



Mental Health Outcomes Management System (mHOMS) Annual Outcomes Report

FY 2023-24

Adult 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 (RES) programs. 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 management, recovery, 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 an overall systemwide and by the level of care (LOC) to present progress towards recovery across the entire fiscal year. IMR and RMQ assessment compliance for Q4 are 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 decreased** for FY 2023-24 compared to FY 2022-23. Completion rates are also provided to reflect those who receive telehealth services. The current report considers completion rates for **all clients open in Cerner Community Behavioral Health (CCBH), the County of San Diego Behavioral Health Services (SDCBHS) electronic health record, at the end of Q4 with any service type.**
- New clients in FY 2023-24 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. These findings indicate that, in general, **clients made progress toward their recovery** during FY 2023-24.
- The majority of New (**70%**) and All (**53%**) 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 toward recovery during FY 2023-24.**
- Improvements in MORS ratings** from the intake/previous assessment to the most recent assessment were **statistically significant** for New ($p < 0.001$) and All clients ($p < 0.001$).
- MORS ratings improved** for half of New (**51%**) clients but **remained consistent** for the majority of All (**64%**) clients between the intake/previous and most recent assessment.
- Poorly coping/engaged in treatment was the most common MORS rating** by clinicians for New clients (**64%**) and for All clients (**69%**) at the most recent assessment.
- During FY 2023-24, there was a statistically significant increase in Overall IMR scores, Overall RMQ scores, and Overall MORS ratings for both New and All clients who received services from Outpatient programs. IMR scores also increased significantly for both New and All clients in the ACT and CM programs during FY 2023-24. These findings suggest that, in general, **clients showed progress toward recovery** during FY 2023-24.
- More clients had a pair of IMR assessments than RMQ assessments** for Existing clients (New: IMR – 54%, RMQ – 57%; Existing: IMR – 37%, RMQ – 32%) during FY 2023-24. 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

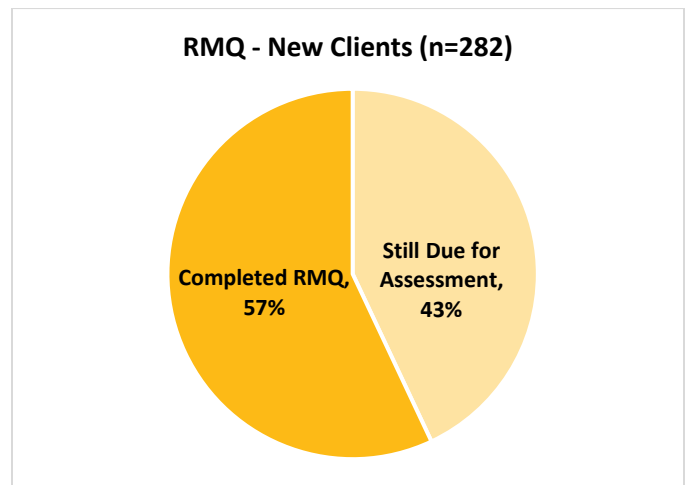
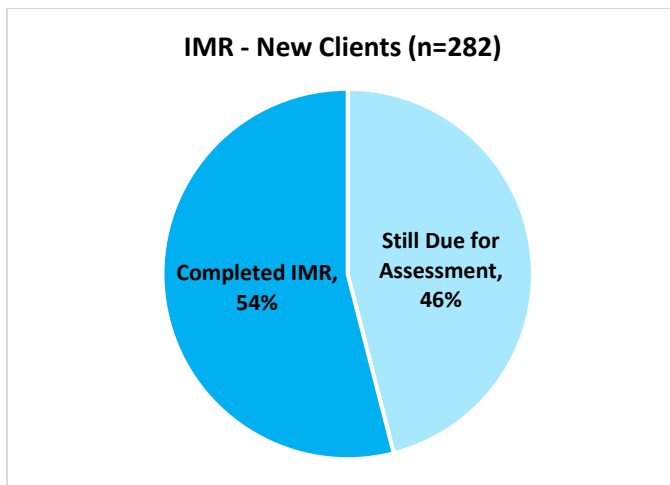
To better assess mental health outcomes, the County of San Diego Behavioral Health Services (SDCBHS) implemented a system of measuring recovery from both clinician and client perspectives. mHOMS measures should be completed for all eligible clients at intake with re-assessment every six months. Complete 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 2023-24 for New Clients

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

- The client had an open assignment in CCBH at the end of Q4.
- The client's first adult 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.



