

Mental Health Outcomes Management System (mHOMS) Annual Outcomes Report

FY 2019-2020

Adult and Older Adult (AOA) Behavioral Health Services

Overview

County-contracted and County-operated behavioral health programs for adults and older adults collect outcome measures on a regular basis for clients who have a Behavioral Health Assessment (BHA). Specifically, outcomes assessments are entered into the Mental Health Outcomes Measurement System (mHOMS) for clients in Assertive Community Treatment (ACT), Case Management (CM), Outpatient (OP), and the Transitional Age Youth (TAY) Residential program (RES). Assessments are typically conducted every six months.

The following outcomes are collected in mHOMS:

- **The Illness Management and Recovery (IMR) Scale:** The IMR includes 15 clinician-rated items and addresses aspects of illness management and recovery. Scores can also be reported as three subscales, which combine individual items to represent illness recovery, management, and substance abuse dimensions of treatment outcomes.
- **The Recovery Markers Questionnaire (RMQ):** The RMQ is a 24-item questionnaire that assesses elements of recovery from the client's perspective. It was developed to provide the mental health field with a multifaceted measure that collects information on personal recovery.
- **Milestone of Recovery Scale (MORS):** The MORS captures clinician-reported recovery using a single-item recovery indicator. Clinicians are asked to categorize clients into one of the eight stages of recovery (rated 1 through 8, respectively) based on a client's level of risk, their level of engagement within the mental health system, and the quality of their social support network.

After Q1, Q2, and Q3 of each fiscal year, data from mHOMS is analyzed to create an interactive Snapshot Tool highlighting process outcomes and outcomes objectives by program. Process outcomes provide information about completion rates within the given quarter for both IMR and RMQ measures. Outcomes objectives include analysis of improvements in IMR and RMQ scores completed during the given quarter. In lieu of the Snapshot Tool, a summary report of IMR and RMQ scores for all clients (both New and All), including those with a pair of completed assessments, during the fiscal year is generated after Q4. Scores in this annual summary report are reported at both the overall system-level and by level of care (LOC) to present progress towards recovery across the entire fiscal year. IMR and RMQ assessment compliance for Q4 is also included in this report.

Key Findings

- Completion rates for intake and follow-up IMR and RMQ outcomes assessments were calculated for New and Existing clients in Q4 to determine the proportion of assessments that were entered into mHOMS within appropriate time frames. **Completion rates for both New and Existing clients were consistent** with those reported in the previous three quarters. The novel Coronavirus (COVID-19) pandemic has also impacted ways in which clients receive and evaluate services. Completion rates are provided to reflect those who receive telehealth services. The current report considers completion rates for **all clients open in CCBH at the end of Q4 with any service type**.
- New clients in FY 2019-20 had lower average IMR scores, RMQ scores, and MORS ratings at intake**, compared to All clients' previous assessment. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than clients who have been receiving services for several months or years.
- Both New and All clients had significantly better Overall IMR, IMR Recovery, and IMR Management scores between the intake/previous assessment and most recent assessment. New clients also had significantly better IMR Substance Use scores from intake to the most recent assessment. These findings indicate that, in general, **clients made progress towards their recovery** during FY 2019-20.
- The majority of New (72%) and All (52%) clients **had improvements in their RMQ scores** at the most recent assessment, compared to their intake/previous assessment. There was also a **statistically significant change in RMQ scores** for New and All clients between the previous/intake assessment and the most recent assessment. These findings suggest that, on average, **clients perceived that they made progress towards recovery during FY 2019-20**.
- Improvements in MORS ratings** from the intake/previous assessment to the most recent assessment were **statistically significant** for both New and All clients.
- MORS ratings remained consistent** for the majority of **New (53%) and All (67%) clients** between the intake/previous and most recent assessment.
- Poorly coping/engaged was the most common MORS rating** by clinicians for New clients (56%) at intake and for All clients (73%) at the previous assessment.
- Of the 190 All clients who identified as experiencing impairments to functioning due to substance use, as indicated by an IMR Substance Use subscale score of 1 or 2 on their Intake assessment, 150 of them (**79%**) **showed improvements in substance use recovery** at the time of their most recent assessment and 31 (**16%**) **maintained their level of impairment** from the previous to most recent assessment. The IMR Substance Use subscale is the primary method of reporting the impact of substance use on functioning within the AOA System of Care (SOC).
- During FY 2019-20, there was a statistically significant increase in Overall IMR scores, Overall RMQ scores, and MORS ratings for both New and All clients who received services from Outpatient programs. IMR scores also increased significantly for New and All clients in ACT and CM programs during FY 2019-20. These findings suggest that, in general, **clients showed progress towards recovery** during FY 2019-20.
- More clients had a pair of IMR assessments than RMQ assessments** during FY 2019-20. This is unsurprising, as self-report measures completed by clients are encouraged, but are not a mandatory part of care.
- Scores on **most individual IMR and RMQ items increased significantly** for both New and All clients during the fiscal year.

Process Outcomes for Q4

Measures Entered at Appropriate Timeframes

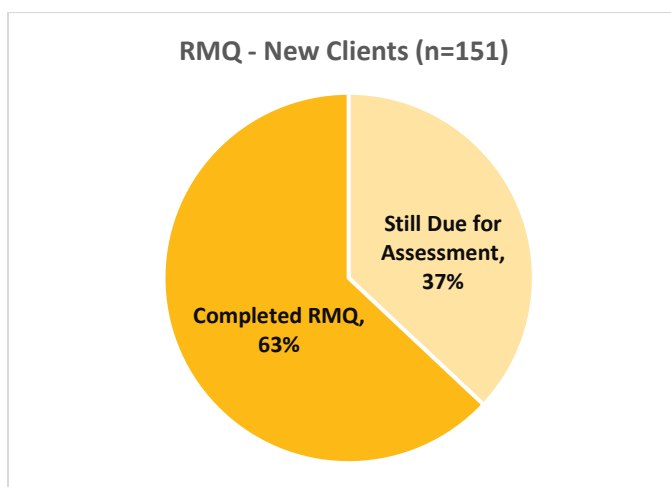
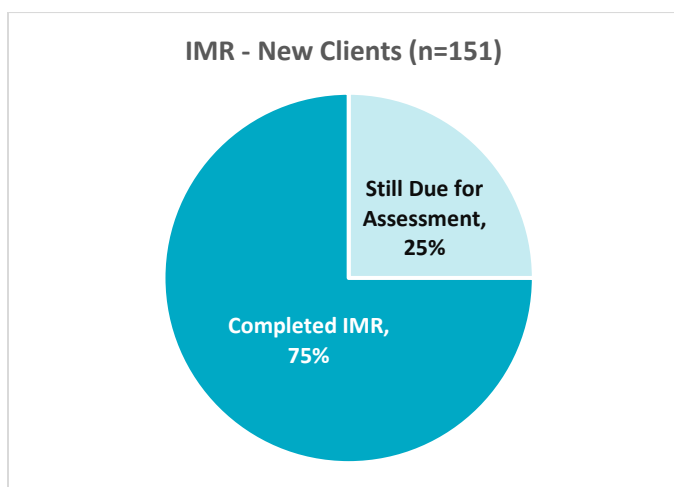
In order to better assess mental health outcomes, San Diego County Behavioral Health Services (SDCBHS) implemented a system of measuring recovery from both clinician and client perspectives. mHOMS measures should be completed for all eligible clients at intake with re-assessment every six months. Complete data from as many clients as possible will allow for accurate examination of system and program-level outcomes.

Staff are expected to enter clinician and client measures into mHOMS within 30 days of intake for New clients and can complete measures 30 days prior and 60 days after the due date for existing clients who are within a follow-up assessment period. Existing clients are due for an assessment if they do not have a completed outcomes assessment in mHOMS within the previous six months. Assessments are considered completed when successfully entered into the mHOMS system during the appropriate assessment period.

Intake Assessments Completed during Q4 of FY 2019-20 for New Clients

Clients are considered New to the AOA SOC if they meet the following criteria:

- The client had an open assignment in CCBH at the end of Q4.
- The client's first AOA service within the past two years occurred during Q4 at a subunit that completes outcomes assessments in mHOMS.
- The client was not discharged or closed in CCBH during Q4.



