

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,669	2,426	10%
	Admits	2,289	2,017	13% ▲
	Discharges	2,112	1,980	7%
	Service Hours	62,143	55,989	11% ▲
	Bed Days	28,218	26,369	7%
	S.Rehab/PHP/IOP	5,826	9,302	-37% ▼

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

Consumer Satisfaction Survey (Based on 533 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		88%	80%	91%
✓ Access		88%	80%	88%
✓ Outcome		82%	80%	83%
✓ Recovery		80%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,711	41.8%
	Social Rehabilitation	280	6.8%
	Community Support	275	6.7%
	Employment Services	240	5.9%
	Crisis Services	195	4.8%
	ACT	162	4.0%
	Case Management	103	2.5%
	Residential Services	92	2.2%
	Forensic MH	Forensics Community-based	553
Outpatient		251	6.1%
Case Management		1	0.0%
Addiction	Outpatient	226	5.5%

Client Demographics

Age	#	%	State Avg
18-25	416	16%	16%
26-34	561	21%	23%
35-44	545	20%	20%
45-54	692	26%	24%
55-64	374	14%	14%
65+	75	3%	4%

Gender	#	%	State Avg
Male	1,379	52%	60%
Female	1,290	48%	40%

Race	#	%	State Avg
White/Caucasian	1,888	71%	65%
Other	420	16%	14%
Black/African American	295	11%	17%
Unknown	47	2%	3%
Asian	9	0%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	66	-2%
Admits	34	22	55% ▲
Discharges	33	35	-6%
Service Hours	333	538	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	54%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	71%
SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	62%	50%	45%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		56	84%	60%	55%	24% ▲
✓ Improved/Maintained Axis V GAF Score		45	79%	75%	51%	4%
● Stable Living Situation		56	84%	95%	81%	-11% ▼
● Employed		7	10%	30%	19%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		30	88%	90%	87%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		26	76%	75%	67%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	99	-7%
Admits	30	31	-3%
Discharges	22	35	-37% ▼
Service Hours	609	584	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
On-Time Periodic 6 Month Updates	22%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	85%	71%
SA Screen Complete	88%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	14%	50%	45%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	93%	60%	55%	33% ▲
Stable Living Situation		91	95%	95%	81%	0%
Improved/Maintained Axis V GAF Score		68	80%	75%	51%	5%
Employed		9	9%	30%	19%	-21% ▼

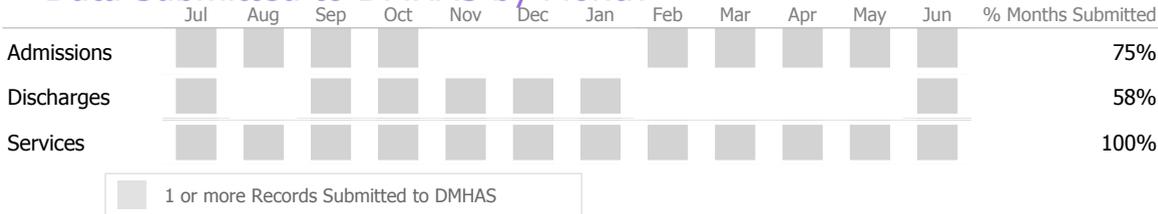
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	88%	90%	87%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	43%	75%	67%	-32% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,557	1,045	49% ▲
Admits	840	547	54% ▲
Discharges	776	316	146% ▲
Service Hours	12,099	8,800	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	68%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	71%
SA Screen Complete	78%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		383	50%	50%	45%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,292	79%	60%	55%	19% ▲
Stable Living Situation		1,483	91%	95%	81%	-4%
Employed		233	14%	30%	19%	-16% ▼
Improved/Maintained Axis V GAF Score		917	64%	75%	51%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		850	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		515	65%	75%	67%	-10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	95	0%
Admits	13	22	-41% ▼
Discharges	11	12	-8%
Service Hours	7,205	5,383	34% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	70%	80%
SA Screen Complete	70%	79%
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
✓ Treatment Completed Successfully		8	80%	65%	54%	15% ▲
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		6	75%	90%	47%	-15% ▼

