

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,870	3,053	-6%
	Admits	787	978	-20% ▼
	Discharges	902	946	-5%
	Service Hours	26,737	29,542	-9%
	Bed Days	6,825	6,973	-2%
	S.Rehab/PHP/IOP	1,192	800	49% ▲

### Consumer Satisfaction Survey (Based on 759 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		87%	80%	88%
● Outcome		71%	80%	83%
● Recovery		67%	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	2,572	67.2%
	Community Support	348	9.1%
	Employment Services	184	4.8%
	Case Management	175	4.6%
	Social Rehabilitation	113	3.0%
	Residential Services	93	2.4%
	<b>Forensic MH</b>	Forensics Community-based	232
<b>Addiction</b>	Outpatient	108	2.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	274	10%	13%	Female	1,534	53%	41% ▲	
26-34	467	16%	23%	Male	1,336	47%	59% ▼	
35-44	497	17%	19%	Transgender			0%	
45-54	703	25%	23%	<b>Race</b>	White/Caucasian	2,365	82% ▲	65%
55-64	669	23%	16%		Black/African American	168	6% ▼	17%
65+	257	9%	5%		Other	156	5%	13%
					Unknown	149	5%	3%
<b>Ethnicity</b>	Non-Hispanic	2,683	93% ▲	75%	Asian	18	1%	1%
	Hispanic-Other	90	3%	6%	Multiple Races	7	0%	1%
	Hisp-Puerto Rican	60	2%	12%	Am. Indian/Native Alaskan	4	0%	0%
	Unknown	33	1%	6%	Hawaiian/Other Pacific Islander	3	0%	0%
	Hispanic-Cuban	2	0%	0%				
Hispanic-Mexican	2	0%	1%					

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	80	-4%
Admits	8	18	-56% ▼
Discharges	8	13	-38% ▼
Service Hours	909	1,052	-14% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		43	56%	35%	43%	21% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		69	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	84%	91%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							50%
Services							83%

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	12	9	33% ▲
Admits	3	9	-67% ▼
Discharges	-	-	
Service Hours	2	-	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	20%	-30% ▼
Social Support		0	0%	60%	67%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	52%	-75% ▼
Stable Living Situation		0	0%	95%	85%	-95% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		0% 93%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% 64%

Cooccurring	Actual	State Avg
MH Screen Complete		0% 77%
SA Screen Complete		0% 74%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		50% 99%
Valid Axis V GAF Score		50% 85%

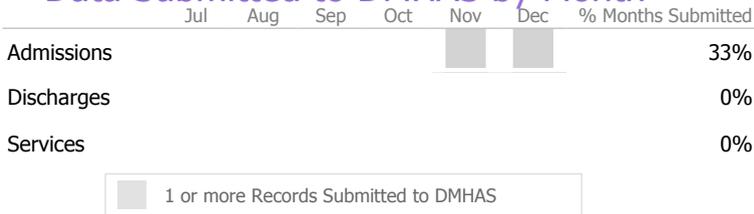
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	42%	90%	80%	-48% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	33%	75%	62%	-42% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 38 Active Outreach & Engagement Programs

### Program Activity

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

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div style="width: 0%;"></div>	N/A	N/A	85%	80%	-85%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 0%;"></div>	N/A	N/A	90%	88%	N/A

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 0%;"></div> N/A	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"></div> N/A	81%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 71 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	1,472	1,462	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%
On-Time Periodic		
6 Month Updates	100%	91%
Cooccurring		
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	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
Stable Living Situation		8	100%	90%	97%	10%
Improved/Maintained Axis V GAF Score		8	100%	95%	66%	5%
Social Support		5	62%	60%	76%	2%

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	8	2,914 days	0.5	100%	90%	98%	10%



### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



\* State Avg based on 24 Active Group Home Programs

# HARP Supervised Apts

BH Care (formerly Harbor and Birmingham)

Mental Health - Residential Services - Supervised Apartments

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	29	-14% ▼
Admits	3	7	-57% ▼
Discharges	3	6	-50% ▼
Service Hours	697	1,244	-44% ▼
Bed Days	3,964	4,039	-2%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	80%
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		2	67%	60%	61%	7%
● Follow-up within 30 Days of Discharge		1	50%	90%	80%	-40% ▼