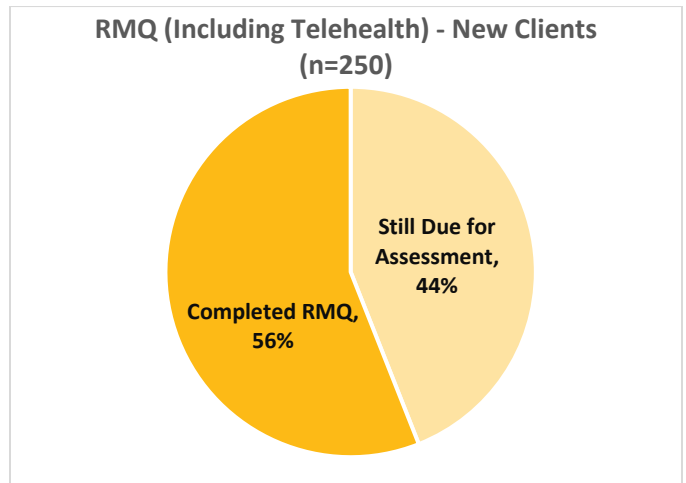
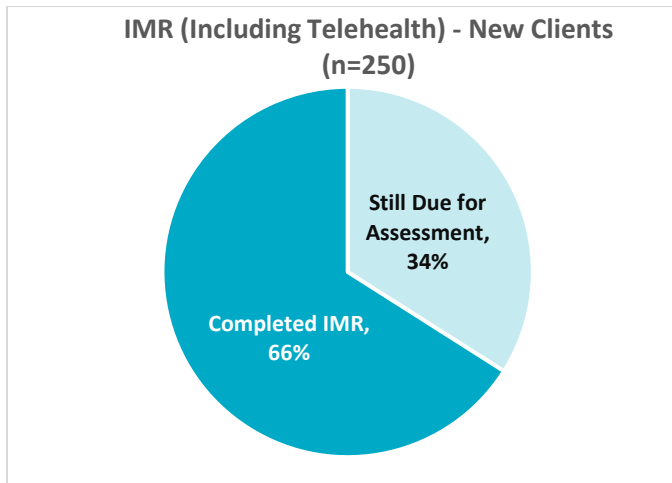
Note: Assessment completion is evaluated up to 30 days after the end of the quarter.

It is important to note that previous mHOMS Outcomes reports limited assessment completion rates to clients with an Assessment or Case Management service type in CCBH. Per discussions with AOA representatives during previous years, all New clients with 1) an open assignment at the end of Q4 and 2) any service during Q4 are included in the charts above. Therefore, assessment completion rates reported here may be lower than those reported in previous reports.

During Q4 of FY 2019-20:

- 151 New clients received services from AOA sub-units that enter outcomes assessments into mHOMS.
- Three-quarters of New clients had an IMR (75%) and almost two-thirds of New clients had an RMQ (63%) assessment entered into mHOMS at intake.
- About one-fifth (21%) of New clients did not have an outcome assessment (either IMR or RMQ) completed in mHOMS.

In light of the COVID-19 pandemic, an increase in telehealth service utilization was observed across the SOC to comply with social distancing guidelines. Telehealth is the provision of services via audio-visual two-way real time communication. Assessment completion information for those who used services including telehealth during Q4 is displayed below.



Note: Assessment completion is evaluated up to 30 days after the end of the quarter.

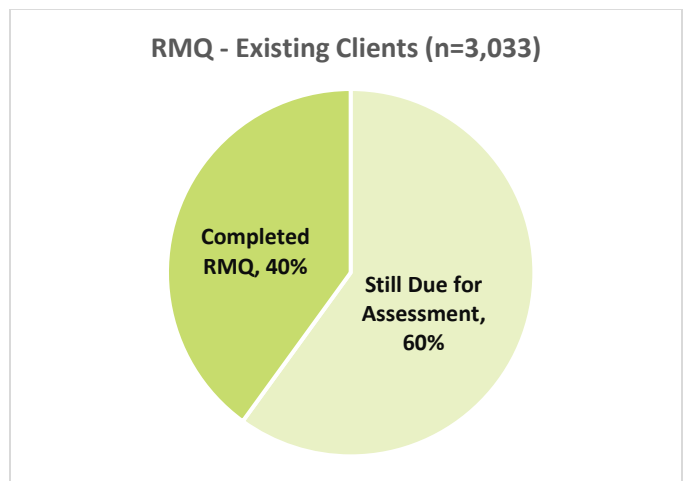
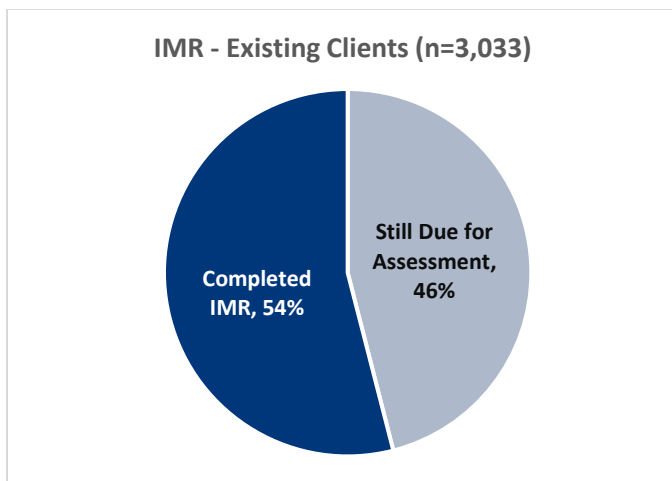
At the end of Q4 of FY 2019-20:

- 250 New clients received services from AOA sub-units that enter outcomes assessments into mHOMS.
- More than half of New clients who received services had an IMR (66%) or an RMQ (56%) assessment entered into mHOMS at intake.
- Less than one-third (31%) of New clients who received telehealth services did not have an outcome assessment (either IMR or RMQ) completed in mHOMS.

Follow-up Assessments Completed during Q4 of FY 2019-20 for Existing Clients

Clients are considered Existing in the AOA SOC if they meet the following criteria:

- The client had an open assignment in CCBH at the end of Q4.
- The client had an AOA service during Q4 from a sub-unit that enters outcomes assessments into mHOMS.
- The client received an AOA service within two years prior to the AOA service received during Q4.
- The client was not discharged or closed in CCBH during Q4.



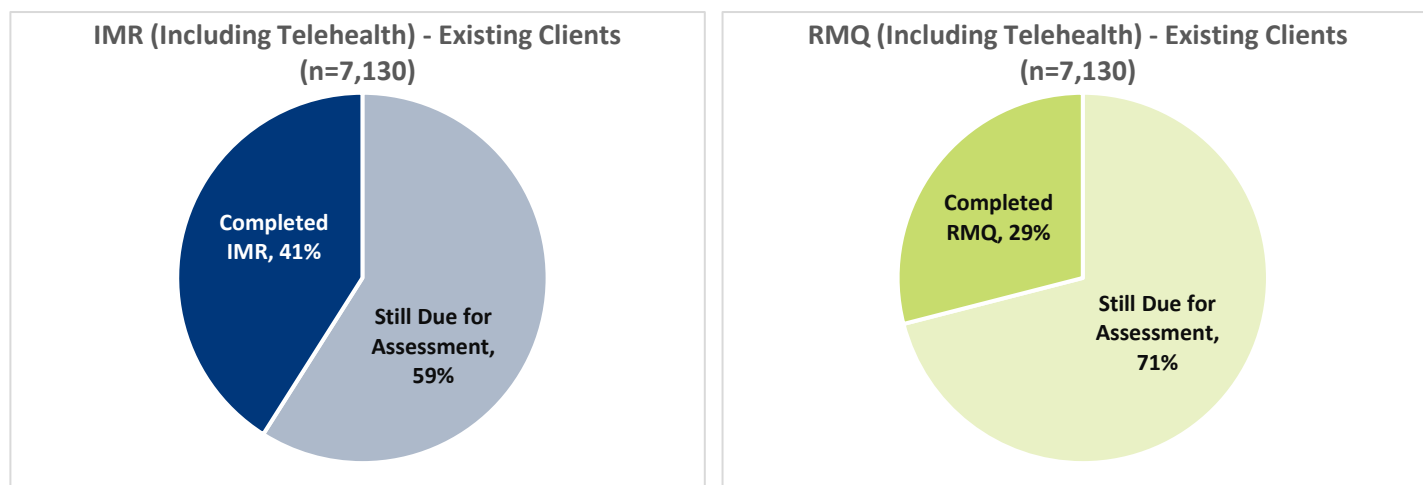
Note: Assessment completion is evaluated up to 30 days after the end of the quarter.

It is important to note that previous mHOMS Outcomes reports limited assessment completion rates to clients with an Assessment or Case Management service type in CCBH. Per discussions with AOA representatives during previous years, all Existing clients with 1) an open assignment at the end of Q4 and 2) any service during Q4 are included in the charts above. Therefore, assessment completion rates reported here may be lower than those reported in previous reports.

At the end of Q4 of FY 2019-20:

- 3,033 Existing clients were due for either an IMR or RMQ assessment during Q4.
- IMR assessments were entered in mHOMS for more than half (54%) of Existing clients.
- The follow-up RMQ assessment was completed for about two-fifths (40%) of Existing clients.

In light of the COVID-19 pandemic, an increase in telehealth service utilization was observed across the SOC to comply with social distancing guidelines. Telehealth is the provision of services via audio-visual two-way real time communication. Assessment completion information for those who used services including telehealth during Q4 is displayed below.



Note: Assessment completion is evaluated up to 30 days after the end of the quarter.

At the end of Q4 of FY 2019-20:

- 7,130 Existing clients were due for either an IMR or RMQ assessment during Q4.
- IMR assessments were entered in mHOMS for less than half (41%) of Existing clients.
- The follow-up RMQ assessment was completed for more than one-quarter (29%) of Existing clients.