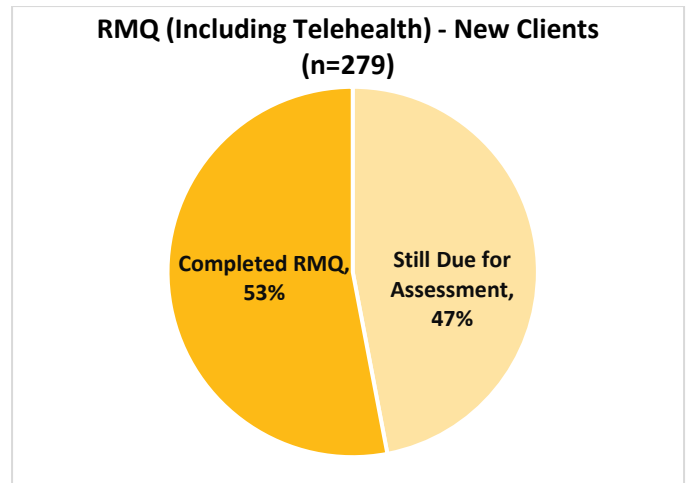
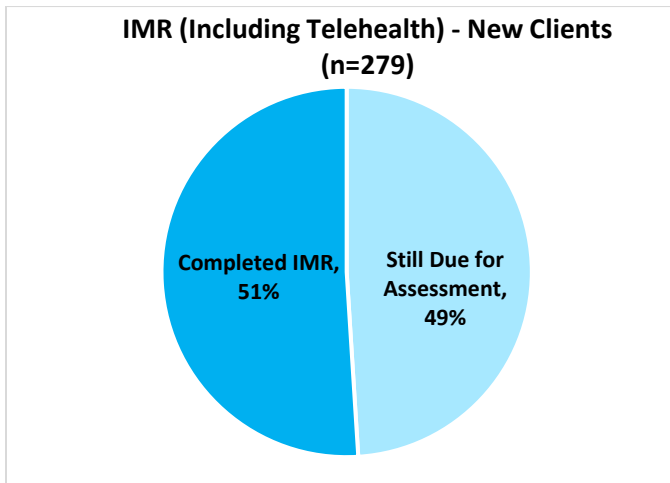
Note: Assessment completion is evaluated up to 30 days after the end of the quarter.

In previous mHOMS Outcomes reports assessment completion rates were limited to clients with an Assessment or Case Management service type in CCBH. Per discussions with adult program 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 2023-24:

- 282 New clients received services from adult subunits that enter outcomes assessments into mHOMS.
- The majority of New clients had an IMR (**54%**) assessment and around the same amount of New clients had a RMQ (**57%**) assessment entered into mHOMS at intake.
- 116 New clients (**41%**) did not have an outcome assessment (either IMR or RMQ) completed in mHOMS.

Since the beginning of the COVID-19 pandemic, an increase in telehealth service utilization was observed across the SOC. 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.

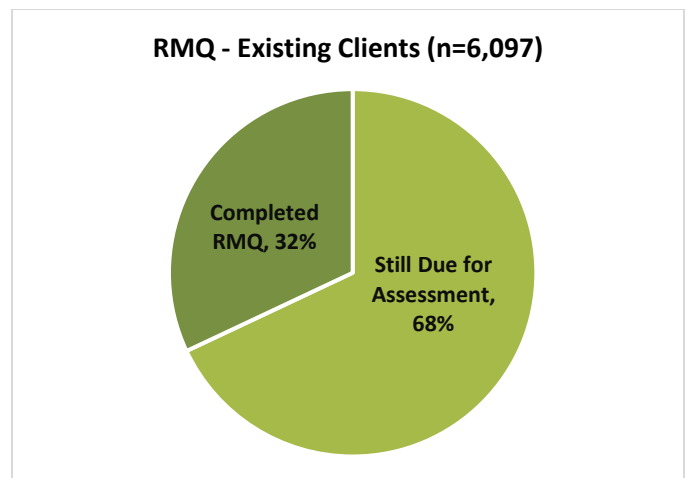
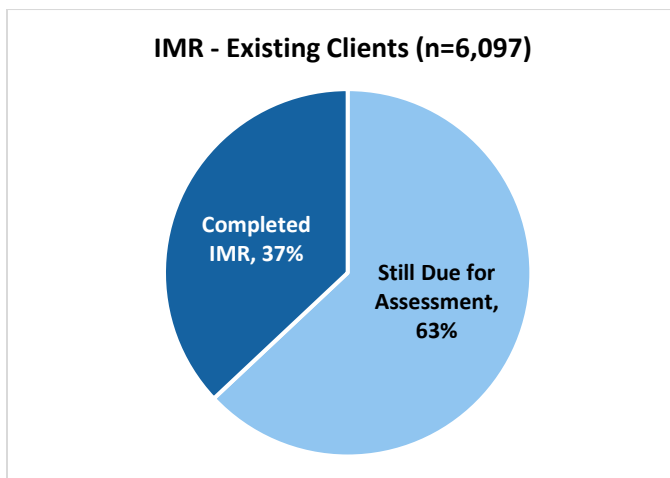
At the end of Q4 of FY 2023-24:

- 279 New clients received services from adult subunits that enter outcomes assessments into mHOMS.
- The majority of New clients had an IMR (**51%**) assessment and around the same amount of New clients had a RMQ (**53%**) assessment entered into mHOMS at intake.
- 125 New clients (**45%**) did not have an outcome assessment (either IMR or RMQ) completed in mHOMS.