## Recovery

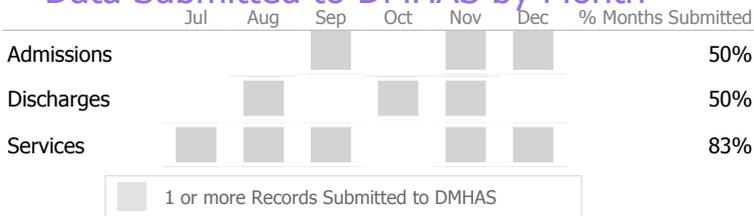
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	72%	60%	88%	12% ▲
✓ Stable Living Situation		24	96%	95%	98%	1%
● Employed		0	0%	25%	9%	-25% ▼
● Improved/Maintained Axis V GAF Score		17	77%	95%	70%	-18% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,413 days	0.4	103%	90%	92%	13% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

## Data Submitted to DMHAS by Month



Legend for Discharge Outcomes and Recovery:

- ▲ > 10% Over
- ▼ < 10% Under
- Actual
- | Goal
- ✓ Goal Met
- Below Goal

\* State Avg based on 72 Active Supervised Apartments Programs

# Options SR

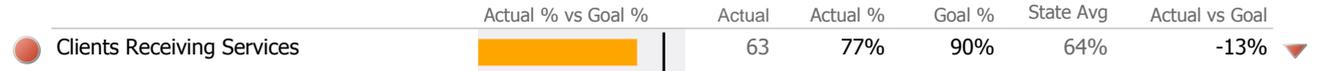
BH Care (formerly Harbor and Birmingham)

Mental Health - Social Rehabilitation - Social Rehabilitation

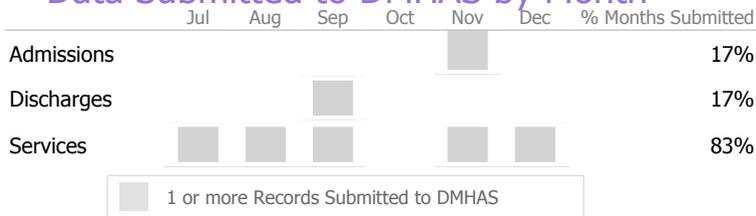
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	94	-12% ▼
Admits	1	18	-94% ▼
Discharges	1	1	0%
Service Hours	4,438	6,597	-33% ▼
Social Rehab/PHP/IOP Days	919	118	679% ▲

## Service Utilization



## Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Social Rehabilitation Programs

# Options Vocational Program

BH Care (formerly Harbor and Birmingham)

Mental Health - Employment Services - Employment Services

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	131	-18% ▼
Admits	16	34	-53% ▼
Discharges	15	35	-57% ▼
Service Hours	798	1,129	-29% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		44	41%	35%	43%	6%

## Service Utilization

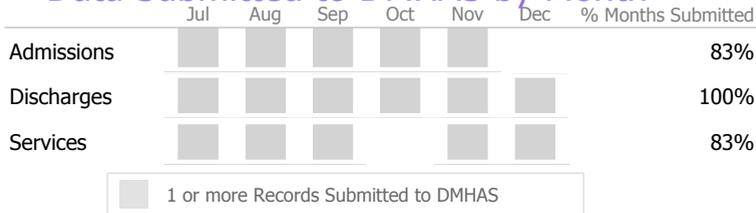
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		91	98%	90%	95%	8%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	82%	91%

## Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	102	4%
Admits	15	4	275% ▲
Discharges	4	9	-56% ▼
Service Hours	891	864	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	61%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	89%	77%
SA Screen Complete	89%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	50%	45%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	81%	60%	67%	21% ▲
Stable Living Situation		103	97%	95%	85%	2%
Improved/Maintained Axis V GAF Score		75	82%	75%	52%	7%
Employed		16	15%	30%	20%	-15% ▼

