

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,405	3,264	4%
	Admits	2,021	2,007	1%
	Discharges	1,918	2,034	-6%
	Service Hours	31,304	26,078	20% ▲
	Bed Days	15,676	13,841	13% ▲

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

Consumer Satisfaction Survey (Based on 367 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		90%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		89%	80%	91%
✓ Outcome		89%	80%	83%
✓ Access		86%	80%	88%
✓ Recovery		83%	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	1,279	30.0%
	Case Management	864	20.2%
	Crisis Services	603	14.1%
	Intake	522	12.2%
	Community Support	443	10.4%
	Inpatient Services	97	2.3%
	Residential Services	54	1.3%
Forensic MH	Forensics Community-based	318	7.4%
	Pre-Admit		
	Intake	89	2.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	386	11%	15%	Male	1,833	54%	58%	
26-34	575	17%	22%	Female	1,571	46%	42%	
35-44	601	18%	19%	Race	White/Caucasian	1,395	41% ▼	64%
45-54	888	26%	25%		Black/African American	1,049	31% ▲	17%
55-64	715	21%	15%		Other	873	26% ▲	14%
65+	235	7%	4%		Unknown	37	1%	3%
					Asian	29	1%	1%
					Hawaiian/Other Pacific Islander	13	0%	0%
Ethnicity	Non-Hispanic	2,419	71%	75%	Am. Indian/Native Alaskan	9	0%	1%
	Hisp-Puerto Rican	450	13%	12%	Multiple Races			1%
	Hispanic-Other	383	11%	6%				
	Unknown	114	3%	6%				
Hispanic-Mexican	28	1%	0%					
Hispanic-Cuban	11	0%	0%					

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

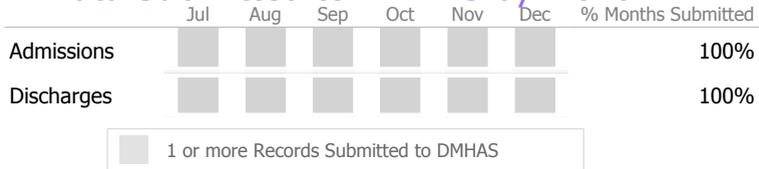
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	180	123	46% ▲
Admits	165	109	51% ▲
Discharges	140	102	37% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		8	19%	0%	24%	19% ▲

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	155	162	-4%
Admits	7	10	-30% ▼
Discharges	8	13	-38% ▼
Service Hours	621	631	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic 6 Month Updates	44%	46%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	86%	50%	64%	36% ▲

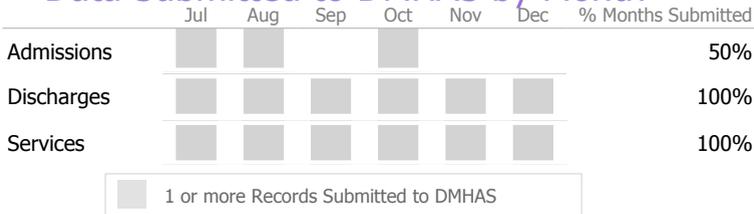
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		123	79%	80%	57%	-1%
● Employed		3	2%	20%	4%	-18% ▼
● Social Support		41	26%	60%	41%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		143	97%	90%	61%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	398	336	18% ▲
Admits	65	-	
Discharges	-	2	-100% ▼
Service Hours	-	1	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	7%	46%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	64%	N/A

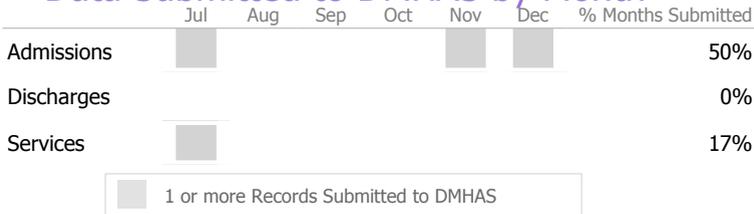
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	1%	20%	4%	-19% ▼
Social Support		22	6%	60%	41%	-54% ▼
Stable Living Situation		45	11%	80%	57%	-69% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	61%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	63	22% ▲
Admits	16	7	129% ▲
Discharges	17	6	183% ▲
Service Hours	442	518	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	41%	46%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	35%	50%	64%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		35	45%	60%	41%	-15% ▼
Employed		4	5%	20%	4%	-15% ▼
Stable Living Situation		49	64%	80%	57%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	92%	90%	61%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 36 Active Standard Case Management Programs