Recovery Outcomes Across the System of Care during FY 2019-20

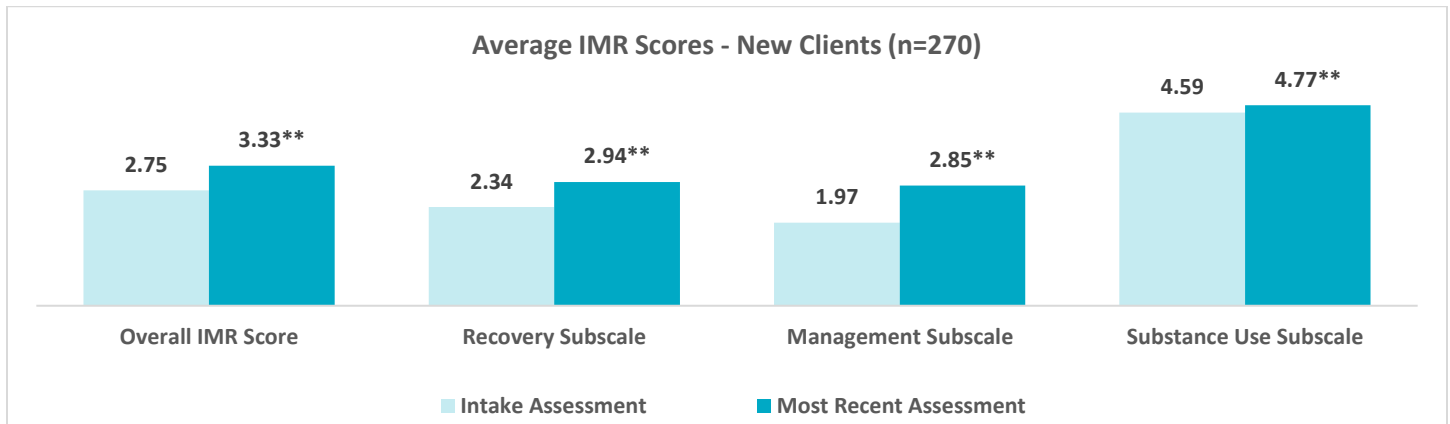
Recovery is a primary goal of the County of San Diego Behavioral Health Services (SDCBHS). In order to better assess mental health outcomes, SDCBHS implemented a system of measuring recovery from both clinician (using the IMR and MORS) and client (using the RMQ) perspectives. To evaluate clients’ progress towards recovery system-wide, changes in IMR and RMQ scores and changes in MORS ratings are examined across the fiscal year.

Illness Management and Recovery Scale

The IMR, which measures clinicians’ perceptions of their clients’ recovery, is typically conducted at intake with reassessment every six months. IMR scores range from 1 to 5, with 5 representing the highest level of recovery. Scores can be reported as both an Overall Score and by using three subscales which combine individual items to represent illness recovery, management, and substance abuse dimensions of treatment outcomes.

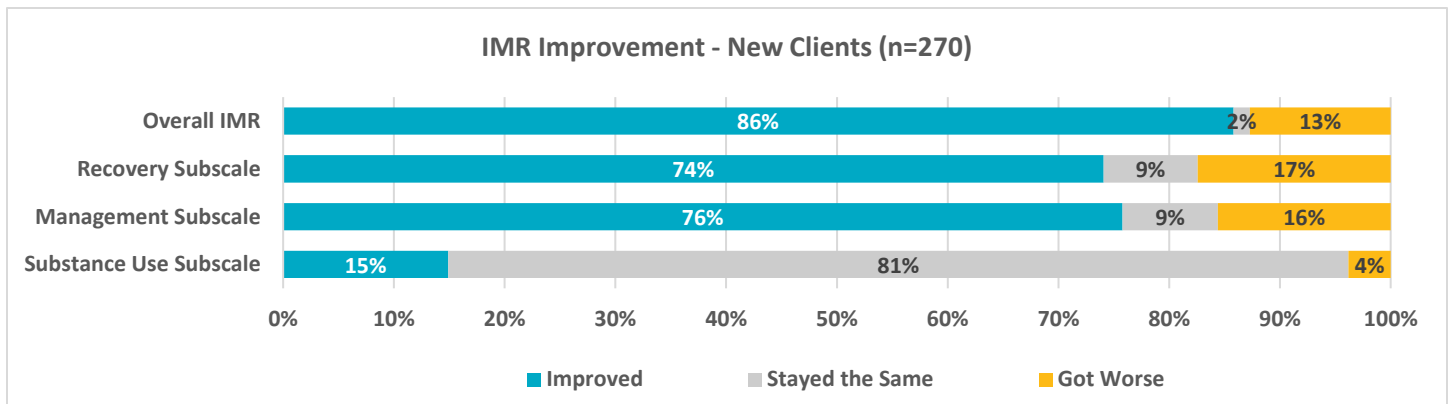
New Clients

“New” clients are those individuals with 1) an IMR assessment during FY 2019-20 (Most Recent Assessment), 2) a corresponding IMR assessment four to eight months prior to their most recent assessment (Intake Assessment), and 3) a first service date within 30 days of their first assessment.



**Indicates statistical significance ($p < .001$)

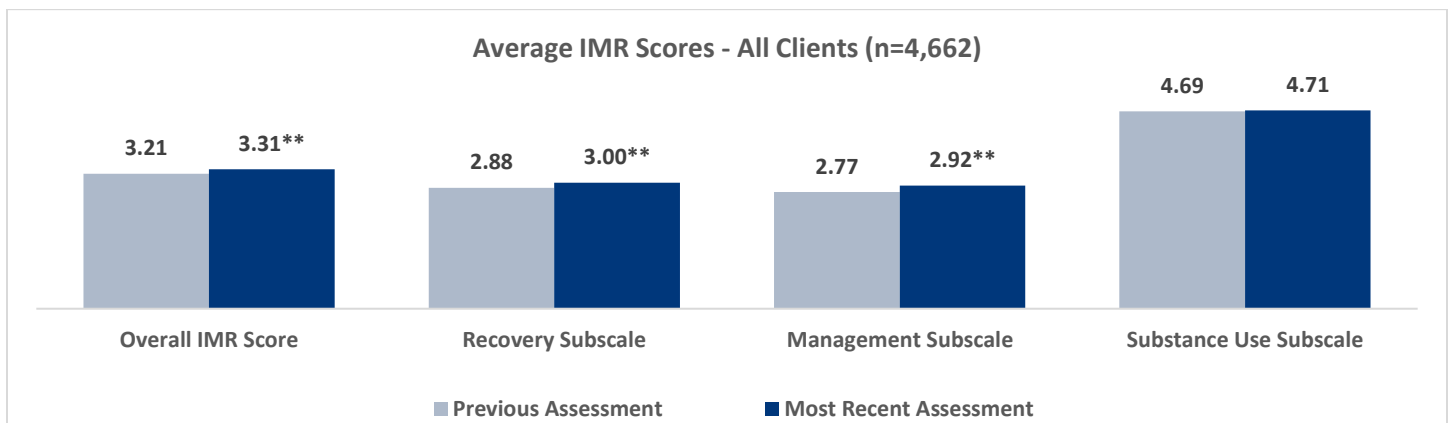
Note: Mean scores do not include missing values



Note: Percentages do not include missing values

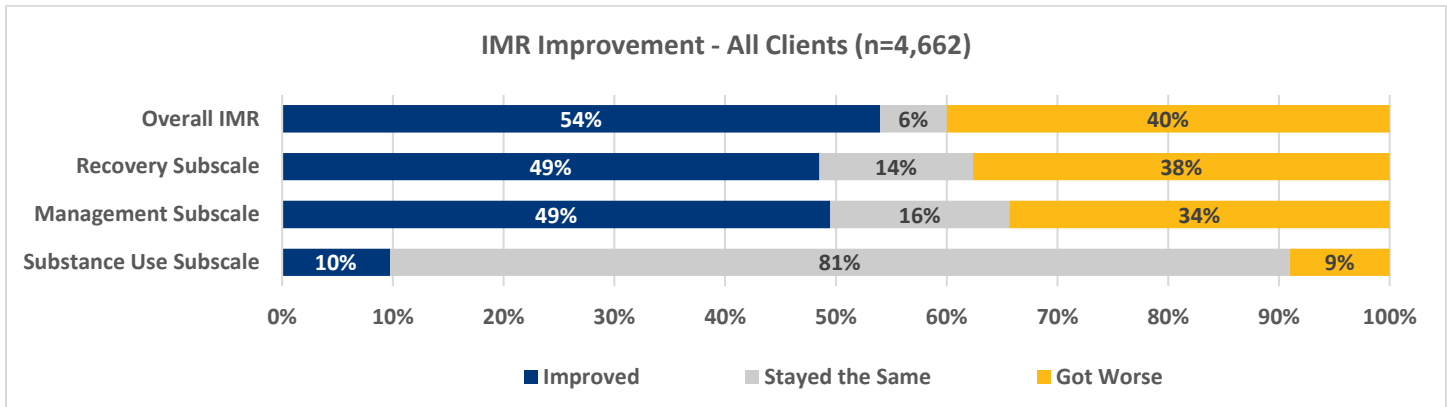
All Clients

“All” clients include every individual served by SDCBHS during FY 2019-20 who had at least one follow-up IMR assessment completed within the fiscal year (Most Recent Assessment) and an IMR assessment completed four to eight months prior (Previous Assessment), regardless of how long they have been receiving services.



