

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,538	3,530	0%
	Admits	1,847	1,918	-4%
	Discharges	1,846	1,832	1%
	Service Hours	60,719	58,811	3%
	Bed Days	13,646	13,126	4%
	S.Rehab/PHP/IOP	1,306	2,161	-40% ▼

### Consumer Satisfaction Survey

(Based on 427 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Respect		88%	80%	91%
✓ Overall		86%	80%	91%
✓ Access		86%	80%	88%
● Outcome		69%	80%	83%
● Recovery		66%	80%	79%



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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	3,185	66.9%
	Community Support	422	8.9%
	Employment Services	243	5.1%
	Case Management	189	4.0%
	Social Rehabilitation	123	2.6%
	Residential Services	96	2.0%
<b>Forensic MH</b>	Forensics Community-based	333	7.0%
<b>Addiction</b>	Outpatient	167	3.5%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	406	11%	16%	Female	1,910	54%	▲ 40%		
26-34	646	18%	24%	Male	1,628	46%	▼ 60%		
35-44	607	17%	19%	<b>Race</b>	White/Caucasian	2,971	84%	▲ 66%	
45-54	881	25%	23%		Other	215	6%	13%	
55-64	719	20%	14%		Black/African American	190	5%	▼ 17%	
65+	273	8%	4%		Unknown	129	4%	3%	
<b>Ethnicity</b>	Non-Hispanic	3,291	93%		▲ 75%	Asian	19	1%	1%
	Hispanic-Other	104	3%		6%	Multiple Races	10	0%	1%
	Hisp-Puerto Rican	99	3%	12%	Am. Indian/Native Alaskan	3	0%	1%	
	Unknown	35	1%	6%	Hawaiian/Other Pacific Islander	1	0%	0%	
Hispanic-Mexican	6	0%	1%						
Hispanic-Cuban	3	0%	0%						



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	97	2%
Admits	38	43	-12% ▼
Discharges	34	35	-3%
Service Hours	2,107	1,996	6%

### Recovery

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

### Service Utilization

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		67	100%	90%	96%	10%

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	81%	93%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges		■	■	■		■	■	■	■	■	■	■	83%
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	9	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	2,906	2,915	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	94%
SA Screen Complete	0%	93%
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		1	100%	80%	72%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	84%	15% ▲
✓ 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
✓ Social Support		7	78%	60%	77%	18% ▲
● Stable Living Situation		8	89%	90%	98%	-1%
✓ Improved/Maintained Axis V GAF Score		8	100%	95%	67%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,831 days	0.3	100%	90%	96%	10%



### Data Submitted to DMHAS by Month



\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	33	-6%
Admits	10	13	-23% ▼
Discharges	10	11	-9%
Service Hours	2,288	2,506	-9%
Bed Days	7,820	7,538	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	60%	60%	71%	0%
● Follow-up within 30 Days of Discharge		4	67%	90%	79%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	81%	60%	83%	21% ▲
✓ Stable Living Situation		31	97%	95%	96%	2%
● Employed		3	9%	25%	9%	-16% ▼
● Improved/Maintained Axis V GAF Score		22	76%	95%	72%	-19% ▼

### Data Submission Quality

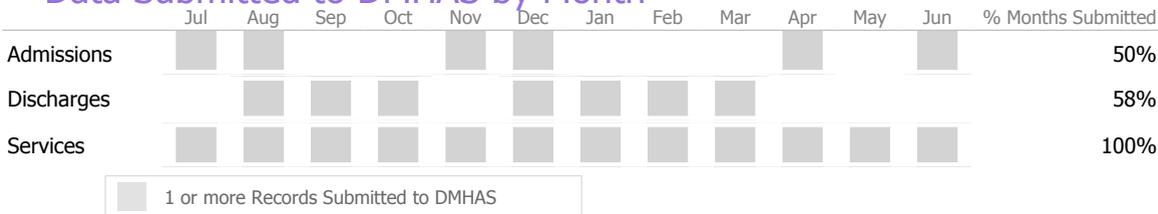
Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	64%
SA Screen Complete	0%	63%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%
✓ Valid Axis V GAF Score	97%	97%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,282 days	0.2	102%	90%	92%	12% ▲