Follow-up Assessments Completed during Q4 of FY 2023-24 for Existing Clients

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

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



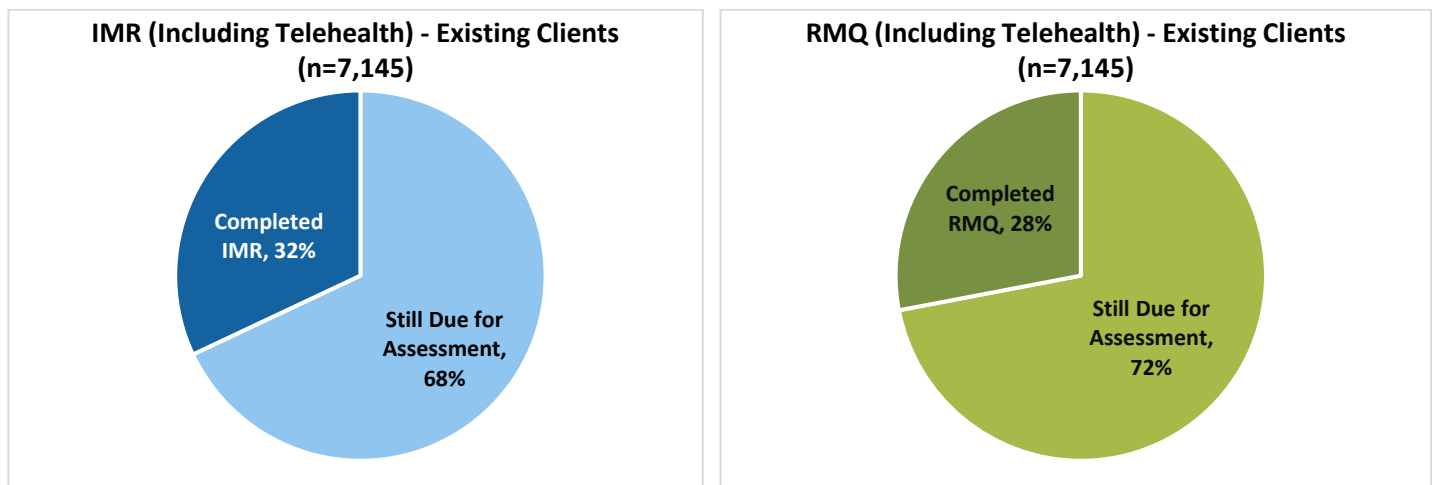
Note: Assessment completion is evaluated up to 30 days after the end of the quarter.

In previous mHOMS Outcomes reports assessment completion rates were limited to clients with an Assessment or Case Management service type in CCBH. Per discussions with adult program 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 2023-24:

- 6,097 Existing clients were due for either an IMR or RMQ assessment during Q4.
- IMR assessments were entered in mHOMS for less than two-fifths (**37%**) of Existing clients.
- The follow-up RMQ assessment was completed for less than one-third (**32%**) of Existing clients.

Since the beginning of the COVID-19 pandemic, an increase in telehealth service utilization was observed across the SOC. 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 2023-24:

- 7,145 Existing clients were due for either an IMR or RMQ assessment during Q4.
- IMR assessments were entered in mHOMS for nearly one-third (**32%**) of Existing clients.
- The follow-up RMQ assessment was completed for less than one-third (**28%**) of Existing clients.

Recovery Outcomes Across the System of Care during FY 2023-24

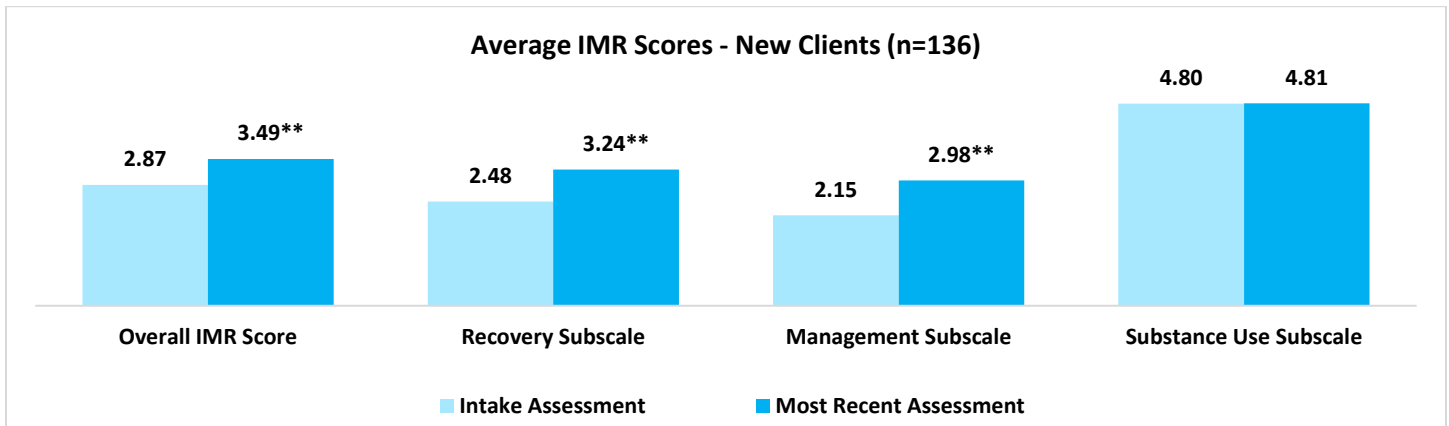
Recovery is a primary goal of SDCBHS. To better assess mental health outcomes, SDCBHS implemented a system of measuring recovery from both clinician (using the IMR and MORS) and client (using the RMQ) perspectives. To evaluate clients’ progress towards recovery systemwide, changes in IMR and RMQ scores and changes in MORS ratings are examined across the fiscal year.