**Indicates statistical significance ($p < .001$)

Note: Mean scores do not include missing values



Note: Percentages do not include missing values

IMR Results for New and All Clients

The charts displayed above and on the previous page present IMR data for clients who had a follow-up assessment completed during FY 2019-20 and an intake or previous assessment completed four to eight months earlier. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for New clients and clients who are already engaged in services, results for New clients are presented separately first, followed by the results for All clients.

New Clients

- More than three-quarters (86%) of New clients had an **improved Overall IMR score** at the most recent assessment, compared to intake.
- Around three-quarters of New clients had an **improved IMR Recovery subscale score** (74%) or an **improved IMR Management subscale score** (76%) at the most recent assessment, compared to intake.
- New clients had **significantly better Overall IMR scores**, as well as **IMR Recovery, IMR Management, and IMR Substance Use subscale scores** at the most recent assessment, compared to intake.
- Of the 17 New clients who identified as experiencing impairments to functioning due to substance use, as indicated by an IMR Substance Use subscale score of 1 or 2 on their Intake assessment, 15 of them (**88%**) **showed improvements in substance use recovery** at the time of the most recent assessment.

All Clients

- More than half (54%) of All clients had an **improved Overall IMR score** at the most recent assessment, compared to the previous assessment.
- About half** of All clients had an **improved IMR Recovery subscale score** (49%) or an **improved IMR Management subscale score** (49%).
- All clients had **significantly better Overall IMR scores**, as well as **IMR Recovery and IMR Management subscale scores** at the most recent assessment, compared to the previous assessment.
- There was not a statistically significant change in IMR Substance Use subscale scores for All clients between the previous assessment and the most recent assessment.
- Of the 190 All clients who identified as experiencing impairments to functioning due to substance use at intake, 150 of them (**79%**) **showed improvements in substance use recovery** at the time of their most recent assessment and 31 (**16%**) **maintained their level of impairment** from the previous to most recent assessment.

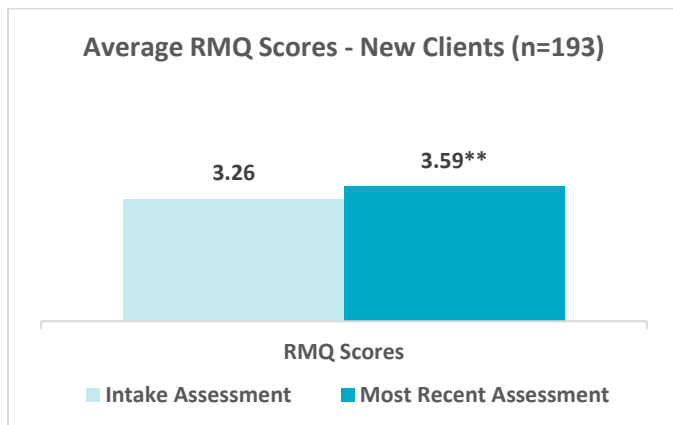
- **New clients had lower Overall IMR, IMR Recovery, and IMR Management subscale scores at intake**, compared to All clients' previous assessment. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than clients who have been receiving services for several months or years.
- IMR Substance Use subscale scores did not change for the majority of New (81%) or All (81%) clients with paired assessments; however, average IMR Substance Use subscale scores were relatively high, indicating **that few clients were impacted by alcohol or drug use.**

Recovery Markers Questionnaire (RMQ)

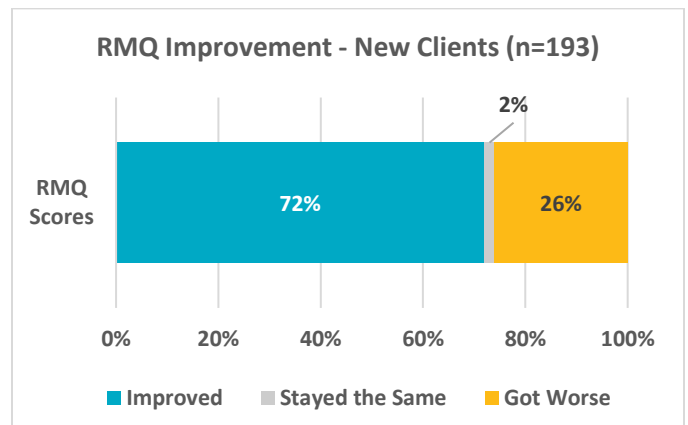
The RMQ is a self-report measure of the client's own state, and his or her preferences, needs, desires, and perceptions of their recovery. This assessment is also typically completed at intake with reassessment every six months. The RMQ includes 24 Likert Scale items, with a 5-point agreement response scale ranging from "strongly agree" to "strongly disagree," regarding the recovery process and intermediate outcomes. The total mean score can be calculated to measure performance. Higher scores on the RMQ assessment indicate perceptions of higher levels of recovery.

New and All Clients

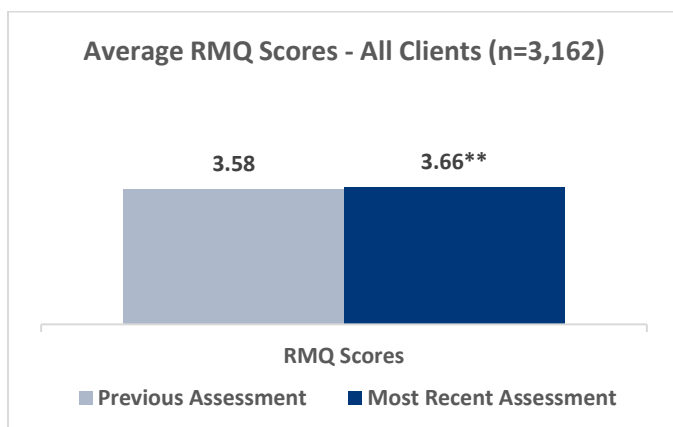
Like the IMR analysis, "New" are those individuals with 1) an RMQ assessment during FY 2019-20 (Most Recent Assessment), 2) a corresponding RMQ assessment four to eight months prior to their most recent assessment (Intake Assessment), and 3) a first service date within 30 days of their first assessment. "All" clients include every individual served by SDCBHS during FY 2019-20 who had at least one follow-up RMQ assessment completed within the fiscal year (Most Recent Assessment) and an RMQ assessment completed four to eight months prior (Previous Assessment), regardless of how long they have been receiving services.



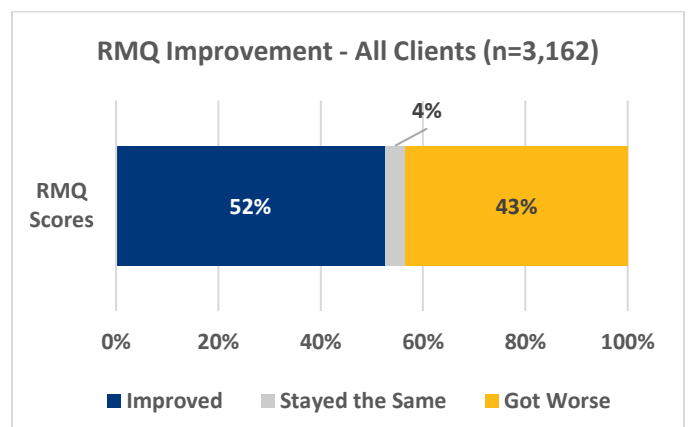
**Indicates statistical significance ($p < .001$)



Note: Percentages and mean scores do not include missing values



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RMQ Results for New and Existing Clients

The charts displayed on the previous page present RMQ data for clients who had a follow-up assessment completed during FY 2019-20 and an intake or previous assessment completed within the prior four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for New clients and clients who are already engaged in services, results for New clients are presented separately first, followed by the results for All clients.