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

# Options SR

BH Care (formerly Harbor and Birmingham)

Mental Health - Social Rehabilitation - Social Rehabilitation

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	104	-14% ▼
Admits	13	8	63% ▲
Discharges	12	29	-59% ▼
Service Hours	13,782	10,347	33% ▲
Social Rehab/PHP/IOP Days	132	472	-72% ▼

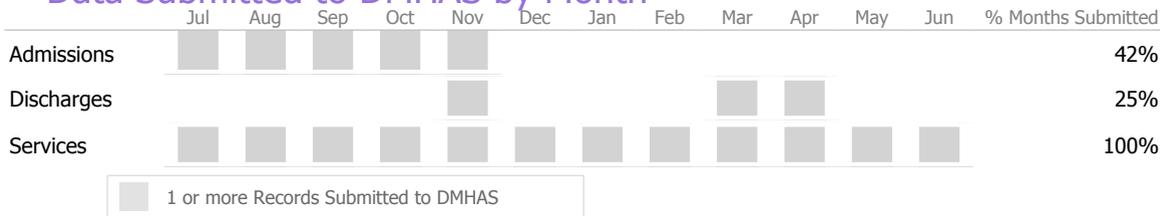
## Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	72	94%	90%	75%	4%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	174	-17% ▼
Admits	51	86	-41% ▼
Discharges	56	83	-33% ▼
Service Hours	1,905	1,924	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		49	33%	35%	39%	-2%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		89	98%	90%	96%	8%

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	95%	93%

### 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	108	124	-13% ▼
Admits	10	10	0%
Discharges	17	26	-35% ▼
Service Hours	1,638	1,669	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	38%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	67%
SA Screen Complete	83%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	65%	50%	40%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		85	79%	60%	66%	19% ▲
Stable Living Situation		102	94%	95%	85%	-1%
Improved/Maintained Axis V GAF Score		80	78%	75%	57%	3%
Employed		15	14%	30%	21%	-16% ▼

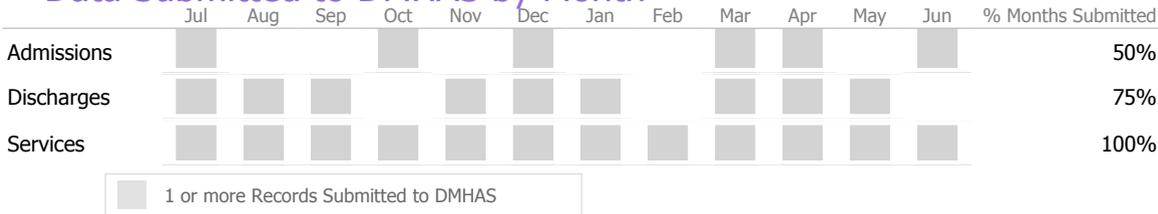
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		89	98%	90%	86%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	60%	75%	69%	-15% ▼

### 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

# Shoreline Crisis-Jail Div 304-341

BH Care (formerly Harbor and Birmingham)

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

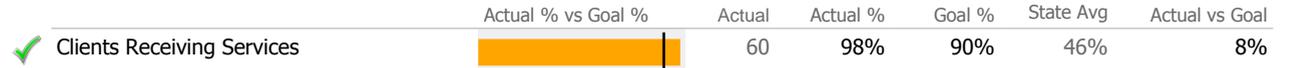
Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

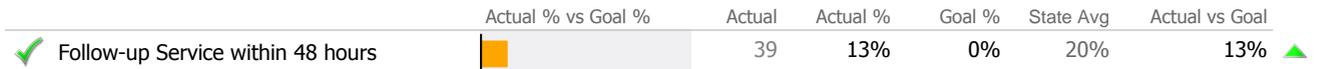
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	173	10%
Admits	161	141	14% ▲
Discharges	149	142	5%
Service Hours	595	465	28% ▲