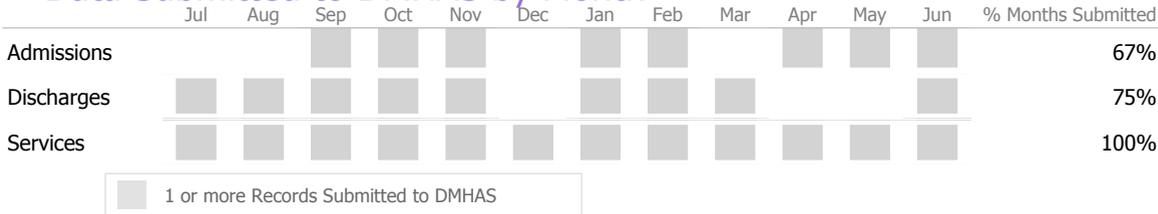
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		94	98%	60%	86%	38% ▲
✓ Social Support		91	95%	60%	69%	35% ▲
● Employed		5	5%	15%	9%	-10%
● Improved/Maintained Axis V GAF Score		54	60%	85%	41%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		84	99%	90%	98%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	72	-7%
Admits	18	11	64% ▲
Discharges	14	23	-39% ▼
Service Hours	8,675	6,991	24% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	43%	65%	54%	-22% ▼
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	91%	8%
● Follow-up within 30 Days of Discharge		2	33%	90%	47%	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		85%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		80%
✓ SA Screen Complete		79%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		91%

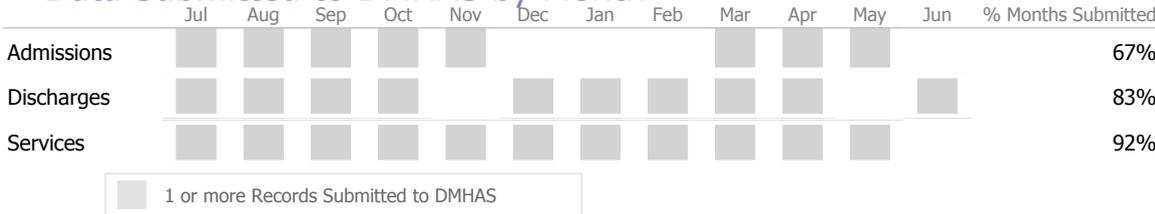
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		61	91%	60%	69%	31% ▲
✓ Stable Living Situation		59	88%	60%	86%	28% ▲
✓ Employed		12	18%	15%	9%	3%
● Improved/Maintained Axis V GAF Score		28	46%	85%	41%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		52	96%	90%	98%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	19	-21% ▼
Admits	6	6	0%
Discharges	2	10	-80% ▼
Bed Days	4,249	4,748	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	73%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	93%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	60%	66%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	73%	60%	81%	13% ▲
Employed		3	20%	25%	8%	-5%
Stable Living Situation		13	87%	95%	96%	-8%
Improved/Maintained Axis V GAF Score		6	46%	95%	66%	-49% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	795 days	0.8	97%	90%	97%	7%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% ▲
Admits	2	1	100% ▲
Discharges	-	1	-100% ▼
Service Hours	17	19	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	53%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	98%
SA Screen Complete	0%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	77%	40% ▲
✓ Stable Living Situation		2	100%	95%	85%	5%
● Employed		0	0%	30%	15%	-30% ▼
● Self Help		0	0%	60%	12%	-60% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	66%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	100%	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%	84%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	14	29% ▲
Admits	10	8	25% ▲
Discharges	8	5	60% ▲
Bed Days	3,379	2,436	39% ▲

Discharge Outcomes

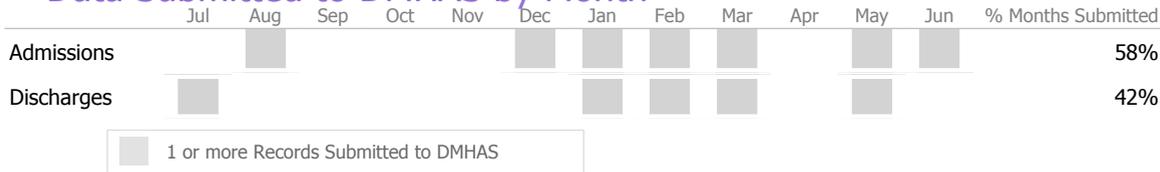
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	62%	10%