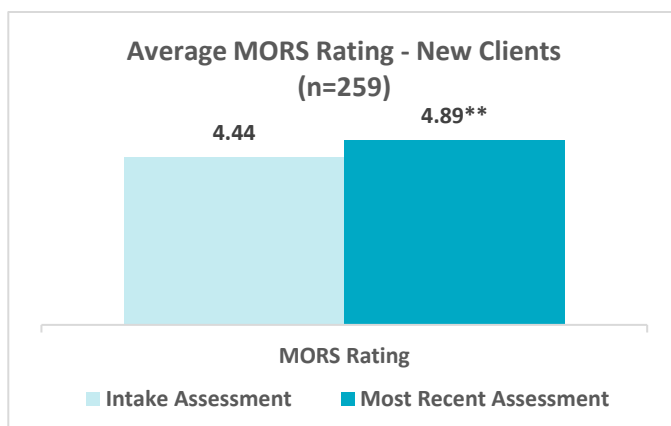
- **New clients had lower RMQ scores at intake compared to All clients' previous assessment.** This trend is expected, as clients who have been receiving services for several months or years would have more opportunities to make progress towards their recovery than clients new to services.
- Almost three-quarters (**72%**) of **New clients had improvements in RMQ scores** at the most recent assessment, compared to intake.
- About half of **All clients (52%) reported that their recovery improved** at the most recent assessment, compared to their previous assessment.
- There was a statistically significant change in RMQ scores for New and All clients between the previous/intake assessment and the most recent assessment suggesting that, on average, **clients perceived that they made progress towards recovery.**

Milestones of Recovery Scale (MORS)

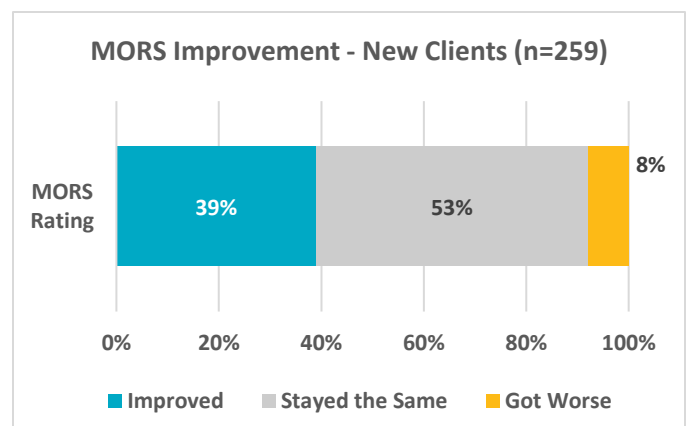
The Milestones of Recovery Scale (MORS) is an assessment of the clinicians' perceptions of their clients' current milestone of recovery and is typically conducted at intake with reassessment every six months. MORS ratings range from 1 to 8, with higher ratings indicating greater progress towards recovery.

New and All Clients

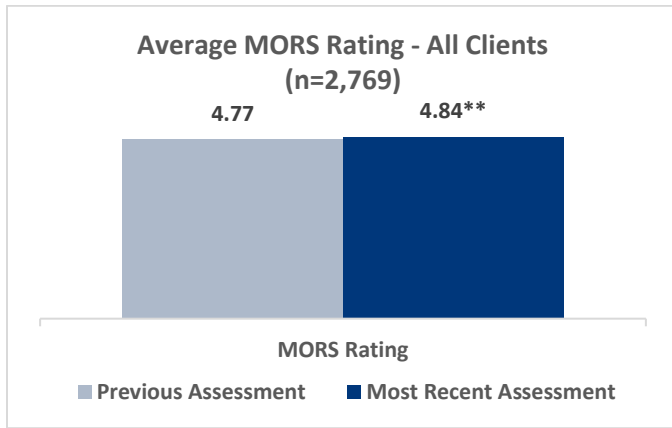
Like the IMR and RMQ analyses, "New" clients are those individuals with 1) a MORS assessment during FY 2019-20 (Most Recent Assessment), 2) a corresponding MORS assessment four to eight months prior to their most recent assessment (Intake Assessment), and 3) a first service date within 30 days of their first assessment. "All" clients include every individual served by SDCBHS during FY 2019-20 who had at least one follow-up MORS assessment completed within the fiscal year (Most Recent Assessment) and a MORS assessment completed four to eight months prior (Previous Assessment), regardless of how long they have been receiving services.



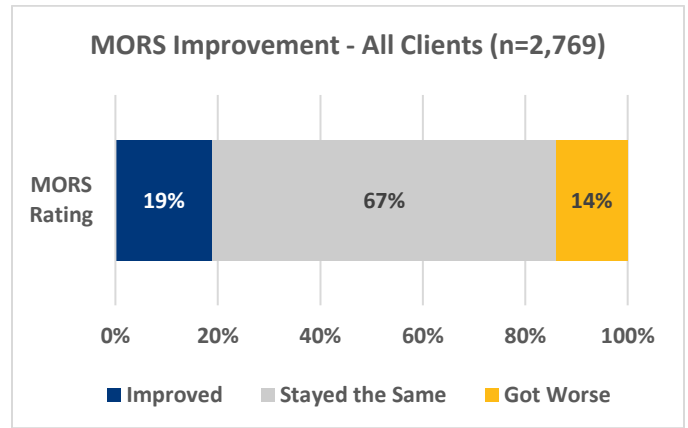
**Indicates statistical significance ($p < .001$)



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MORS Ratings for New and All Clients at Intake and Most Recent Assessments

	New Clients (n=259)			All Clients (n=2,769)		
	Intake	Most Recent	Change	Previous	Most Recent	Change
	n (%)	n (%)		n (%)	n (%)	
1. Extreme Risk	0 (0%)	0 (0%)	▶	1 (< 1%)	3 (< 1%)	▲
2. High Risk/Not Engaged	3 (1%)	2 (1%)	▼	23 (1%)	18 (1%)	▼
3. High Risk/Engaged	33 (13%)	7 (3%)	▼	180 (7%)	139 (5%)	▼
4. Poorly Coping/Not Engaged	73 (28%)	30 (12%)	▼	374 (14%)	321 (12%)	▼
5. Poorly Coping/Engaged	146 (56%)	200 (77%)	▲	2,022 (73%)	2,077 (75%)	▲
6. Coping/Rehabilitating	4 (2%)	18 (7%)	▲	162 (6%)	199 (7%)	▲
7. Early Recovery	0 (0%)	2 (1%)	▲	7 (<1%)	10 (<1%)	▲
8. Advanced Recovery	0 (0%)	0 (0%)	▶	0 (0%)	2 (< 1%)	▲

Legend:

- ▼ a decrease in the number of clients with a MORS rating at this level
- ▶ no change in the number of clients with a MORS rating at this level
- ▲ an increase in the number of New clients with a MORS rating at this level
- ▲ an increase in the number of All clients with a MORS rating at this level

MORS Results for New and All Clients

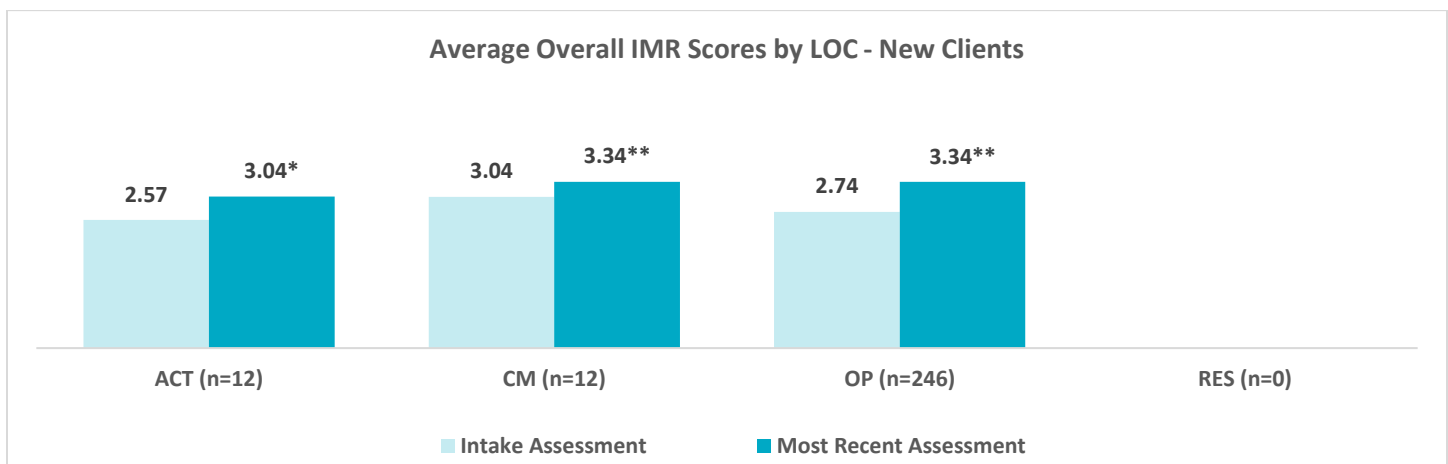
The charts displayed above and on the previous page present MORS data for clients who had a follow-up assessment completed during FY 2019-20 and an intake or previous assessment completed within the prior four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for New clients and clients who are already engaged in services, results for New clients are presented separately first, followed by the results for All clients.

- **New clients had lower MORS ratings at intake compared to All clients' previous assessment.** This trend is expected, as clients who have been receiving services for several months or years would have more opportunities to make progress towards their recovery than clients new to services.