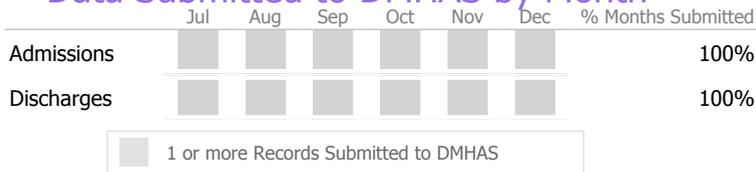
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	342	345	-1%
Admits	444	428	4%
Discharges	446	426	5%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		412	93%	75%	75%	18% ▲
✓ Community Location Evaluation		416	93%	80%	46%	13% ▲
● Follow-up Service within 48 hours		4	40%	90%	43%	-50% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	35	20% ▲
Admits	19	16	19% ▲
Discharges	13	12	8%
Transfers - In	2	-	
Transfers - Out	8	-	
Service Hours	214	251	-15% ▼
Bed Days	3,792	3,790	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	100%	95%	72%	5%
✓ No Re-admit within 30 Days of Discharge		12	92%	85%	90%	7%
● Follow-up within 30 Days of Discharge		9	69%	90%	47%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		10	38%	95%	55%	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		66%
Cooccurring	Actual	State Avg
MH Screen Complete		95%
SA Screen Complete		94%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		58%
✓ Valid Axis V GAF Score		57%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	222 days	0.5	98%	90%	110%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 26 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	25	12% ▲
Admits	-	1	-100% ▼
Discharges	6	5	20% ▲
Transfers - In	7	-	
Transfers - Out	1	-	
Service Hours	163	244	-33% ▼
Bed Days	3,861	3,847	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	80%	95%	72%	-15% ▼
✔ No Re-admit within 30 Days of Discharge		5	100%	85%	90%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	47%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		18	64%	95%	55%	-31% ▼

Data Submission Quality

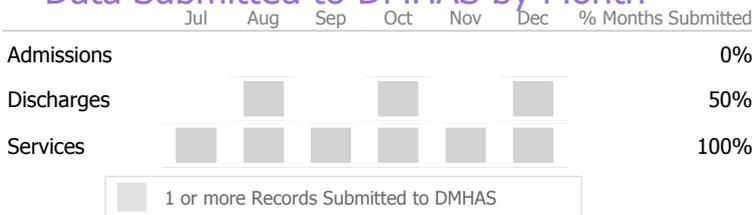
Data Entry	Actual	State Avg
✔ Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	68%	66%
Cooccurring	Actual	State Avg
✔ MH Screen Complete	100%	95%
✔ SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	58%
✔ Valid Axis V GAF Score	100%	57%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		21	707 days	0.8	100%	90%	110%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 26 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	56	-32% ▼
Admits	19	42	-55% ▼
Discharges	20	40	-50% ▼
Service Hours	-	20	-100% ▼
Bed Days	3,334	2,620	27% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Treatment Completed Successfully		10	50%	95%	68%	-45% ▼
✓ No Re-admit within 30 Days of Discharge		18	90%	85%	87%	5%
✓ Follow-up within 30 Days of Discharge		10	100%	90%	94%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Improved/Maintained Axis V GAF Score		16	59%	75%	68%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Clients Receiving Services		0	0%	90%	64%	N/A ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	170 days	0.5	91%	90%	88%	1%		

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submission Quality

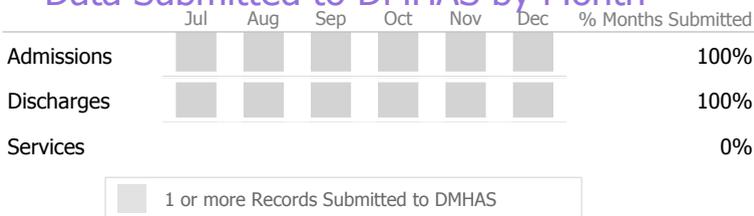
Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

Cooccurring	Actual	State Avg
✓ MH Screen Complete		94%
✓ SA Screen Complete		92%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		89%
✓ Valid Axis V GAF Score		88%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ⊘ Below Goal

* State Avg based on 10 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	100	-4%
Admits	16	23	-30% ▼
Discharges	24	19	26% ▲
Service Hours	6,963	4,982	40% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	42%	50%	46%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		62	65%	60%	51%	5%
✔ Improved/Maintained Axis V GAF Score		69	80%	75%	38%	5%
● Stable Living Situation		88	92%	95%	75%	-3%
● Employed		13	14%	30%	17%	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data		83%
On-Time Periodic	Actual	State Avg
✔ 6 Month Updates		54%
Cooccurring	Actual	State Avg
✔ MH Screen Complete		65%
✔ SA Screen Complete		62%
Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis		98%
✔ Valid Axis V GAF Score		89%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		72	100%	90%	81%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		16	100%	75%	66%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