Illness Management and Recovery (IMR) 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

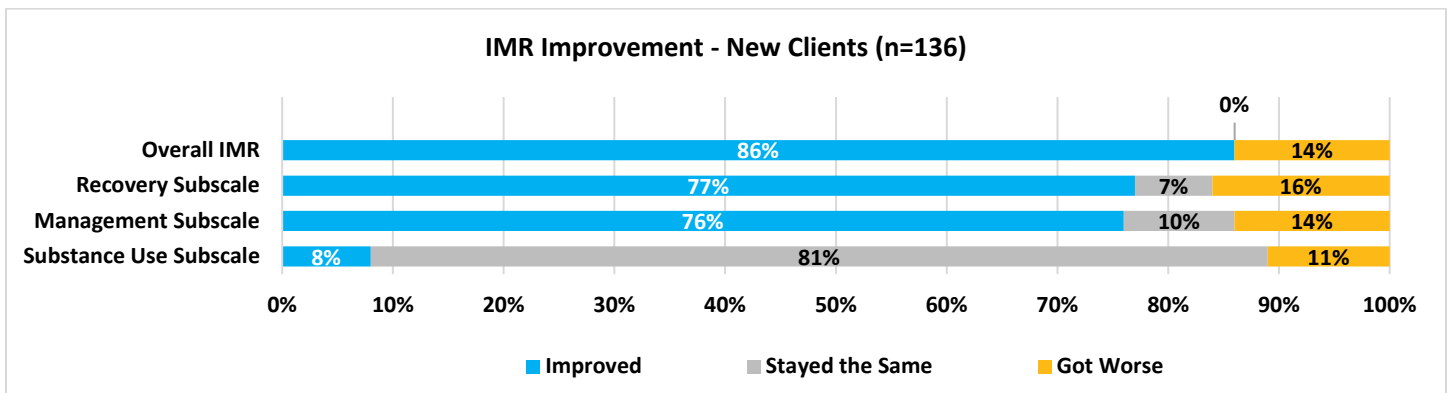
“New” clients are those individuals with 1) an IMR assessment during FY 2023-24 (Most Recent Assessment), 2) a corresponding IMR assessment four to eight months prior to their most recent assessment (Intake Assessment), and 3) a first service date within 30 days of their first assessment.



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

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

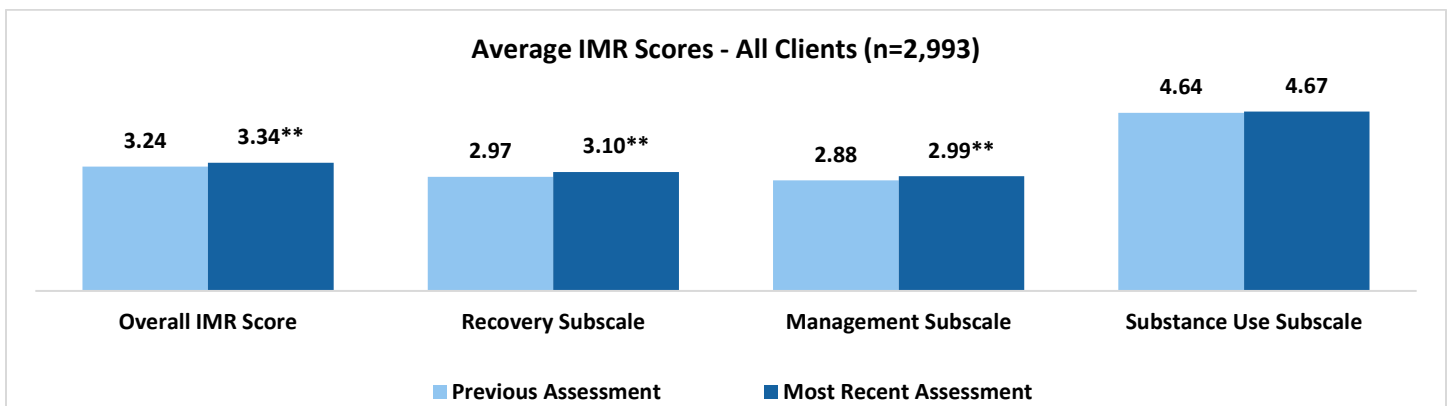
Note: Mean scores do not include missing values