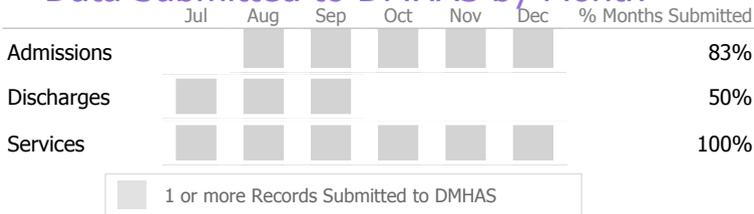
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		101	99%	90%	80%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	67%	75%	62%	-8%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

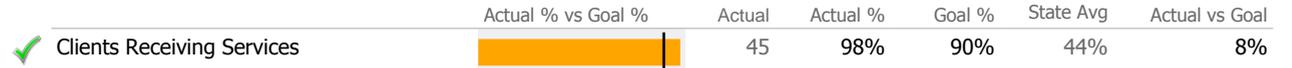
Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

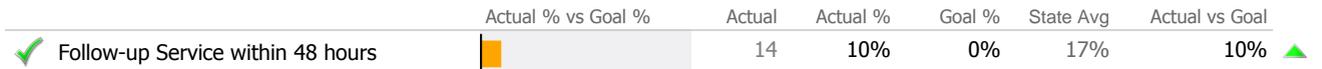
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	117	15% ▲
Admits	84	70	20% ▲
Discharges	98	73	34% ▲
Service Hours	297	259	15% ▲

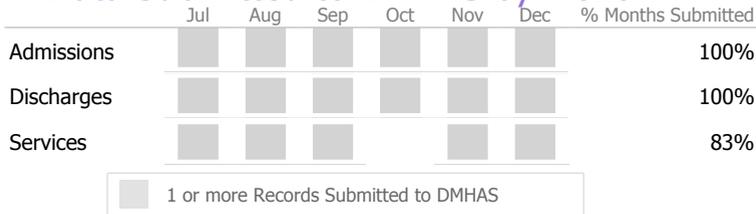
### Service Utilization



### 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	112	109	3%
Admits	18	14	29% ▲
Discharges	15	19	-21% ▼
Service Hours	637	396	61% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	95%	64%
Cooccurring MH Screen Complete	75%	77%
SA Screen Complete	85%	74%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	20%	50%	45%	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		87	78%	60%	67%	18% ▲
Stable Living Situation		110	98%	95%	85%	3%
Improved/Maintained Axis V GAF Score		74	78%	75%	52%	3%
Employed		14	12%	30%	20%	-18% ▼

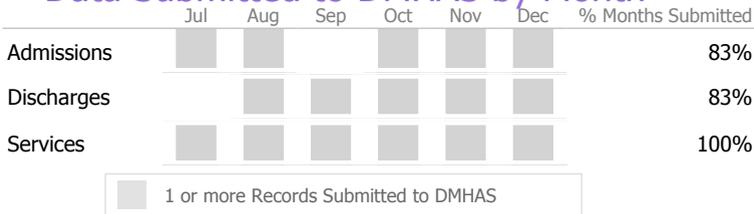
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		97	99%	90%	80%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		17	94%	75%	62%	19% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	153	-14% ▼
Admits	9	15	-40% ▼
Discharges	22	27	-19% ▼
Service Hours	1,116	1,306	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	90%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	95%	83%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	27%	65%	70%	-38% ▼

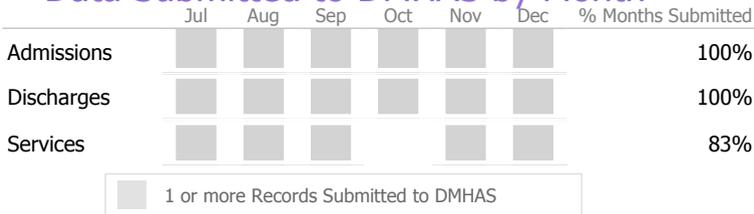
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		99	75%	60%	79%	15% ▲
Stable Living Situation		111	84%	80%	92%	4%
Employed		9	7%	20%	11%	-13% ▼
Improved/Maintained Axis V GAF Score		88	70%	95%	58%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		105	95%	90%	96%	5%

### Data Submitted to DMHAS by Month



▲ > 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	88	95	-7%
Admits	5	6	-17% ▼
Discharges	11	11	0%
Service Hours	600	616	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	76%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	55%	50%	45%	5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		75	85%	60%	67%	25% ▲
Stable Living Situation		82	93%	95%	85%	-2%
Employed		23	26%	30%	20%	-4%
Improved/Maintained Axis V GAF Score		53	64%	75%	52%	-11% ▼