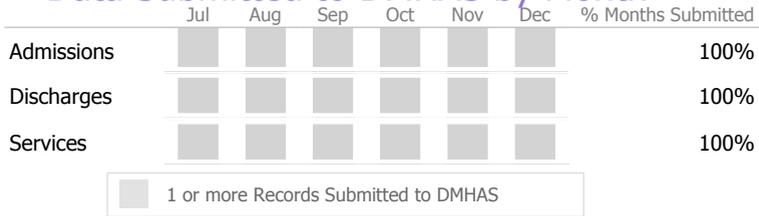
Actual | Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	327	405	-19% ▼
Admits	248	254	-2%
Discharges	244	304	-20% ▼
Service Hours	4,558	1,112	310% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	246	258	-5%
Admits	8	17	-53% ▼
Discharges	13	16	-19% ▼
Service Hours	730	1,094	-33% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	45%	50%	46%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		159	65%	60%	51%	5%
✔ Stable Living Situation		241	98%	95%	75%	3%
● Employed		60	24%	30%	17%	-6%
● Improved/Maintained Axis V GAF Score		138	58%	75%	38%	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data		83%
On-Time Periodic	Actual	State Avg
✔ 6 Month Updates		54%
Cooccurring	Actual	State Avg
✔ MH Screen Complete		65%
✔ SA Screen Complete		62%
Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis		98%
✔ Valid Axis V GAF Score		89%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		231	99%	90%	81%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	38%	75%	66%	-37% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	68	-37% ▼
Admits	5	7	-29% ▼
Discharges	8	35	-77% ▼
Service Hours	1,041	614	69% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	50%	64%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		43	100%	80%	57%	20% ▲
● Employed		3	7%	20%	4%	-13% ▼
● Social Support		6	14%	60%	41%	-46% ▼

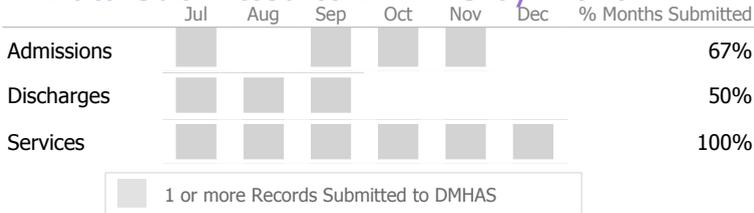
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	83%	46%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	100%	90%	61%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	439	436	1%
Admits	59	69	-14% ▼
Discharges	41	64	-36% ▼
Service Hours	3,843	3,746	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
On-Time Periodic 6 Month Updates	89%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	65%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	18%	50%	46%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		420	96%	95%	75%	1%
Employed		125	28%	30%	17%	-2%
Social Support		246	56%	60%	51%	-4%
Improved/Maintained Axis V GAF Score		209	55%	75%	38%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		399	100%	90%	81%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		54	92%	75%	66%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	35	14% ▲
Admits	18	19	-5%
Discharges	18	19	-5%
Transfers - In	3	-	
Transfers - Out	3	-	
Service Hours	260	276	-6%
Bed Days	3,620	3,584	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Treatment Completed Successfully		16	89%	95%	72%	-6%
✔ No Re-admit within 30 Days of Discharge		16	89%	85%	90%	4%
⊘ Follow-up within 30 Days of Discharge		13	81%	90%	47%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Improved/Maintained Axis V GAF Score		20	74%	95%	55%	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✔ 6 Month Updates		66%
Cooccurring	Actual	State Avg
MH Screen Complete		95%
SA Screen Complete		94%
Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis		58%
✔ Valid Axis V GAF Score		57%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		20	219 days	0.5	98%	90%	110%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 26 Active Acute Psychiatric Programs