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	579 days	0.2	309%	90%	207%	219% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 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	275	326	-16% ▼
Admits	98	230	-57% ▼
Discharges	65	151	-57% ▼
Service Hours	4,131	4,991	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	16%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	62%
SA Screen Complete	90%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	37%	65%	54%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		225	80%	60%	68%	20% ▲
Stable Living Situation		251	90%	80%	91%	10%
Employed		30	11%	20%	10%	-9%
Improved/Maintained Axis V GAF Score		139	59%	95%	58%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		208	97%	90%	97%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	240	255	-6%
Admits	127	125	2%
Discharges	118	144	-18% ▼
Service Hours	6,918	7,523	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		87	36%	35%	37%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		125	98%	90%	94%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	71%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	2,599	2,795	-7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	78%	20% ▲
● No Re-admit within 30 Days of Discharge		1	50%	85%	86%	-35% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	82%	-90% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	85%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	95%

Recovery

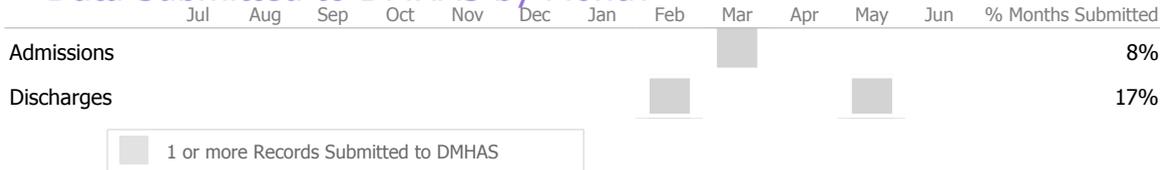
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	78%	60%	77%	18% ▲
✓ Stable Living Situation		9	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		4	57%	95%	62%	-38% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	2,551 days	0.9	89%	90%	96%	-1%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 25 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	29	-41% ▼
Admits	14	16	-13% ▼
Discharges	5	26	-81% ▼
Service Hours	62	233	-73% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	95%
On-Time Periodic		
6 Month Updates	Actual	State Avg
6 Month Updates	0%	33%
Cooccurring		
MH Screen Complete	Actual	State Avg
MH Screen Complete	0%	95%
SA Screen Complete	Actual	State Avg
SA Screen Complete	57%	95%
Diagnosis		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	51%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		14	82%	75%	89%	7%
✓ Stable Living Situation		17	100%	95%	87%	5%
● Employed		8	47%	50%	37%	-3%
● Abstinence/Reduced Drug Use		4	24%	55%	58%	-31% ▼
● Improved/Maintained Axis V GAF Score		5	36%	75%	59%	-39% ▼
● Self Help		1	6%	60%	25%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		9	75%	90%	82%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	71%	75%	73%	-4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	18	-17% ▼
Admits	5	4	25% ▲
Discharges	4	8	-50% ▼
Bed Days	3,993	4,452	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	10%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	76%
SA Screen Complete	75%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	60%	66%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	93%	60%	81%	33% ▲
Stable Living Situation		14	93%	95%	96%	-2%
Employed		3	20%	25%	8%	-5%
Improved/Maintained Axis V GAF Score		8	57%	95%	66%	-38% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	1,003 days	0.9	84%	90%	97%	-6%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	103	11% ▲
Admits	113	103	10%
Discharges	105	102	3%
Service Hours	325	222	46% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	95%
On-Time Periodic		
6 Month Updates	N/A	33%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		62	59%	50%	51%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		113	93%	75%	89%	18% ▲
✓ Improved/Maintained Axis V GAF Score		98	93%	75%	59%	18% ▲
✓ Abstinence/Reduced Drug Use		72	60%	55%	58%	5%
● Stable Living Situation		105	87%	95%	87%	-8%
● Self Help		28	23%	60%	25%	-37% ▼
● Employed		14	12%	50%	37%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		106	99%	75%	73%	24% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	434	480	-10%
Admits	301	342	-12% ▼
Discharges	303	350	-13% ▼
Service Hours	2,052	1,518	35% ▲

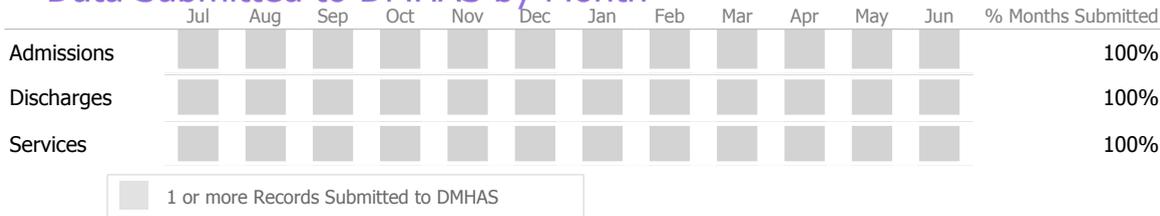
Service Utilization



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	154	110	40% ▲
Admits	157	83	89% ▲
Discharges	130	60	117% ▲
Service Hours	4,354	4,045	8%