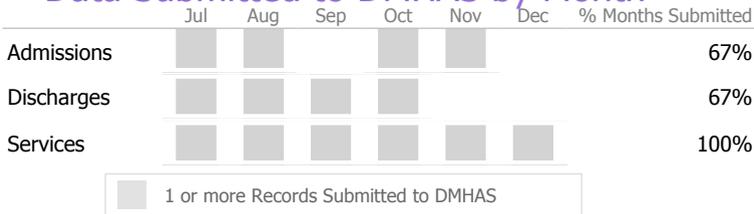
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	96%	90%	80%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	40%	75%	62%	-35% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	15	33% ▲
Admits	3	1	200% ▲
Discharges	3	-	
Service Hours	211	216	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	60%	85%	80%	-25% ▼

### Service Utilization

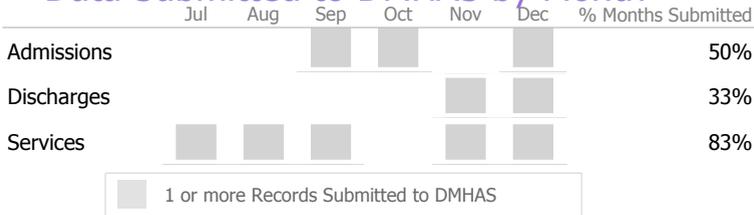
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	94%	90%	88%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	113	-4%
Admits	50	66	-24% ▼
Discharges	51	61	-16% ▼
Service Hours	285	311	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	97%
Valid TEDS Data	85%	93%
<b>On-Time Periodic</b>		
6 Month Updates	71%	54%
<b>Cooccurring</b>		
MH Screen Complete	53%	96%
SA Screen Complete	56%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	96%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	41%	50%	56%	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		67	61%	55%	56%	6%
Not Arrested		87	79%	75%	89%	4%
Self Help		53	48%	60%	22%	-12% ▼
Improved/Maintained Axis V GAF Score		69	81%	75%	61%	6%
Stable Living Situation		88	80%	95%	88%	-15% ▼
Employed		39	35%	50%	42%	-15% ▼

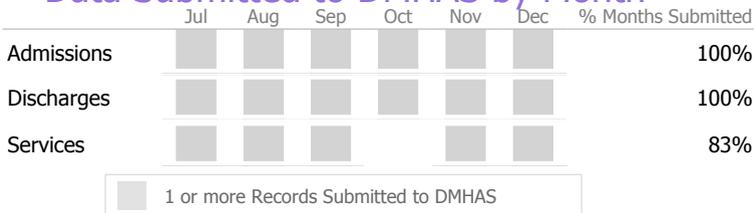
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	90%	90%	79%	0%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		34	69%	75%	79%	-6%

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,055	1,124	-6%
Admits	217	277	-22% ▼
Discharges	207	268	-23% ▼
Service Hours	4,683	4,874	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	74%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	57%	77%
SA Screen Complete	63%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		58	28%	50%	45%	-22% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		766	71%	60%	67%	11% ▲
Improved/Maintained Axis V GAF Score		740	79%	75%	52%	4%
Employed		212	20%	30%	20%	-10%
Stable Living Situation		912	84%	95%	85%	-11% ▼

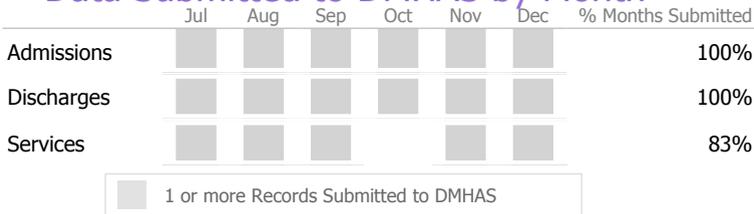
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		806	92%	90%	80%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		156	78%	75%	62%	3%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	30	10%
Admits	7	5	40% ▲
Discharges	8	1	700% ▲
Service Hours	242	277	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	92%
SA Screen Complete	0%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	94%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	62%	50%	71%	12% ▲