Crisis Outreach

Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

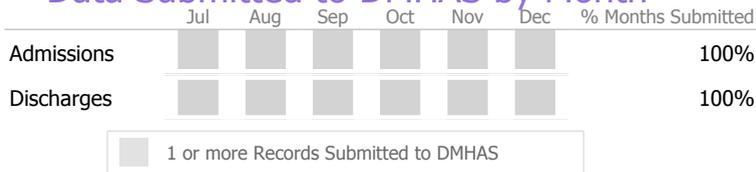
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	48	-13% ▼
Admits	39	46	-15% ▼
Discharges	38	46	-17% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		24	62%	75%	75%	-13% ▼
● Community Location Evaluation		12	31%	80%	46%	-49% ▼
● Follow-up Service within 48 hours		0	0%	90%	43%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	134	-17% ▼
Admits	19	78	-76% ▼
Discharges	18	22	-18% ▼
Service Hours	2,656	1,875	42% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	50%	65%	53%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		105	95%	80%	90%	15% ▲
✓ Social Support		76	68%	60%	64%	8%
● Employed		9	8%	20%	9%	-12% ▼
● Improved/Maintained Axis V GAF Score		32	34%	95%	47%	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		78%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		58%
✓ SA Screen Complete		57%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
Valid Axis V GAF Score		98%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		92	99%	90%	94%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	186	-2%
Admits	45	69	-35% ▼
Discharges	65	41	59% ▲
Service Hours	1,311	1,734	-24% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		46	72%	65%	53%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		167	90%	80%	90%	10%
● Social Support		96	52%	60%	64%	-8%
● Employed		19	10%	20%	9%	-10% ▼
● Improved/Maintained Axis V GAF Score		73	46%	95%	47%	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		78%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		58%
✓ SA Screen Complete		57%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		98%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		117	94%	90%	94%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	151	140	8%
Admits	22	13	69% ▲
Discharges	10	10	0%
Service Hours	3,325	3,797	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	42%	78%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	58%
SA Screen Complete	100%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	33%	65%	53%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		104	69%	60%	64%	9%
Stable Living Situation		128	85%	80%	90%	5%
Employed		5	3%	20%	9%	-17% ▼
Improved/Maintained Axis V GAF Score		59	45%	95%	47%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		140	99%	90%	94%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges			■	■	■	■	67%
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	275	229	20% ▲
Admits	69	130	-47% ▼
Discharges	90	60	50% ▲
Service Hours	1,758	1,453	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	90%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	65%
SA Screen Complete	98%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	95%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		50	56%	50%	46%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		105	38%	30%	17%	8%
Stable Living Situation		251	91%	95%	75%	-4%
Social Support		124	45%	60%	51%	-15% ▼
Improved/Maintained Axis V GAF Score		141	64%	75%	38%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		185	99%	90%	81%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		56	81%	75%	66%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 92 Active Standard Outpatient Programs

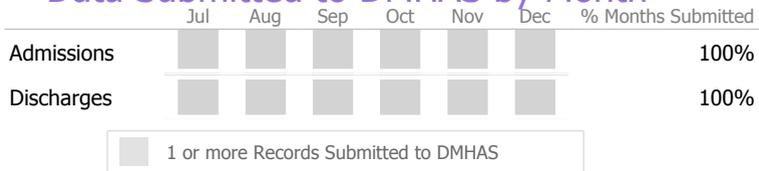
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	141	143	-1%
Admits	86	100	-14% ▼
Discharges	100	84	19% ▲

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	169	153	10%
Admits	17	47	-64% ▼
Discharges	22	12	83% ▲
Service Hours	810	453	79% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	54%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	32%	50%	46%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		80	47%	20%	17%	27% ▲
Stable Living Situation		168	99%	80%	75%	19% ▲
Social Support		21	12%	60%	51%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		147	100%	90%	81%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	47%	50%	66%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 92 Active Standard Outpatient Programs

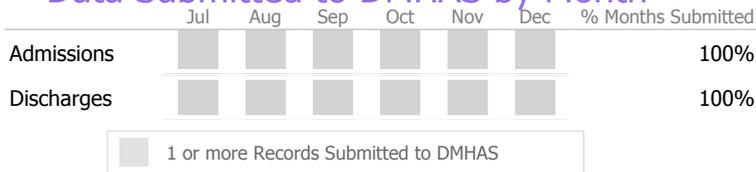
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	182	12% ▲
Admits	215	180	19% ▲
Discharges	206	180	14% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		104	57%	75%	75%	-18% ▼
● Community Location Evaluation		139	76%	80%	46%	-4%
✓ Follow-up Service within 48 hours		40	100%	90%	43%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	14	14	0%
Discharges	9	14	-36% ▼
Service Hours	-	1	-100% ▼
Bed Days	1,069	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	78%	95%	68%	-17% ▼
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	87%	4%
✓ Follow-up within 30 Days of Discharge		7	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		93%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		94%
✓ SA Screen Complete		92%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		89%
✓ Valid Axis V GAF Score		88%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		4	44%	75%	68%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	64%	N/A ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	96 days	0.5	73%	90%	88%	-17% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%
Services							0%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	0	
Admits	38	-	
Discharges	8	-	
Service Hours	631	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	50%	46%	-25%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		60	74%	60%	51%	14%
Stable Living Situation		75	93%	95%	75%	-2%
Employed		22	27%	30%	17%	-3%
Improved/Maintained Axis V GAF Score		20	43%	75%	38%	-32%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	65%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	91%	89%