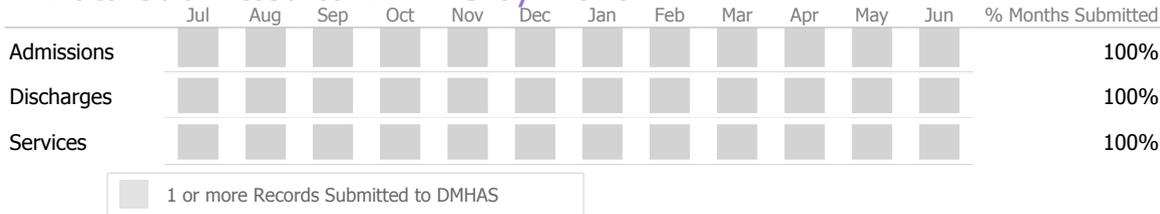
## Service Utilization



## 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	125	119	5%
Admits	30	33	-9%
Discharges	31	25	24% ▲
Service Hours	956	952	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	67%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	19%	50%	40%	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		105	84%	60%	66%	24% ▲
Stable Living Situation		123	98%	95%	85%	3%
Improved/Maintained Axis V GAF Score		83	74%	75%	57%	-1%
Employed		19	15%	30%	21%	-15% ▼

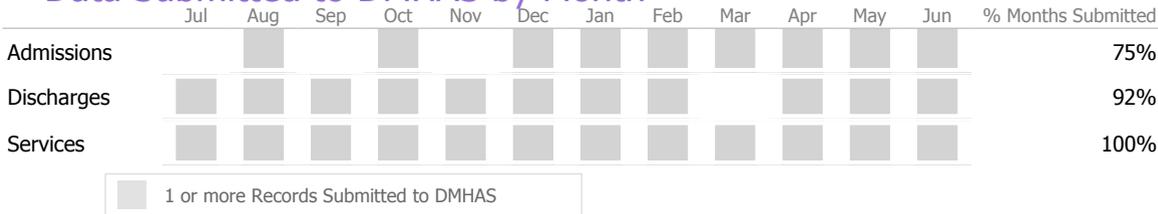
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		94	100%	90%	86%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		23	77%	75%	69%	2%

### 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	169	161	5%
Admits	35	35	0%
Discharges	46	28	64% ▲
Service Hours	2,511	2,858	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	2%	67%
SA Screen Complete	2%	65%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	96%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	57%	65%	70%	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		142	83%	60%	76%	23% ▲
Stable Living Situation		161	94%	80%	92%	14% ▲
Employed		24	14%	20%	11%	-6%
Improved/Maintained Axis V GAF Score		87	57%	95%	61%	-38% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		122	97%	90%	96%	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	98	111	-12% ▼
Admits	12	19	-37% ▼
Discharges	17	24	-29% ▼
Service Hours	1,150	1,130	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	67%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	77%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	35%	50%	40%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	87%	60%	66%	27% ▲
Stable Living Situation		97	98%	95%	85%	3%
Employed		24	24%	30%	21%	-6%
Improved/Maintained Axis V GAF Score		8	9%	75%	57%	-66% ▼

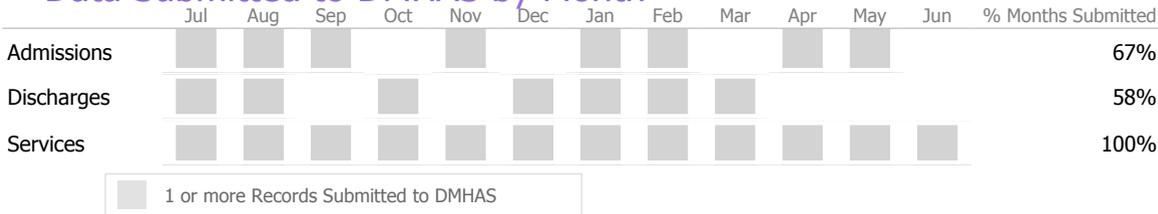
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	93%	90%	86%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	42%	75%	69%	-33% ▼

### 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	14	15	-7%
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	428	363	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	86%	85%	89%	1%