- **MORS ratings remained consistent** for more than half (**53%**) of **New clients** between the intake and most recent assessment and improved for more than one-third (39%). Only 22 New clients (8%) had a worse MORS rating at the most recent assessment, compared to intake.
- **MORS ratings** also **remained consistent** for the majority (**67%**) of **All clients** from previous to most recent assessment. Less than one-fifth (19%) of All clients had a higher MORS rating at the most recent assessment compared to the previous assessment and 14% had a worse rating at the most recent assessment.
- Most **New clients** were rated by clinicians as **poorly coping/engaged (56%)** or **poorly coping/not engaged (28%)** at **intake**.
- At the **most recent assessment, 77% of New clients were rated as poorly coping/engaged** by clinicians and 20 clients (8%) had a MORS rating of a 6 or higher.
- Almost three-quarters (**73%**) of **All clients** were rated by clinicians as **poorly coping/engaged** at the **previous assessment** and a similar proportion (**75%**) had this MORS rating at the **most recent assessment**.
- The **changes in MORS ratings** from the previous assessment to the current follow-up assessment were **statistically significant** for both New and All clients.

Recovery Outcomes by Level of Care

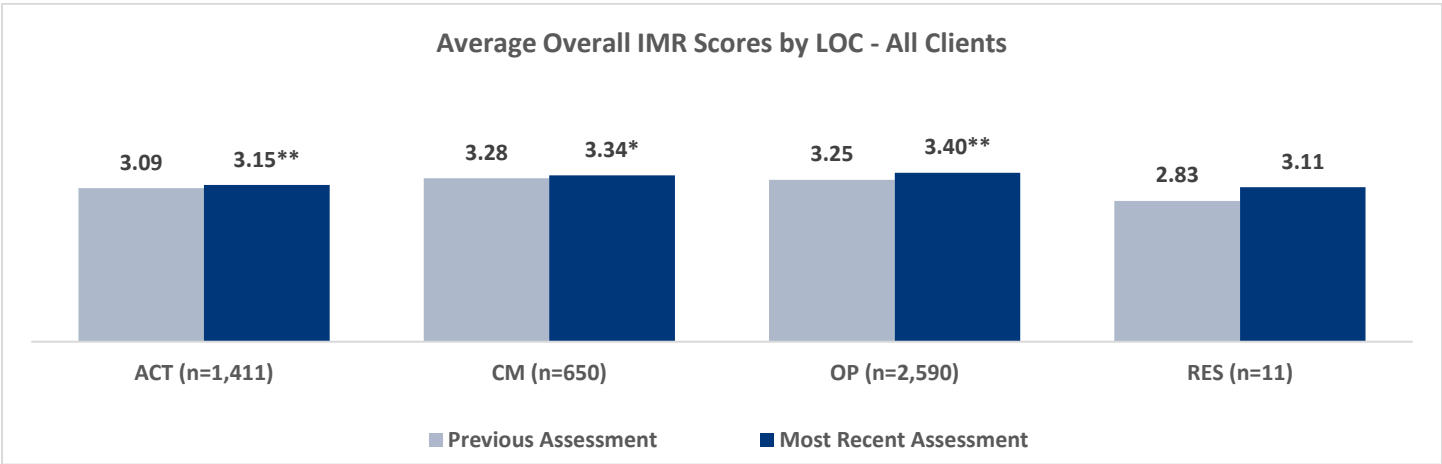
The data presented in the next section highlight differences in progress towards recovery by level of care (LOC): Assertive Community Treatment (ACT), Case Management (CM), Outpatient (OP), and TAY Residential program (RES). Like the previous section, “New” clients are those individuals who 1) had an IMR, RMQ, or MORS assessment during FY 2019-20 (Most Recent Assessment), 2) had a corresponding IMR, RMQ, or MORS intake assessment (Intake) four to eight months prior to their most recent assessment, and 3) had a first service date within 30 days of their first assessment. “All” clients include every individual served by SDCBHS during FY 2019-20 who had at least one follow-up assessment completed during the fiscal year (Most Recent Assessment) and a corresponding assessment completed four to eight months prior (Previous Assessment), regardless of how long they have been receiving services.



*Indicates statistical significance ($p < .05$)

**Indicates statistical significance ($p < .001$)

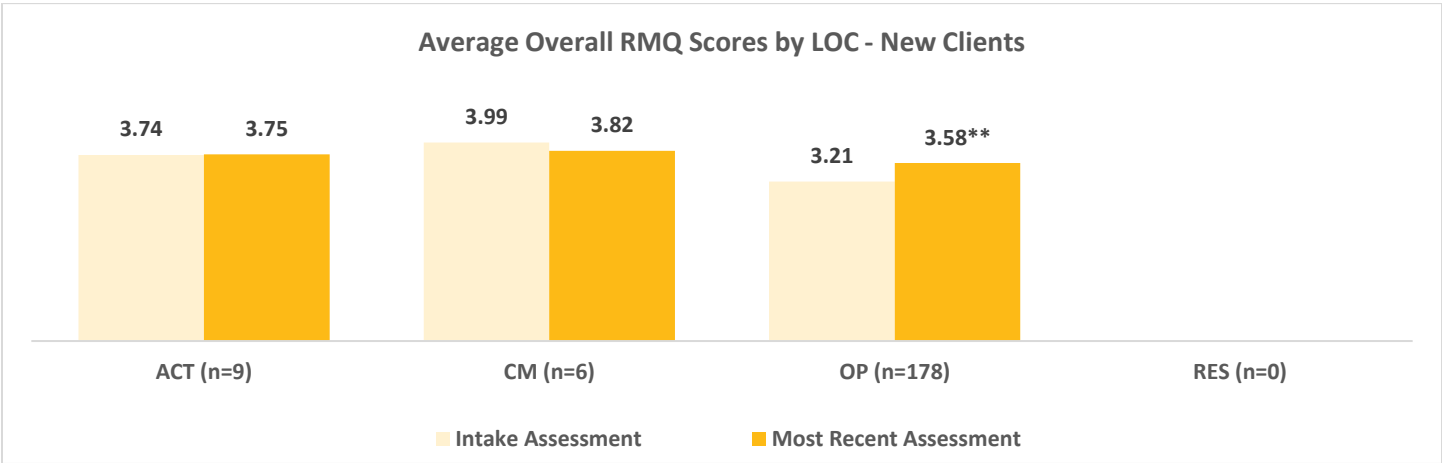
Note: Mean scores do not include missing values



