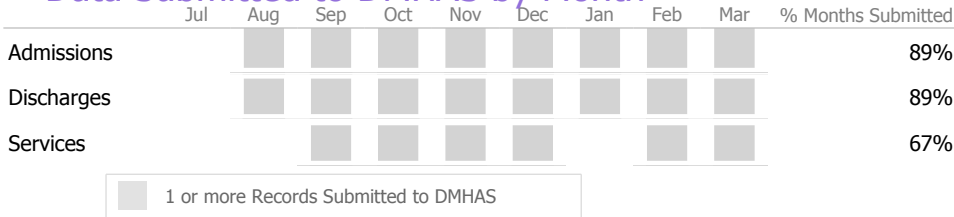
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		260	75%	60%	63%	15% ▲
Employed		98	28%	20%	22%	8%
Stable Living Situation		307	89%	80%	75%	9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	95%	90%	79%	5%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Standard Case Management Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	202	204	-1%
Admits	161	146	10%
Discharges	136	162	-16% ▼
Service Hours	1,259	1,222	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	99%	93%
<b>On-Time Periodic</b>		
6 Month Updates	86%	23%
<b>Cooccurring</b>		
MH Screen Complete	99%	99%
SA Screen Complete	99%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		91	67%	50%	52%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		187	88%	75%	85%	13% ▲
Abstinence/Reduced Drug Use		126	59%	55%	55%	4%
Stable Living Situation		204	96%	95%	84%	1%
Employed		105	50%	50%	42%	0%
Improved/Maintained Axis V GAF Score		113	75%	75%	54%	0%
Self Help		63	30%	60%	33%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		71	93%	90%	72%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		128	82%	75%	69%	7%

### 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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	4	6	-33% ▼
Discharges	3	4	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	50%	90%
SA Screen Complete	50%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	91%

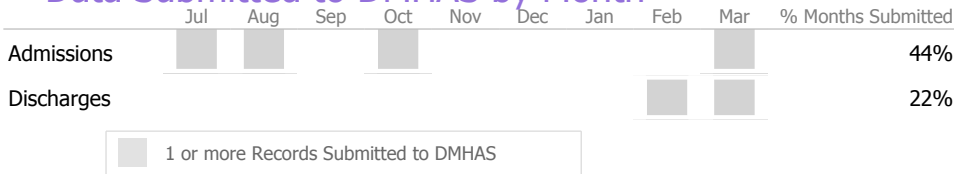
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Treatment Completed Successfully		1	33%	75%	63%	-42% ▼
<span style="color:green">✓</span> No Re-admit within 30 Days of Discharge		3	100%	85%	66%	15% ▲
<span style="color:green">✓</span> Follow-up within 30 Days of Discharge		1	100%	90%	72%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Improved/Maintained Axis V GAF Score		7	70%	75%	53%	-5%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

  Actual    |    Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 21 Active MH Intensive Res. Rehabilitation Programs