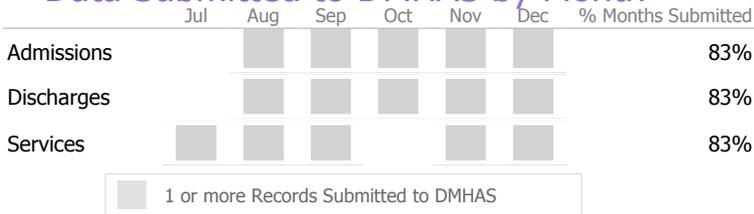
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	70%	60%	87%	10%
● Stable Living Situation		26	79%	85%	93%	-6%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Axis V GAF Score		14	54%	95%	73%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	96%	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	4	3	33% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	546	552	-1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	64%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	81%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	72%	10%

### Data Submission Quality

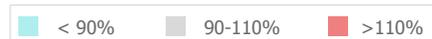
Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%
Cooccurring	Actual	State Avg
MH Screen Complete		91%
SA Screen Complete		91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		95%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	75%	60%	76%	15% ▲
✓ Stable Living Situation		4	100%	90%	97%	10%
✓ Improved/Maintained Axis V GAF Score		3	100%	95%	66%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	2,367 days	0.4	99%	90%	98%	9%



### Data Submitted to DMHAS by Month

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

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	216	209	3%
Admits	42	42	0%
Discharges	43	39	10%
Service Hours	1,776	2,129	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	84%	90%

Cooccurring	Actual	State Avg
MH Screen Complete	2%	82%
SA Screen Complete	2%	81%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	83%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	33%	65%	70%	-32% ▼

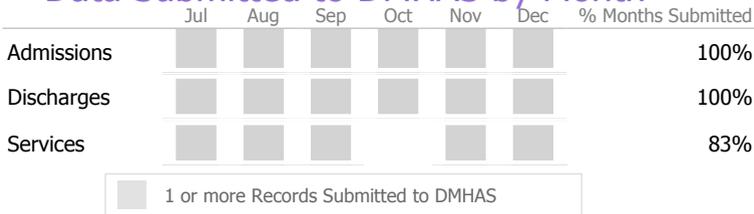
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		179	82%	60%	79%	22% ▲
Stable Living Situation		180	83%	80%	92%	3%
Employed		23	11%	20%	11%	-9%
Improved/Maintained Axis V GAF Score		143	77%	95%	58%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		170	97%	90%	96%	7%

### Data Submitted to DMHAS by Month



▲ > 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	6	5	20% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	843	920	-8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	61%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	88%	23% ▲
✓ Stable Living Situation		6	100%	95%	98%	5%
● Employed		0	0%	25%	9%	-25% ▼
● Improved/Maintained Axis V GAF Score		3	60%	95%	70%	-35% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		96%
Cooccurring	Actual	State Avg
MH Screen Complete		81%
SA Screen Complete		80%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		94%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,842 days	0.5	92%	90%	92%	2%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 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	16	25% ▲
Admits	6	3	100% ▲
Discharges	4	2	100% ▲
Service Hours	520	659	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	29%	92%
SA Screen Complete	29%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	71%	25% ▲

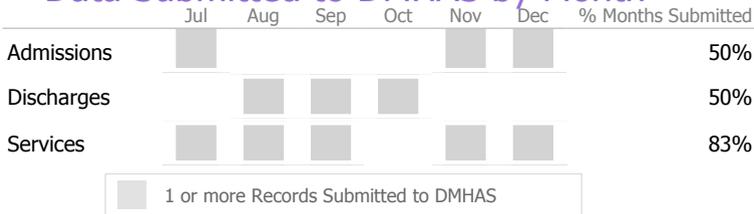
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	85%	60%	87%	25% ▲
● Stable Living Situation		16	80%	85%	93%	-5%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Axis V GAF Score		12	75%	95%	73%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	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

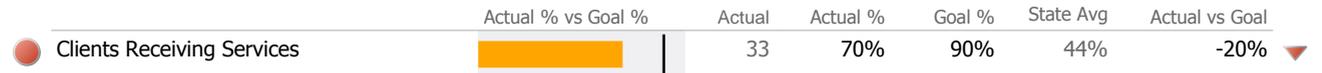
BH Care (formerly Harbor and Birmingham)