### Service Utilization

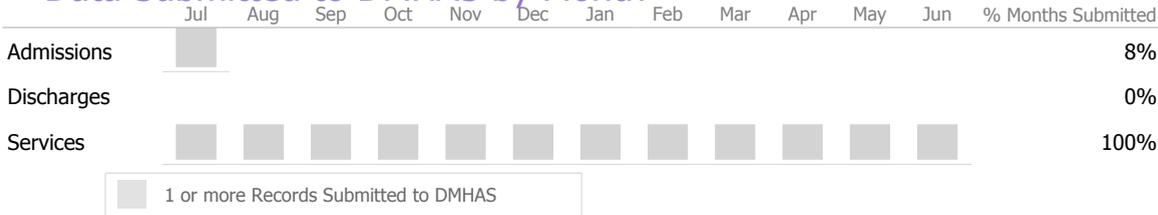
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	167	168	-1%
Admits	128	132	-3%
Discharges	122	132	-8%
Service Hours	629	543	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
Valid TEDS Data	91%	92%
<b>On-Time Periodic</b>		
6 Month Updates	100%	33%
<b>Cooccurring</b>		
MH Screen Complete	84%	97%
SA Screen Complete	84%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	95%	97%
Valid Axis V GAF Score	96%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		47	39%	50%	51%	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		174	96%	95%	85%	1%
Not Arrested		134	74%	75%	86%	-1%
Abstinence/Reduced Drug Use		89	49%	55%	58%	-6%
Improved/Maintained Axis V GAF Score		111	76%	75%	62%	1%
Employed		64	35%	50%	40%	-15% ▼
Self Help		61	34%	60%	26%	-26% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	95%	90%	81%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		92	78%	75%	73%	3%

### 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 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,336	1,316	2%
Admits	526	539	-2%
Discharges	520	525	-1%
Service Hours	9,940	9,194	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	94%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	67%
SA Screen Complete	89%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	98%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		127	24%	50%	40%	-26% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,225	88%	60%	66%	28% ▲
Stable Living Situation		1,315	94%	95%	85%	-1%
Improved/Maintained Axis V GAF Score		947	77%	75%	57%	2%
Employed		327	23%	30%	21%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		868	99%	90%	86%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		407	80%	75%	69%	5%

### 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 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	30	0%
Admits	6	6	0%
Discharges	3	6	-50% ▼
Service Hours	539	811	-33% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	94%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	94%
SA Screen Complete	0%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	65%	-17% ▼

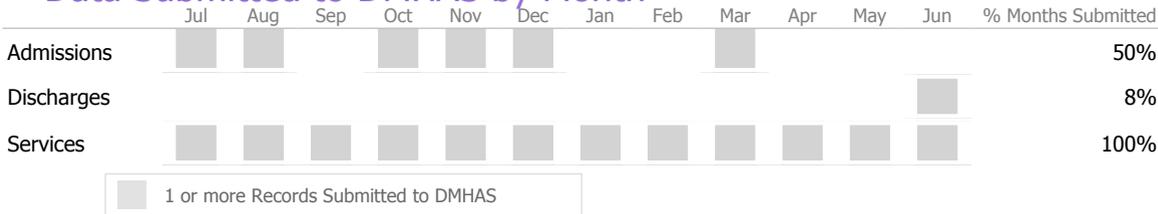
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		26	87%	60%	88%	27% ▲
Stable Living Situation		30	100%	85%	94%	15% ▲
Employed		2	7%	25%	12%	-18% ▼
Improved/Maintained Axis V GAF Score		15	52%	95%	72%	-43% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	96%	90%	98%	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    |    Goal    
 ✓ Goal Met    
 ● Below Goal

\* State Avg based on 51 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,095	939	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic		
6 Month Updates	100%	92%
Cooccurring		
MH Screen Complete	N/A	94%
SA Screen Complete	N/A	93%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	72%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	77%	40% ▲
✓ Stable Living Situation		3	100%	90%	98%	10%
✓ Improved/Maintained Axis V GAF Score		3	100%	95%	67%	5%

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	2,367 days	0.3	100%	90%	96%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS



\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	254	237	7%
Admits	91	84	8%
Discharges	84	72	17% ▲
Service Hours	4,257	4,725	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	67%
SA Screen Complete	94%	65%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	99%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		47	56%	65%	70%	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		220	86%	60%	76%	26% ▲
Stable Living Situation		226	88%	80%	92%	8%
Employed		30	12%	20%	11%	-8%
Improved/Maintained Axis V GAF Score		163	75%	95%	61%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		167	97%	90%	96%	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	5	7	-29% ▼
Admits	-	3	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	1,825	1,734	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	64%
SA Screen Complete	N/A	63%
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		N/A	N/A	60%	71%	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		4	80%	60%	83%	20% ▲
✓ Stable Living Situation		5	100%	95%	96%	5%
● Employed		0	0%	25%	9%	-25% ▼
● Improved/Maintained Axis V GAF Score		3	60%	95%	72%	-35% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,736 days	0.3	100%	90%	92%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	20	20	0%
Admits	7	8	-13% ▼
Discharges	6	7	-14% ▼
Service Hours	1,376	1,342	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	90%	94%
Cooccurring MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	50%	65%	0%

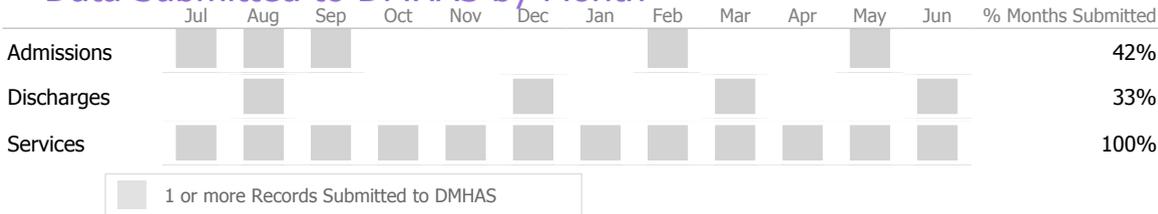
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	100%	60%	88%	40% ▲
Stable Living Situation		19	95%	85%	94%	10%
Employed		0	0%	25%	12%	-25% ▼
Improved/Maintained Axis V GAF Score		10	62%	95%	72%	-33% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    Goal Met    Below Goal

\* State Avg based on 51 Active Residential Support Programs

# Valley Jail Diversion 311-341

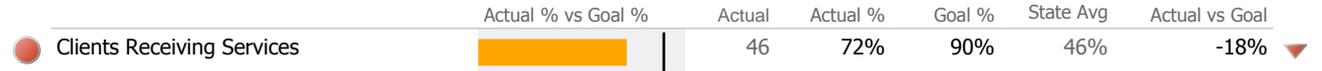
BH Care (formerly Harbor and Birmingham)

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	128	13% ▲
Admits	95	83	14% ▲
Discharges	86	74	16% ▲
Service Hours	198	-	

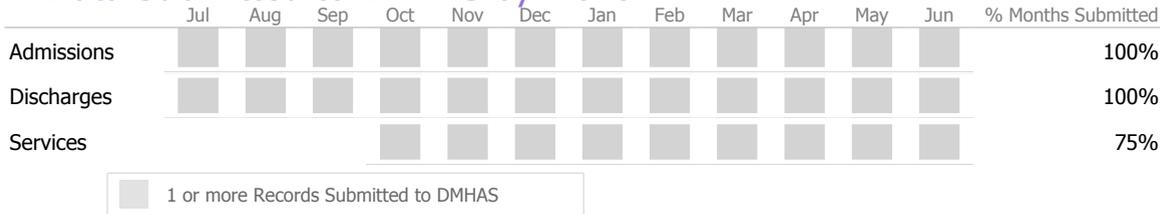
## Service Utilization



## 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

## Valley Next Steps Dev. 2

BH Care (formerly Harbor and Birmingham)

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	25	12% ▲
Admits	7	4	75% ▲
Discharges	2	4	-50% ▼
Service Hours	525	613	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	93%	85%	93%	8%