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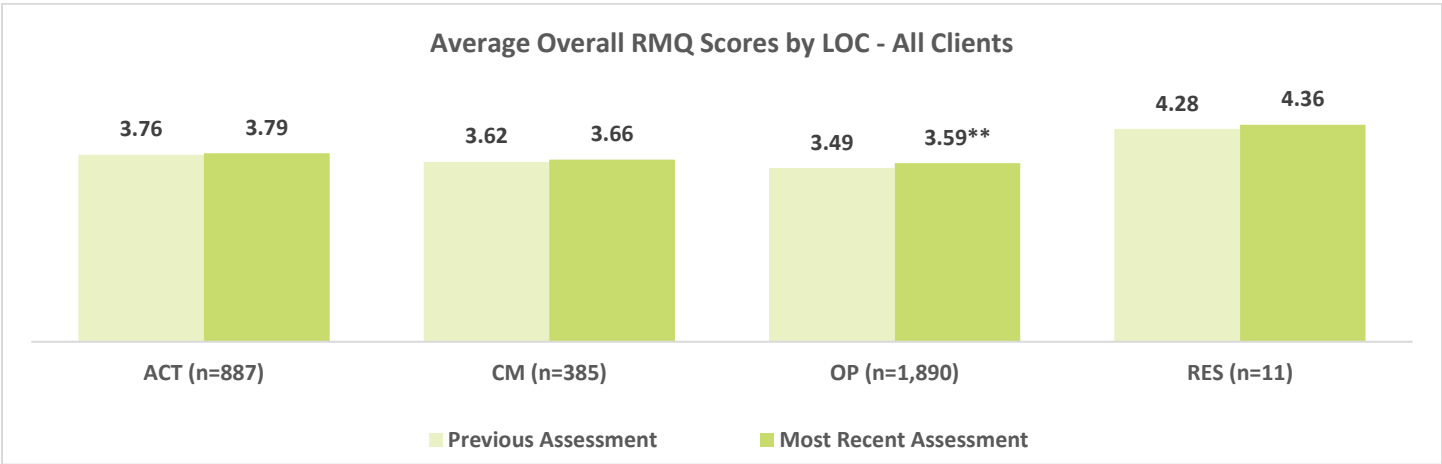
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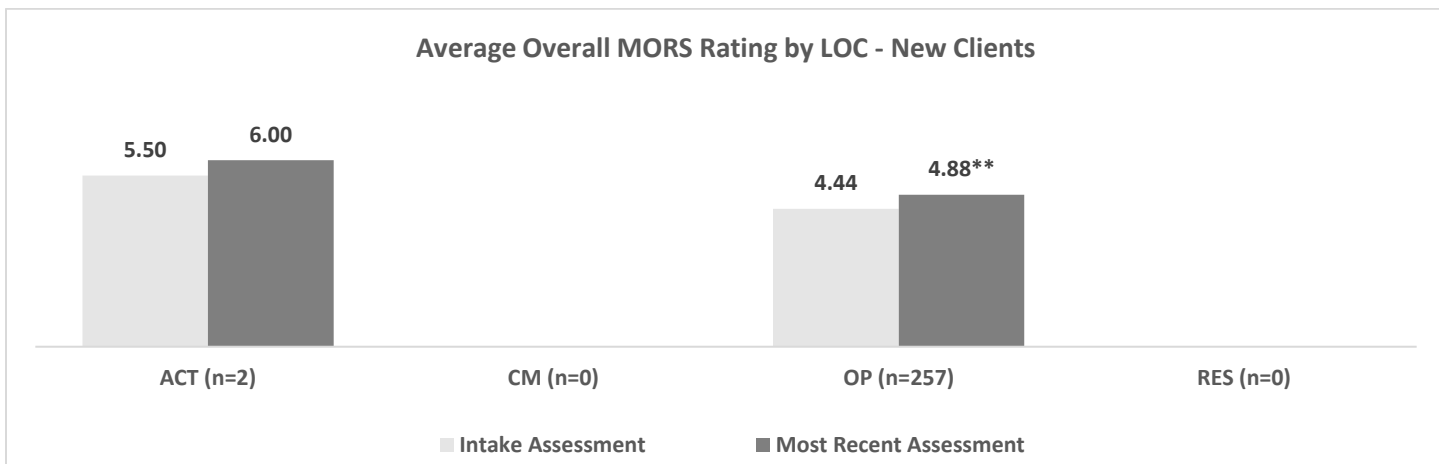
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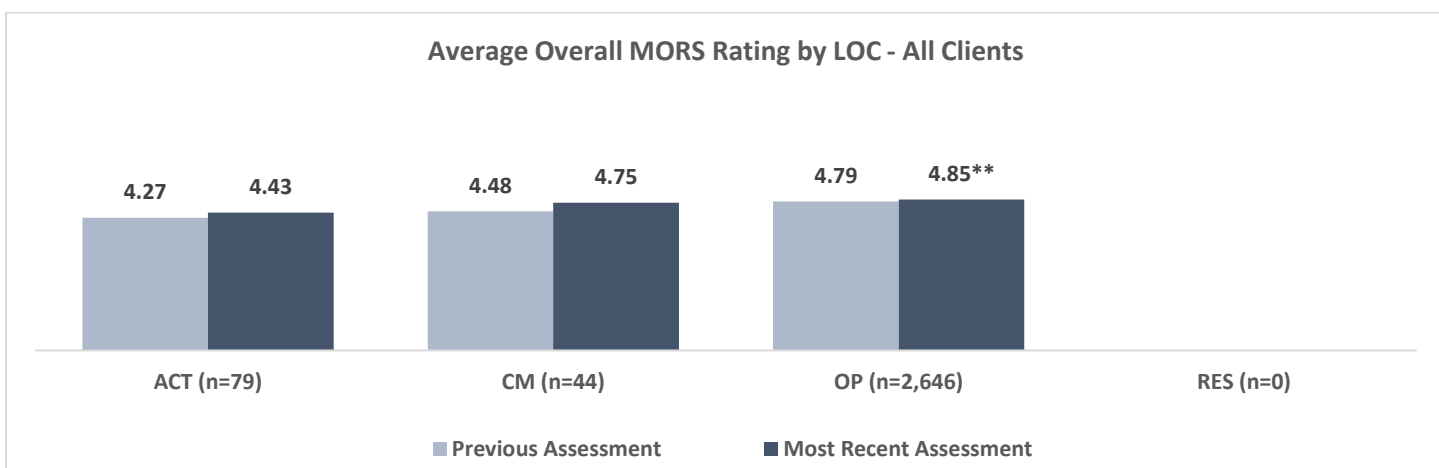
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Results by LOC for New and All Clients

- During FY 2019-20, there was a statistically significant increase in Overall IMR scores, Overall RMQ scores, and MORS rating for both New and All clients who received services from Outpatient programs. IMR scores also increased significantly for New and All clients in ACT and CM programs during FY 2019-20. These findings suggest that, in general, **clients showed progress towards recovery** during FY 2019-20.
- More clients in ACT, CM, and OP programs had a pair of IMR assessments than RMQ assessments** during FY 2019-20. This is unsurprising, as self-report measures completed by clients are encouraged, but are not a mandatory part of care.
- Across most LOCs **New clients had lower average IMR and RMQ scores and experienced a greater change in scores** during the fiscal year, compared to All clients. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than All clients who have been receiving services for several months or years.

IMR Scores by IMR Item – Means for Previous and Most Recent Assessments

Each of the 15 individual items comprising the IMR addresses a different aspect of illness management and recovery. IMR scores range from 1 to 5, with 5 representing the highest level of recovery. IMR scores for New clients increased significantly on most items and all three subscales. For All clients, Overall IMR scores, IMR Recovery subscale scores, IMR Management subscales, and a majority of the IMR items showed a statistically significant increase. There was not a significant change in IMR Substance subscale scores for All clients.

Item	Illness Management and Recovery Scale (IMR)	New Clients				All Clients			
		N	Intake	Most Recent	△	N	Prev.	Most Recent	△
1	Progress towards personal goals	259	2.45	2.89	↑	4,567	2.81	2.92	↑
2	Knowledge	270	2.20	2.90	↑	4,650	2.82	2.95	↑
3	Involvement of family and friends in my treatment	261	3.16	3.25	↑	4,548	3.06	3.14	↑
4	Contact with people outside of my family	253	2.89	3.09	↑	4,514	2.98	2.98	→
5	Time in structured roles	252	2.38	2.67	↑	4,506	2.02	2.08	↑
6	Freedom from symptom distress	270	1.85	2.56	↑	4,640	2.47	2.61	↑
7	Ability to function	267	1.82	2.55	↑	4,646	2.41	2.54	↑
8	Relapse prevention planning	246	2.02	3.02	↑	4,441	3.03	3.28	↑
9	Freedom from relapse symptoms	250	2.06	3.44	↑	4,488	3.41	3.64	↑
10	Avoidance of psychiatric hospitalization	253	3.79	4.57	↑	4,526	4.39	4.52	↑
11	Coping	267	2.16	2.87	↑	4,631	2.80	2.94	↑
12	Involvement with self-help activities	246	2.20	2.80	↑	4,446	2.77	2.85	↑
13	Using medication effectively	157	4.17	4.29	↑	4,169	4.42	4.42	→
14	Alcohol use does not impair functioning	259	4.38	4.64	↑	4,420	4.54	4.58	↑
15	Drug use does not impair functioning	261	4.18	4.52	↑	4,439	4.37	4.40	↑
	Overall Mean IMR Score	270	2.75	3.33	↑	4,662	3.21	3.31	↑
Subscales	Recovery subscale (average of items 1, 2, 4, 8, & 12)	258	2.35	2.94	↑	4,590	2.88	3.00	↑
	Management subscale (average of items 6, 7, 9, & 11)	269	1.97	2.85	↑	4,657	2.77	2.92	↑
	Substance use subscale (minimum of items 14 & 15)	261	4.59	4.77	↑	4,461	4.69	4.71	↑

Note: Arrows indicate the direction of change between assessments. Dark/colored arrows indicate a statistically significant change ($p < .05$). Light/grey arrows indicate change that is not statistically significant.

RMQ Scores by RMQ Item – Means for Previous and Most Recent Assessments

Each of the 24 individual items comprising the RMQ measure the clients' preferences, needs and desires, and perceptions of their recovery. RMQ scores range from 1 to 5, with 5 representing strong agreement with each statement. RMQ scores for New and All clients increased on most items. Many of these increases were statistically significant, suggesting that clients perceived an improvement in their recovery during FY 2019-20. For both New and All clients, RMQ scores overall showed a statistically significant increase.

Item	Recovery Marker Questionnaire (RMQ)	New Clients				All Clients			
		N	Intake	Most Recent	△	N	Prev.	Most Recent	△
1	Safe living situation that feels like home	191	3.64	3.93	↑	3,141	3.89	3.97	↑
2	Trusted people available to help	192	4.00	4.09	↑	3,143	4.03	4.07	↑
3	At least one close mutual relationship	191	3.80	4.11	↑	3,119	3.90	3.94	↑
4	Involvement in meaningful productive activities	187	3.16	3.45	↑	3,119	3.52	3.57	↑
5	Psychiatric symptoms under control	189	2.74	3.46	↑	3,104	3.55	3.67	↑
6	Enough income to meet needs	188	2.24	2.77	↑	3,102	2.91	3.06	↑
7	See self working within six months	185	3.08	3.01	↓	3,063	2.66	2.68	↑
8	Learning new things	186	3.52	3.64	↑	3,092	3.58	3.65	↑
9	Good physical health	192	3.09	3.29	↑	3,122	3.25	3.32	↑
10	Positive spiritual/life connection	186	3.42	3.65	↑	3,099	3.76	3.79	↑
11	Respect for self	188	3.48	3.79	↑	3,119	3.83	3.87	↑
12	Using personal strengths skills or talents	191	3.20	3.55	↑	3,129	3.59	3.67	↑
13	Working towards goals	192	3.63	3.83	↑	3,098	3.80	3.84	↑
14	Have reasons to get out of bed	190	3.48	3.85	↑	3,112	3.84	3.89	↑
15	More good days than bad	190	2.89	3.53	↑	3,110	3.55	3.64	↑
16	Decent quality of life	189	3.15	3.58	↑	3,111	3.64	3.74	↑
17	Control of important decisions	191	3.32	3.61	↑	3,104	3.69	3.76	↑
18	Contribute to community	188	2.94	3.16	↑	3,113	3.29	3.35	↑
19	Growing as a person	191	3.53	3.80	↑	3,102	3.75	3.83	↑
20	Sense of belonging	189	3.16	3.61	↑	3,105	3.62	3.70	↑
21	Feel alert and alive	190	3.15	3.54	↑	3,108	3.63	3.71	↑
22	Hopeful about future	189	3.25	3.69	↑	3,091	3.67	3.75	↑
23	Able to deal with stress	187	2.72	3.28	↑	3,093	3.34	3.44	↑
24	Can make positive changes in my life	187	3.58	4.03	↑	3,085	3.80	3.92	↑
	Total Mean RMQ Score	193	3.26	3.60	↑	3,173	3.58	3.66	↑

Note: Arrows indicate the direction of change between assessments. Dark/colored arrows indicate a statistically significant change ($p < .05$). Light/grey arrows indicate change that is not statistically significant.