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	103	-3%
Admits	36	50	-28% ▼
Discharges	55	43	28% ▲
Service Hours	114	75	52% ▲

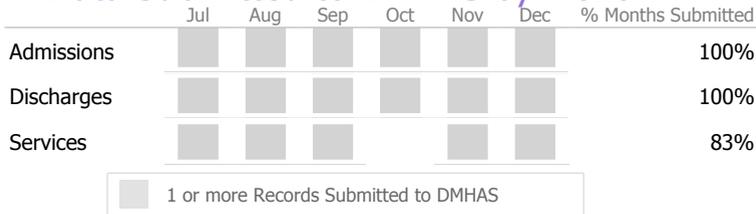
## Service Utilization



## 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 2015 - December 2015 (Data as of Mar 22, 2016)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	24	63% ▲
Admits	14	2	600% ▲
Discharges	-	2	-100% ▼
Service Hours	451	179	153% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		23	59%	85%	89%	-26% ▼

### Service Utilization

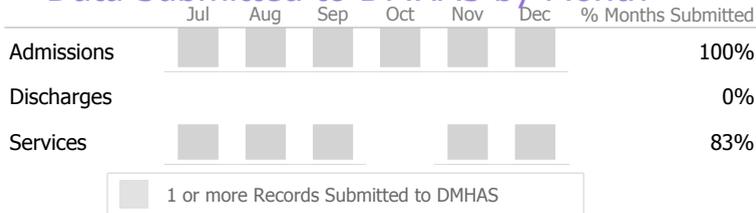
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	95%	90%	88%	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	55%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	56%	68%

### 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

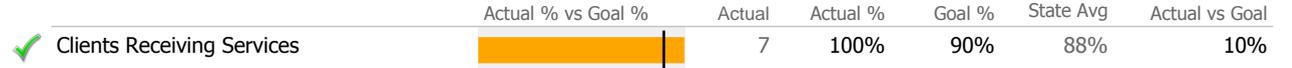
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Service Hours	73	101	-28% ▼

### Recovery



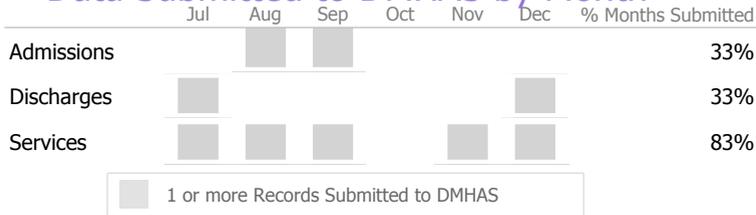
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,227	1,360	-10%
Admits	201	295	-32% ▼
Discharges	307	282	9%
Service Hours	4,665	5,120	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	77%
SA Screen Complete	67%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	98%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		100	33%	50%	45%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,002	81%	60%	67%	21% ▲
Improved/Maintained Axis V GAF Score		899	83%	75%	52%	8%
Employed		272	22%	30%	20%	-8%
Stable Living Situation		1,077	87%	95%	85%	-8%

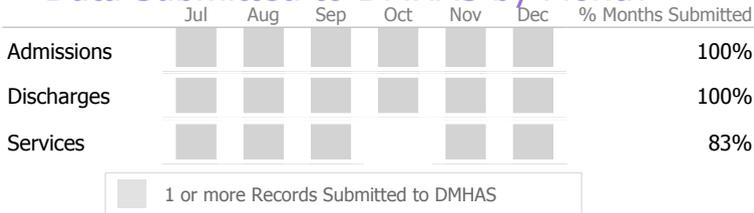
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		918	98%	90%	80%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		125	63%	75%	62%	-13% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

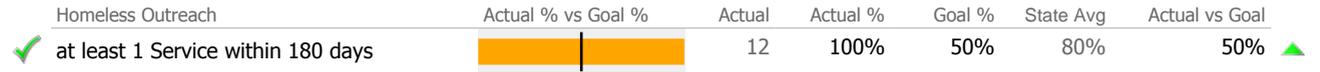
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