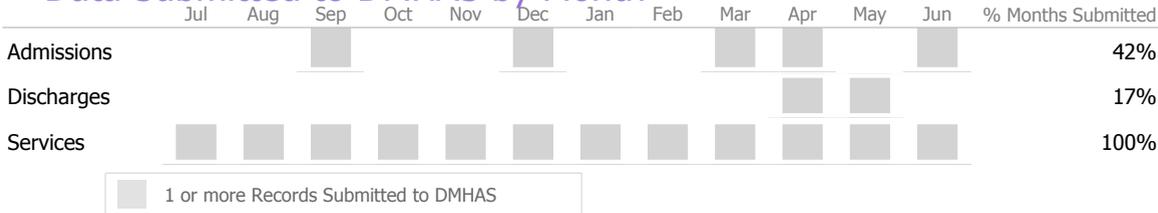
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	88%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		71%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 54 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	180	350	-48% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	86%	85%	89%	1%

### Service Utilization

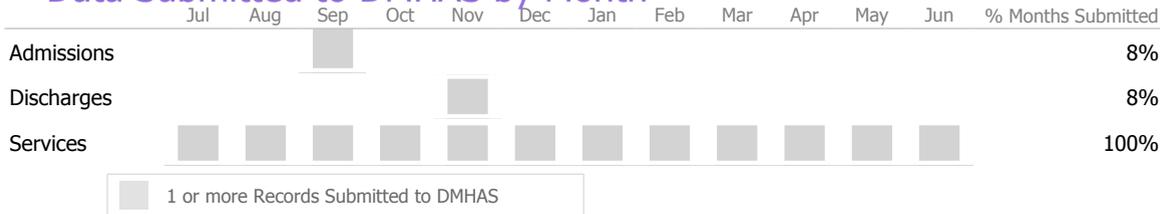
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	83%	88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,553	1,532	1%
Admits	539	574	-6%
Discharges	578	511	13% ▲
Service Hours	10,279	10,959	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	86%	67%
SA Screen Complete	86%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%
Valid Axis V GAF Score	99%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		274	47%	50%	40%	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,468	91%	60%	66%	31% ▲
Improved/Maintained Axis V GAF Score		1,179	84%	75%	57%	9%
Stable Living Situation		1,490	93%	95%	85%	-2%
Employed		364	23%	30%	21%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,022	99%	90%	86%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		449	85%	75%	69%	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

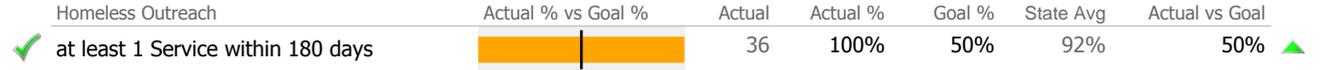
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

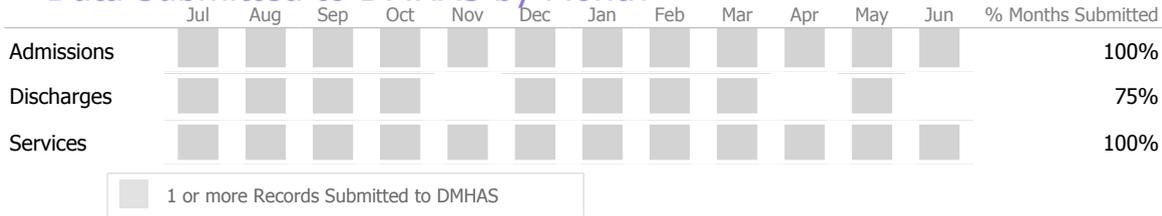
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	57	-23% ▼
Admits	36	52	-31% ▼
Discharges	17	50	-66% ▼
Service Hours	520	551	-6%