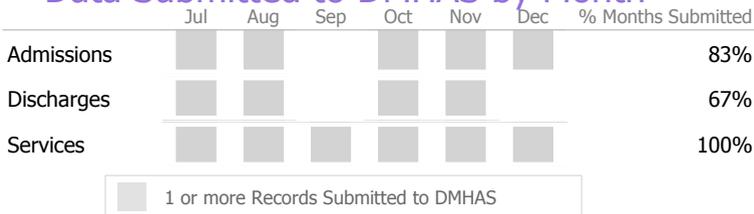
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		71	97%	90%	81%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		25	66%	75%	66%	-9%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	112	1%
Admits	1	-	
Discharges	-	-	
Service Hours	-	1	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	7%	46%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	64%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	4%	-20% ▼
Social Support		4	4%	60%	41%	-56% ▼
Stable Living Situation		9	8%	80%	57%	-72% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	61%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 36 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	0	
Admits	10	-	
Discharges	-	-	
Service Hours	68	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	83%
On-Time Periodic 6 Month Updates	N/A	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	65%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	100%	60%	51%	40% ▲
● Stable Living Situation		9	90%	95%	75%	-5%
● Employed		0	0%	30%	17%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	38%	-75% ▼

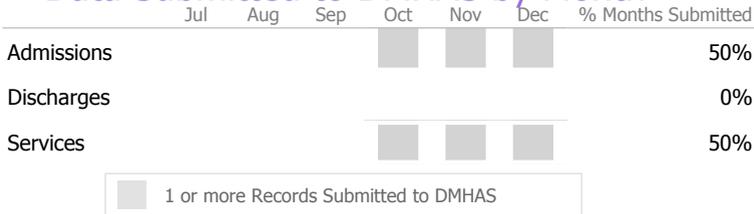
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	81%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	90%	75%	66%	15% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

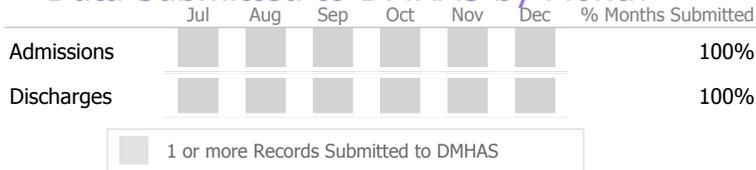
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	23	21	10%
Discharges	23	21	10%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		10	45%	75%	75%	-30%
Community Location Evaluation		16	73%	80%	46%	-7%
Follow-up Service within 48 hours		2	100%	90%	43%	10%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

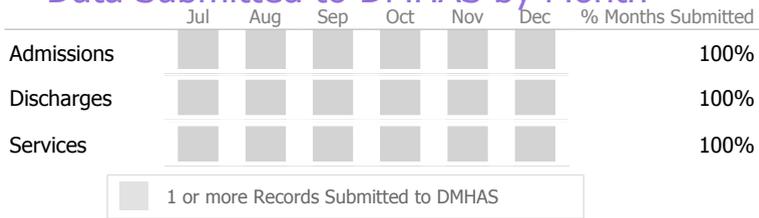
Actual | Goal Goal Met Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	190	3%
Admits	178	148	20% ▲
Discharges	180	157	15% ▲
Service Hours	1,381	1,638	-16% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	60	52% ▲
Admits	50	41	22% ▲
Discharges	52	30	73% ▲
Service Hours	530	414	28% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		40	77%	50%	64%	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		60	65%	60%	41%	5%
● Employed		11	12%	20%	4%	-8%
● Stable Living Situation		21	23%	80%	57%	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		46%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	95%	90%	61%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

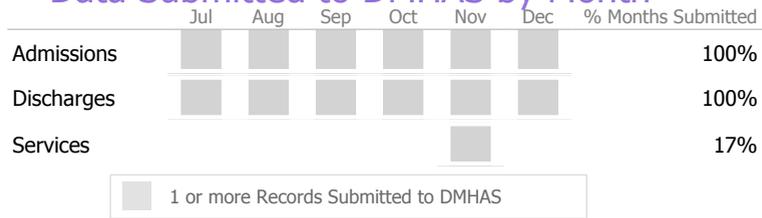
Actual | Goal Goal Met Below Goal

* State Avg based on 36 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	90	-1%
Admits	106	103	3%
Discharges	99	104	-5%
Service Hours		7	-97% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active UM Screening Programs