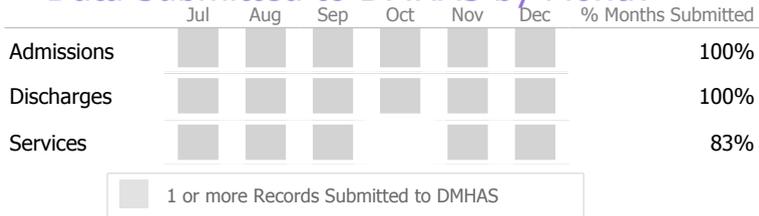
### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	22	23%	▲
Admits	12	14	-14%	▼
Discharges	20	15	33%	▲
Service Hours	208	157	32%	▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

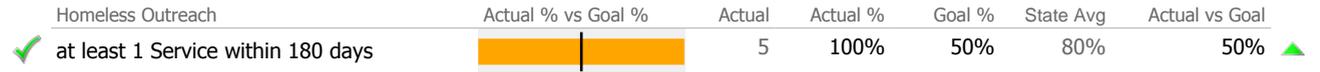
■ Actual | Goal ✓ Goal Met ● Below Goal

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

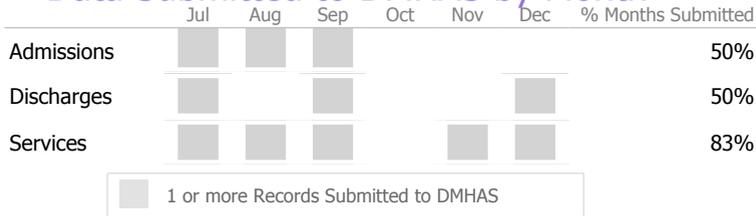
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	39	-44% ▼
Admits	5	13	-62% ▼
Discharges	9	16	-44% ▼
Service Hours	300	586	-49% ▼

### 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	1	2	-50% ▼
Discharges	1	1	0%
Service Hours	309	142	117% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	80%	7%

### Service Utilization

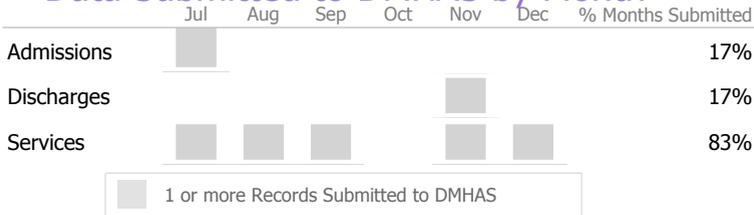
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	88%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

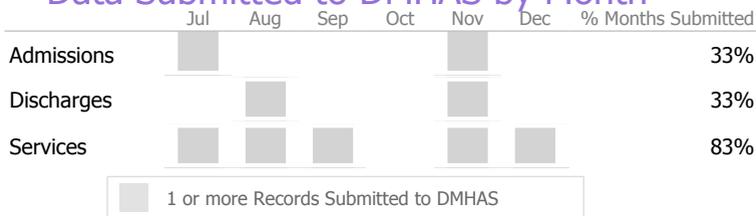
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	31	-3%
Admits	2	5	-60% ▼
Discharges	8	6	33% ▲
Service Hours	183	-	
Social Rehab/PHP/IOP Days	273	682	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	64%	6%

### 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	56	40	40%	▲
Admits	25	7	257%	▲
Discharges	5	14	-64%	▼
Service Hours	2,332	1,254	86%	▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	69%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	51%	-30% ▼

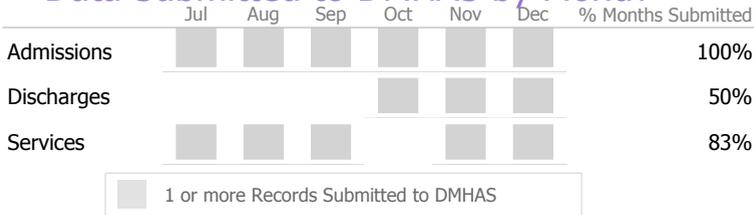
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		40	71%	60%	64%	11% ▲
Employed		9	16%	20%	10%	-4%
Stable Living Situation		41	73%	80%	81%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	90%	90%	63%	0%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

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