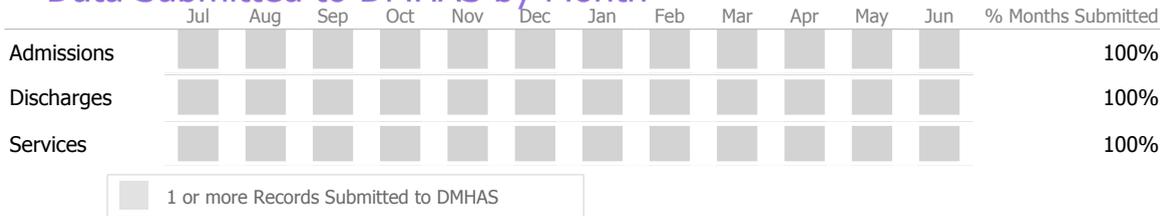
Service Utilization



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	250	153	63% ▲
Admits	284	131	117% ▲
Discharges	234	79	196% ▲
Service Hours	4,049	3,076	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	84%
On-Time Periodic 6 Month Updates	0%	53%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	98%
SA Screen Complete	96%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	99%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		124	53%	50%	50%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		276	76%	60%	77%	16% ▲
● Stable Living Situation		319	88%	95%	85%	-7%
● Employed		65	18%	30%	15%	-12% ▼
✓ Improved/Maintained Axis V GAF Score		185	77%	75%	66%	2%
● Self Help		16	4%	60%	12%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		128	99%	90%	100%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		171	83%	75%	84%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 3 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	103	-2%
Admits	36	38	-5%
Discharges	37	40	-8%
Service Hours	2,204	2,300	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	95%
On-Time Periodic		
6 Month Updates	Actual	State Avg
6 Month Updates	28%	33%
Cooccurring		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	25%	50%	51%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		80	78%	55%	58%	23% ▲
Not Arrested		99	96%	75%	89%	21% ▲
Improved/Maintained Axis V GAF Score		79	83%	75%	59%	8%
Stable Living Situation		93	90%	95%	87%	-5%
Employed		8	8%	50%	37%	-42% ▼
Self Help		12	12%	60%	25%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		63	95%	90%	82%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	72%	75%	73%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Next Steps 603551

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	3	5	-40% ▼
Discharges	2	2	0%
Service Hours	1,048	781	34% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	89%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	13	-69% ▼
Admits	-	4	-100% ▼
Discharges	4	9	-56% ▼
Service Hours	29	78	-62% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	54%	96%
On-Time Periodic 6 Month Updates	N/A	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	61%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	80%	65%	20% ▲
● Employed		0	0%	20%	5%	-20% ▼
● Social Support		1	25%	60%	48%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	67%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	6	7	-14% ▼
Discharges	7	4	75% ▲
Bed Days	5,338	5,562	-4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	67%	75%	56%	-8%
No Re-admit within 30 Days of Discharge		4	67%	85%	74%	-18% ▼
Follow-up within 30 Days of Discharge		1	25%	90%	78%	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	91%	72%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	80%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		13	72%	75%	71%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		17	858 days	0.8	86%	90%	91%	-4%

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 7 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	2	5	-60% ▼
Discharges	1	-	
Bed Days	2,157	124	1640% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	80%	83%
Cooccurring		
MH Screen Complete	23%	76%
SA Screen Complete	23%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	66%	40% ▲

Recovery

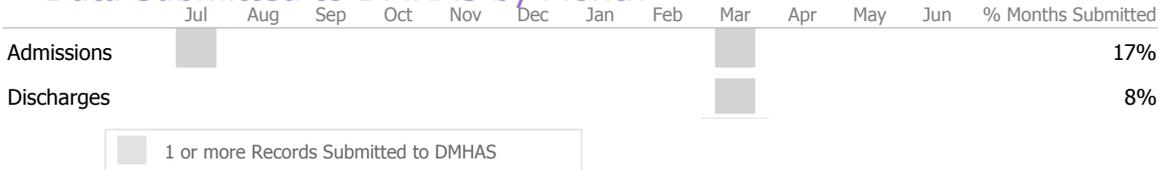
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	86%	60%	81%	26% ▲
Stable Living Situation		7	100%	95%	96%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		4	67%	95%	66%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	351 days	1.0	98%	90%	97%	8%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	4	-100% ▼
Discharges	2	-	
Service Hours	45	24	86% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	71%
SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	50%	45%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	75%	60%	55%	15% ▲
Stable Living Situation		4	100%	95%	81%	5%
Improved/Maintained Axis V GAF Score		2	50%	75%	51%	-25% ▼
Employed		0	0%	30%	19%	-30% ▼