Note: Percentages do not include missing values

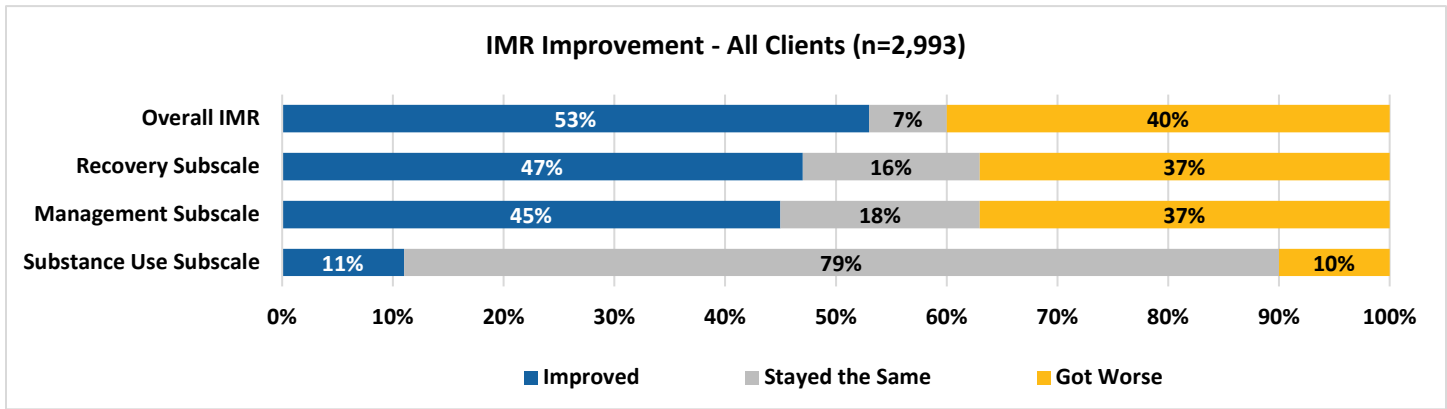
All Clients

“All” clients include every individual served by SDCBHS during FY 2023-24 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 2023-24 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 four-fifths (**86%**) of New clients had an **improved Overall IMR score** at the most recent assessment, compared to intake.
- Over three-fourths of New clients had an **improved IMR Recovery subscale score (77%)** at the most recent assessment, compared to intake.
- New clients had **significantly better Overall IMR scores**, as well as **IMR Recovery**, and **IMR Management scores** at the most recent assessment, compared to intake.

All Clients

- A little over half (**53%**) of All clients had an **improved Overall IMR score** at the most recent assessment, compared to the previous assessment.
- Nearly half of All clients had an **improved IMR Recovery subscale score (47%)** or an **improved IMR Management subscale score (45%)**.
- All clients had **significantly better Overall IMR scores**, as well as **IMR Recovery**, and **IMR Management scores** at the most recent assessment, compared to the previous assessment.

- New clients had lower Overall IMR, IMR Recovery, IMR Management, and IMR Substance Use 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 (**79%**) 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**.

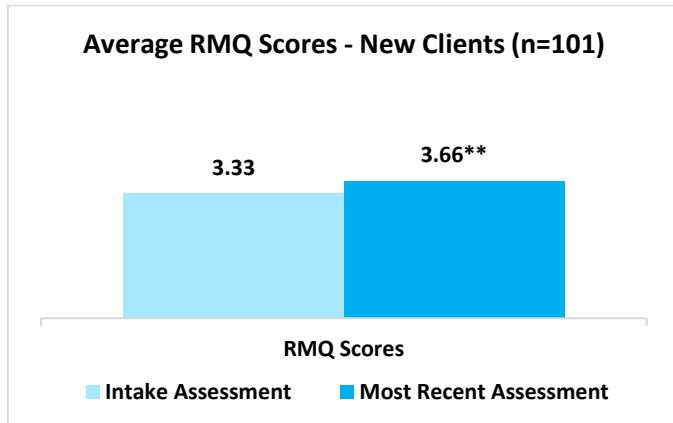
Recovery Markers Questionnaire (RMQ)

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

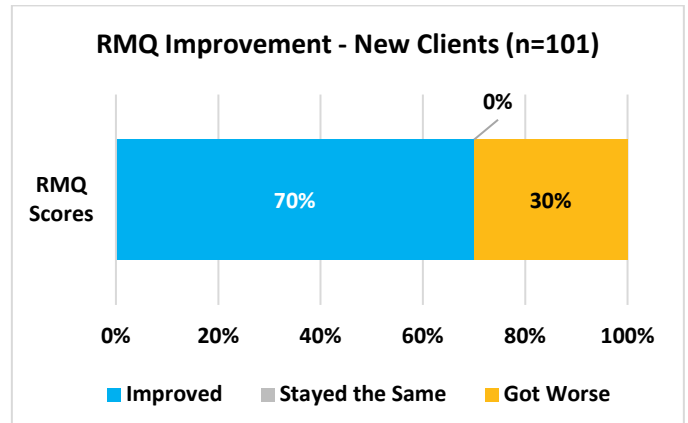
includes 24 Likert Scale items, with a 5-point agreement response scale ranging from “strongly agree” to “strongly disagree,” regarding the recovery process and intermediate outcomes. The total mean score can be calculated to measure performance. Higher scores on the RMQ assessment indicate perceptions of higher levels of recovery.