### Service Engagement



### Data Submitted to DMHAS by Month

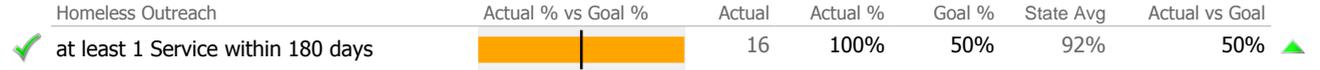


\* State Avg based on 38 Active Outreach & Engagement Programs

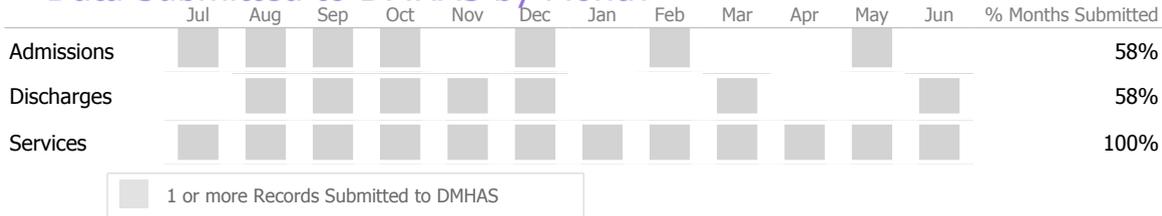
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	40	3%
Admits	16	10	60% ▲
Discharges	22	14	57% ▲
Service Hours	1,075	869	24% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 38 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	383	622	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	89%	15% ▲

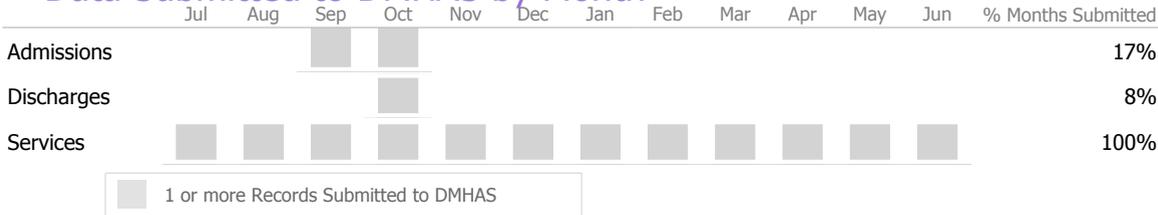
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

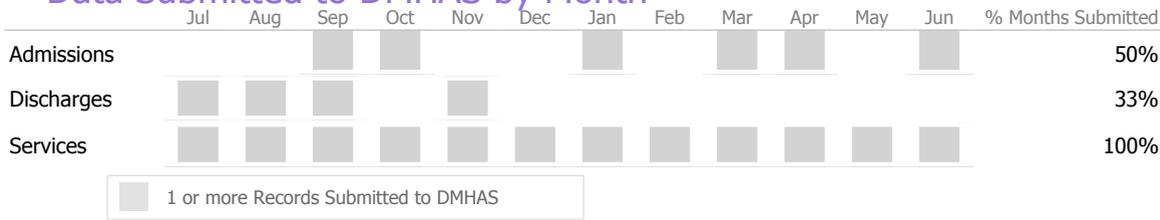
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	32	6%
Admits	9	6	50% ▲
Discharges	6	7	-14% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,174	1,689	-30% ▼

### Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	26	93%	90%	75%	3%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	50	8%
Admits	22	24	-8%
Discharges	25	19	32% ▲
Service Hours	3,460	4,024	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	72%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	56%	50%	54%	6%

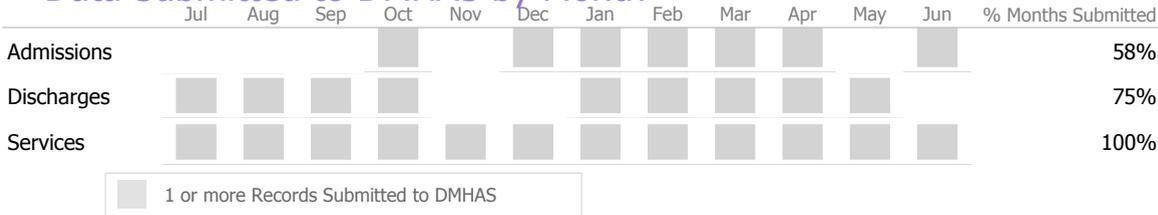
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		51	94%	60%	73%	34% ▲
✓ Stable Living Situation		49	91%	80%	91%	11% ▲
✓ Employed		13	24%	20%	12%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	95%	7%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
  Goal
  Goal Met
  Below Goal

\* State Avg based on 30 Active Standard Case Management Programs