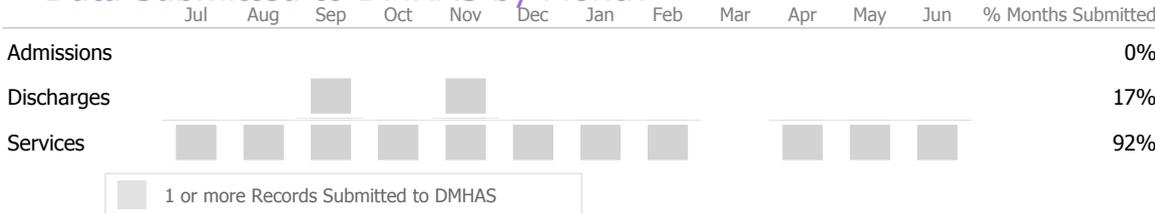
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	100%	90%	87%	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%	67%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Supportive Housing 603293

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	74	0%
Admits	1	2	-50% ▼
Discharges	5	1	400% ▲
Service Hours	2,838	2,182	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		74	100%	85%	89%	15% ▲

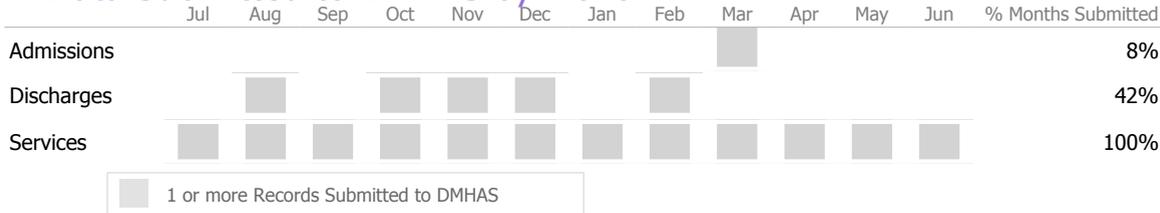
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		69	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

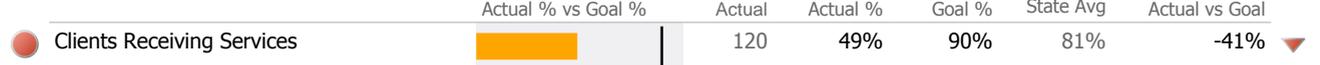
Actual | Goal Goal Met Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	280	315	-11% ▼
Admits	5	26	-81% ▼
Discharges	33	44	-25% ▼
Service Hours	5,149	5,144	0%
Social Rehab/PHP/IOP Days	5,826	9,302	-37% ▼

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	31	26	19% ▲
Admits	12	8	50% ▲
Discharges	15	7	114% ▲
Bed Days	6,503	6,252	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	73%	75%	56%	-2%
● No Re-admit within 30 Days of Discharge		12	80%	85%	74%	-5%
● Follow-up within 30 Days of Discharge		8	73%	90%	78%	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	79%	72%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	96%
SA Screen Complete	85%	94%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	80%

Recovery

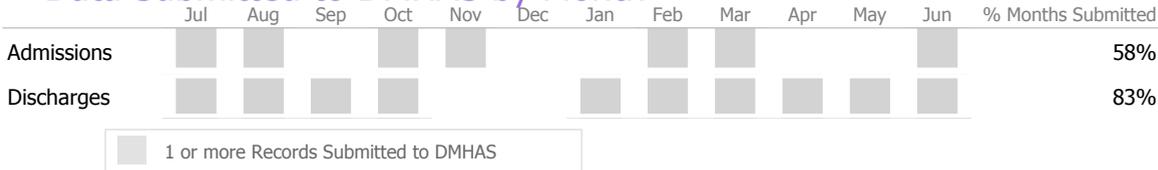
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		22	79%	75%	71%	4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	775 days	0.5	105%	90%	91%	15% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 7 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	180	230	-22% ▼
Admits	169	201	-16% ▼
Discharges	173	218	-21% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		199	73%	75%	73%	-2%
● Community Location Evaluation		201	74%	80%	47%	-6%
● Follow-up Service within 48 hours		22	19%	90%	49%	-71% ▼

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