New and All Clients

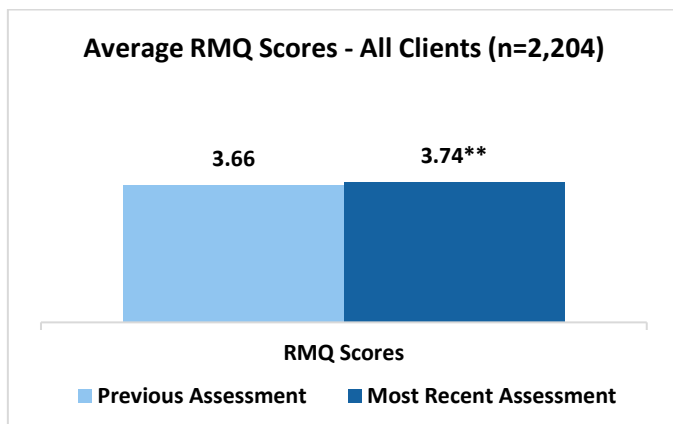
Like the IMR analysis, “New” are those individuals with 1) an RMQ assessment during FY 2023-24 (Most Recent Assessment), 2) a corresponding RMQ assessment four to eight months prior to their most recent assessment (Intake Assessment), and 3) a first service date within 30 days of their first assessment. “All” clients include every individual served by SDCBHS during FY 2023-24 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.



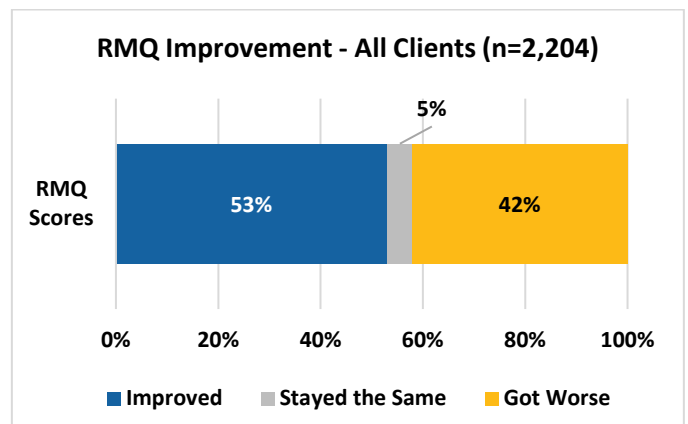
**Indicates statistical significance ($p < .001$)



Note: Percentages and mean scores do not include missing values



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



Note: Percentages and mean scores do not include missing values

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 2023-24 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 toward their recovery than clients new to services.

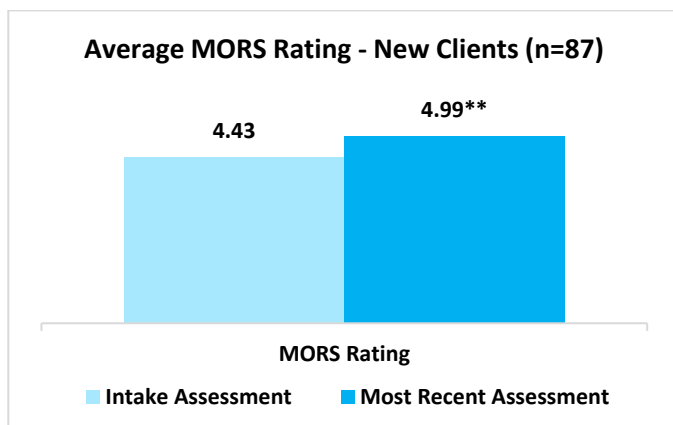
- More than three-fifths (70%) of New clients had improvements in RMQ scores at the most recent assessment, compared to intake.
- More than half of All clients (53%) reported that their recovery improved at the most recent assessment, compared to their previous assessment.
- There was a statistically 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)

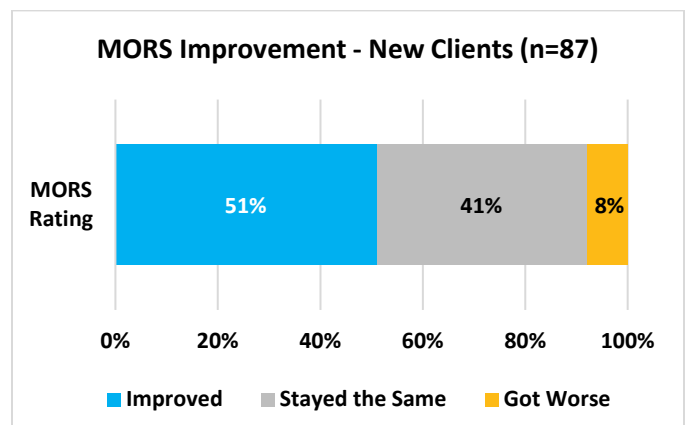
The Milestones of Recovery Scale (MORS) is an assessment of the clinicians’ perceptions of their clients’ current milestone of recovery and is typically conducted at intake with reassessment every six months. MORS ratings range from 1 to 8, with higher ratings indicating greater progress towards recovery.