Appendix A: FY 2019-20 Assessment Completion by Sub-Unit

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
1110	1111	31	31	13	187	166	95
1120	1121	83	79	22	571	538	118
1130	1131	61	62	8	530	529	44
1320	1321	13	10	1	158	109	24
1320	1325	0	0	4	0	0	419
1320	1328	12	11	0	197	128	27
3000	3002	27	24	5	213	153	16
3000	3003	2	1	2	7	5	5
3010	3011	8	7	0	125	77	3
3010	3012	0	0	0	1	1	1
3030	3032	50	49	10	248	238	110
3030	3033	11	10	1	33	31	16
3040	3042	16	16	1	98	94	6
3040	3043	42	39	7	423	406	19
3040	3048	4	4	1	18	18	13
3050	3051	0	0	0	1	1	1
3050	3052	20	19	4	131	112	34
3050	3053	4	3	1	26	18	7
3050	3056	5	5	2	27	27	7
3050	3057	5	5	1	23	20	8
3060	3061	1	1	0	6	4	7
3060	3062	1	1	0	34	26	11
3060	3066	6	6	3	272	191	11
3060	3067	1	1	3	14	12	25
3070	3071	1	1	0	0	0	1
3070	3073	60	60	6	416	418	65
3070	3074	0	0	2	2	3	9
3070	3077	0	0	2	1	1	5
3080	3081	0	0	0	0	0	1
3080	3083	39	35	1	627	473	187
3080	3084	4	4	1	11	10	24
3090	3091	40	34	7	313	233	15
3090	3093	34	36	0	56	43	4
3100	3101	53	53	6	457	436	51
3100	3104	19	17	0	79	76	12
3100	3105	0	0	5	78	71	29
3110	3111	4	3	1	678	608	39
3110	3114	11	10	1	162	147	26
3160	3161	27	21	0	41	36	1

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
3180	3181	27	27	10	403	367	46
3180	3182	21	22	1	79	67	4
3180	3183	0	0	0	65	49	32
3180	3188	5	5	2	30	26	7
3240	3241	0	0	0	269	233	5
3240	3244	0	0	0	17	13	23
3240	3245	0	0	0	53	44	25
3250	3251	16	11	4	21	14	9
3250	3254	1	1	0	0	0	0
3280	3281	15	14	0	396	350	4
3310	3312	1	0	0	184	124	4
3310	3315	0	0	0	15	10	2
3330	3331	1	0	0	157	78	5
3350	3353	6	3	1	146	72	16
3360	3361	0	0	0	39	31	6
3360	3364	0	0	0	80	66	13
3400	3401	0	0	0	232	207	10
3400	3404	0	0	0	58	51	26
3410	3411	0	0	0	78	51	9
3410	3413	0	0	0	18	9	6
3410	3414	1	1	0	92	69	14
3480	3481	2	2	0	128	115	19
3480	3482	1	1	0	11	9	80
3960	3961	0	0	0	36	35	0
3960	3963	0	0	0	3	6	6
4110	4111	13	15	1	163	165	39
4190	4192	1	1	1	71	62	22
4200	4203	1	1	0	72	71	8
4220	4221	0	0	2	89	71	17
4230	4231	32	19	0	138	89	2
4240	4242	0	0	0	52	47	1
4250	4251	1	1	0	99	89	13
4260	4261	0	0	0	13	12	36
4260	4264	1	1	0	188	179	23
4270	4274	4	4	21	49	43	132
4270	4275	2	2	2	38	28	36
4280	4281	50	51	12	208	201	61
4290	4291	27	27	3	74	73	19
4340	4341	0	0	0	113	91	3
4350	4351	0	0	0	115	96	26
4360	4361	19	18	0	81	78	7

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
4370	4371	22	18	6	34	30	6
4390	4391	33	32	0	94	85	0
4400	4401	0	0	0	44	44	0
4410	4411	4	4	2	44	43	5
4420	4421	2	2	2	29	15	6
7240	7241	1	1	0	4	4	0
7530	7532	1	1	0	7	6	1

Appendix B: FY 2019-20 Assessment Completion by Sub-Unit (including telehealth services)

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
1110	1111	35	34	14	210	183	105
1120	1121	85	82	41	582	544	234
1130	1131	60	61	12	531	530	77
1320	1321	15	12	1	162	109	33
1320	1325	0	0	5	0	0	433
1320	1328	12	11	0	197	128	27
3000	3002	28	25	5	214	153	22
3000	3003	2	1	2	7	5	5
3010	3011	8	7	0	125	77	3
3010	3012	0	0	0	1	1	1
3030	3032	53	52	11	251	241	150
3030	3033	12	11	1	33	31	18
3040	3042	16	16	2	100	95	10
3040	3043	43	39	7	425	407	31
3040	3048	3	3	1	19	19	14
3050	3051	0	0	0	1	1	1
3050	3052	20	19	4	131	112	37
3050	3053	4	3	1	26	18	8
3050	3056	5	5	2	27	27	8
3050	3057	5	5	1	23	20	8
3060	3061	1	1	0	9	4	10
3060	3062	3	2	0	39	26	15
3060	3066	6	6	3	301	193	27
3060	3067	1	1	4	15	12	28
3070	3071	1	1	0	0	0	1
3070	3073	66	66	7	422	425	129
3070	3074	0	0	2	2	3	15
3070	3077	0	0	2	1	1	5
3080	3081	0	0	0	0	0	1
3080	3083	44	40	1	648	487	261
3080	3084	4	4	1	12	11	28
3090	3091	44	37	11	327	239	26
3090	3093	37	39	1	63	48	10
3100	3101	55	55	7	463	435	69
3100	3104	19	17	0	81	77	28
3100	3105	0	0	6	82	74	36
3110	3111	6	5	1	715	637	84

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
3110	3114	17	16	5	187	167	51
3160	3161	28	22	0	41	36	2
3180	3181	33	31	13	412	369	71
3180	3182	22	22	2	81	68	8
3180	3183	0	0	0	69	51	35
3180	3188	6	7	3	33	28	10
3240	3241	0	0	0	269	233	5
3240	3244	0	0	0	17	13	23
3240	3245	0	0	0	53	44	25
3250	3251	16	11	4	21	14	9
3250	3254	1	1	0	0	0	0
3280	3281	16	15	0	398	349	4
3310	3312	1	0	0	184	124	5
3310	3315	0	0	0	15	10	2
3330	3331	1	0	0	157	78	5
3350	3353	9	5	3	154	73	25
3360	3361	0	0	0	39	31	6
3360	3364	0	0	0	80	66	15
3400	3401	0	0	0	232	207	12
3400	3404	0	0	0	58	51	26
3410	3411	0	0	0	78	51	10
3410	3413	0	0	0	18	9	6
3410	3414	1	1	0	92	69	15
3480	3481	2	2	0	131	117	21
3480	3482	1	1	0	11	9	82
3960	3961	0	0	0	36	35	0
3960	3963	0	0	0	3	6	6
4110	4111	16	18	1	173	169	49
4190	4192	1	1	1	72	62	24
4200	4203	0	0	0	73	72	8
4220	4221	0	0	2	90	71	23
4230	4231	32	19	0	144	90	2
4240	4242	0	0	0	54	47	1
4250	4251	1	1	0	100	89	13
4260	4261	0	0	0	13	12	36
4260	4264	0	0	1	191	182	29
4270	4274	4	4	21	51	44	138
4270	4275	1	1	2	40	29	39
4280	4281	56	57	15	224	216	97
4290	4291	27	27	3	74	73	23
4340	4341	0	0	0	115	91	4

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
4350	4351	0	0	0	116	96	31
4360	4361	19	18	0	81	78	8
4370	4371	22	18	7	34	30	7
4390	4391	34	33	0	98	88	0
4400	4401	0	0	0	44	44	0
4410	4411	4	4	2	46	45	12
4420	4421	2	2	2	30	15	6
7240	7241	1	1	0	4	4	0
7530	7532	1	1	0	7	6	1