New and All Clients

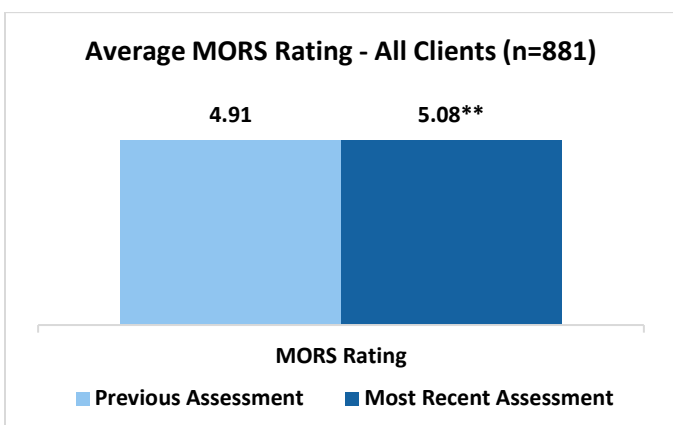
Like the IMR and RMQ analyses, “New” clients are those individuals with 1) a MORS assessment during FY 2023-24 (Most Recent Assessment), 2) a corresponding MORS assessment four to eight months prior to their most recent assessment (Intake Assessment), and 3) a first service date within 30 days of their first assessment. “All” clients include every individual served by SDCBHS during FY 2023-24 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.



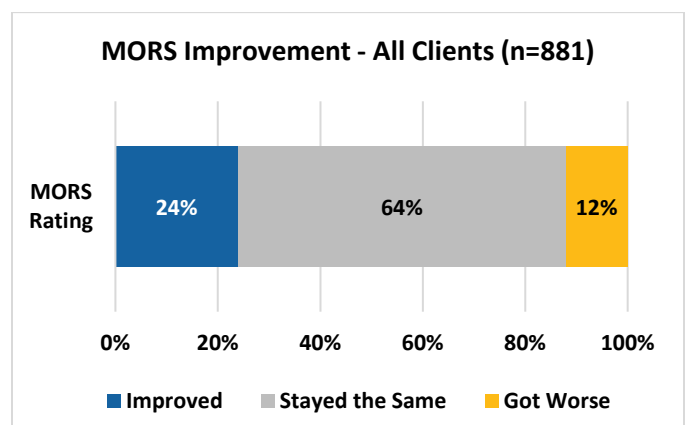
**Indicates statistical significance ($p < .001$)



Note: Percentages and mean scores do not include missing values



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



Note: Percentages and mean scores do not include missing values

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

	New Clients (n=87)			All Clients (n=881)		
	Intake	Most Recent	Change	Previous	Most Recent	Change
	n (%)	n (%)		n (%)	n (%)	
1. Extreme Risk	0 (0%)	0 (0%)	▶	<5 (<1%)	0 (0%)	▼
2. High Risk/Not Engaged	<5 (1%)	<5 (1%)	▶	10 (1%)	6 (<1%)	▼
3. High Risk/Engaged	7 (8%)	<5 (5%)	▼	33 (4%)	25 (3%)	▼
4. Poorly Coping/Not Engaged	33 (38%)	8 (9%)	▼	96 (11%)	54 (6%)	▼
5. Poorly Coping/Engaged	46 (53%)	56 (64%)	▲	624 (71%)	611 (69%)	▼
6. Coping/Rehabilitating	0 (0%)	18 (21%)	▲	113 (13%)	179 (20%)	▲
7. Early Recovery	0 (0%)	0 (0%)	▶	<5 (<1%)	5 (<1%)	▲
8. Advanced Recovery	0 (0%)	0 (0%)	▶	0 (0%)	<5 (<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

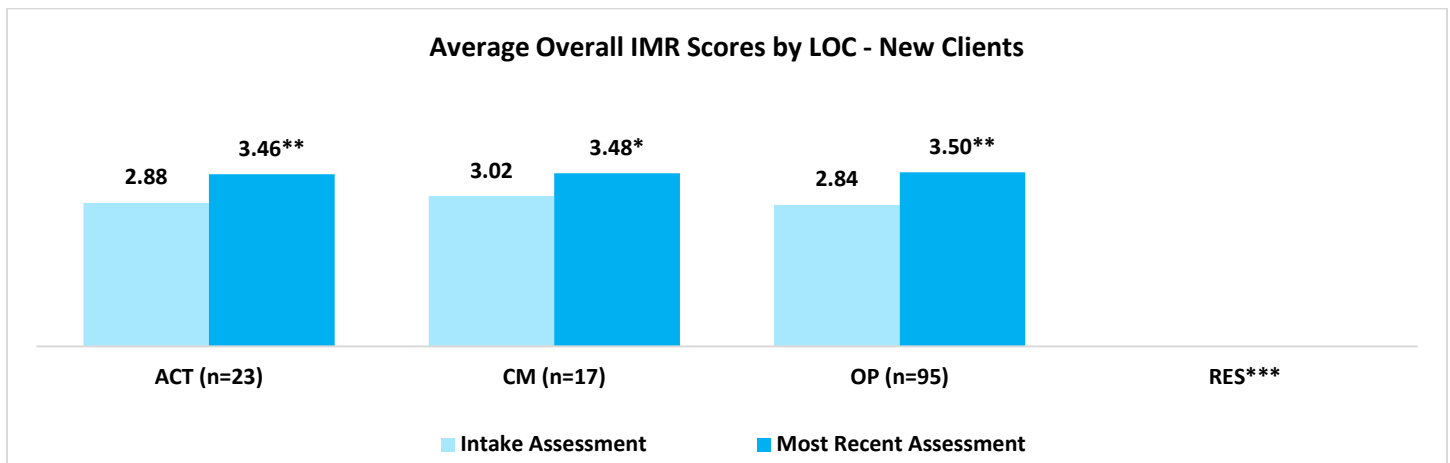
The charts displayed above and on the previous page present MORS data for clients who had a follow-up assessment completed during FY 2023-24 and an intake or previous assessment completed within the prior four to eight months. The method of comparing two assessments completed at different time points (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 improved for half (51%) of New clients** between the intake and most recent assessment and **remained consistent** for almost half (41%) of New clients. Only 7 New clients (8%) had a worse MORS rating at the most recent assessment, compared to intake.
- **MORS ratings remained consistent** for the majority (64%) of All clients from the previous assessment to most recent assessment. More than one-fifth (24%) of All clients had a higher MORS rating at the most recent assessment compared to the previous assessment and 12% had a worse rating at the most recent assessment.
- Most **New clients** were rated by clinicians as **poorly coping/engaged (53%)** or **poorly coping/not engaged (38%)** at **intake**.
- At the **most recent assessment, 64% of New clients** were rated as **poorly coping/engaged** by clinicians and 18 New clients (21%) had a MORS rating of a 6 or higher.

- Almost three-quarters (71%) of All clients were rated by clinicians as **poorly coping/engaged** at the **previous assessment** and a similar proportion (69%) 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 New and All clients.

Recovery Outcomes by Level of Care

The data presented in the next section highlight differences in progress towards recovery by LOC: ACT, CM, OP, and TAY RES programs. Like the previous section, “New” clients are those individuals who 1) had an IMR, RMQ, or MORS assessment during FY 2023-24 (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 2023-24 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.

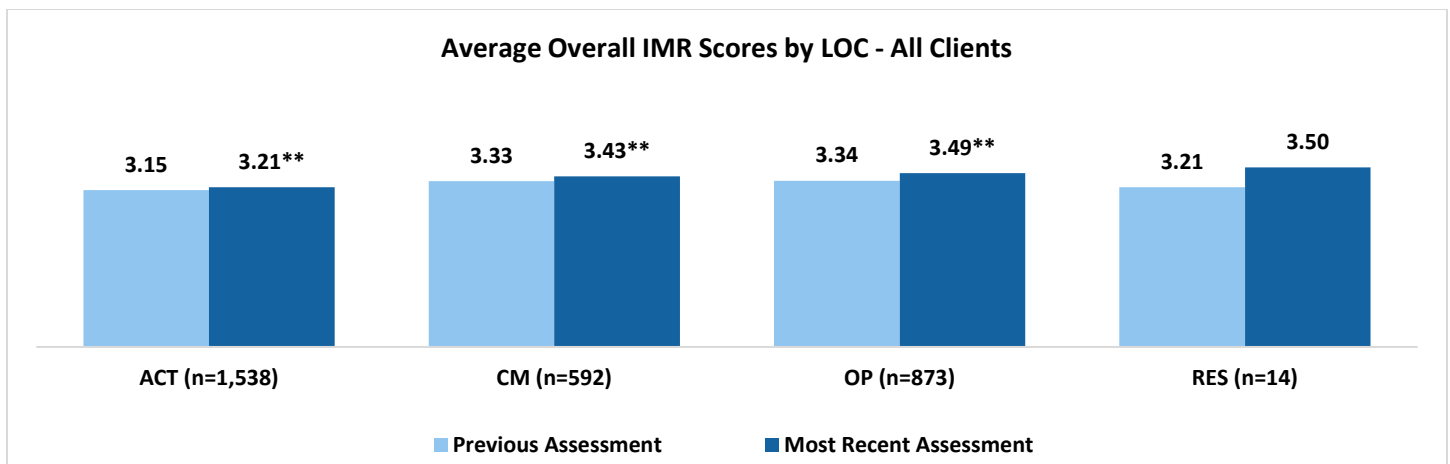


*Indicates statistical significance ($p < .05$)

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

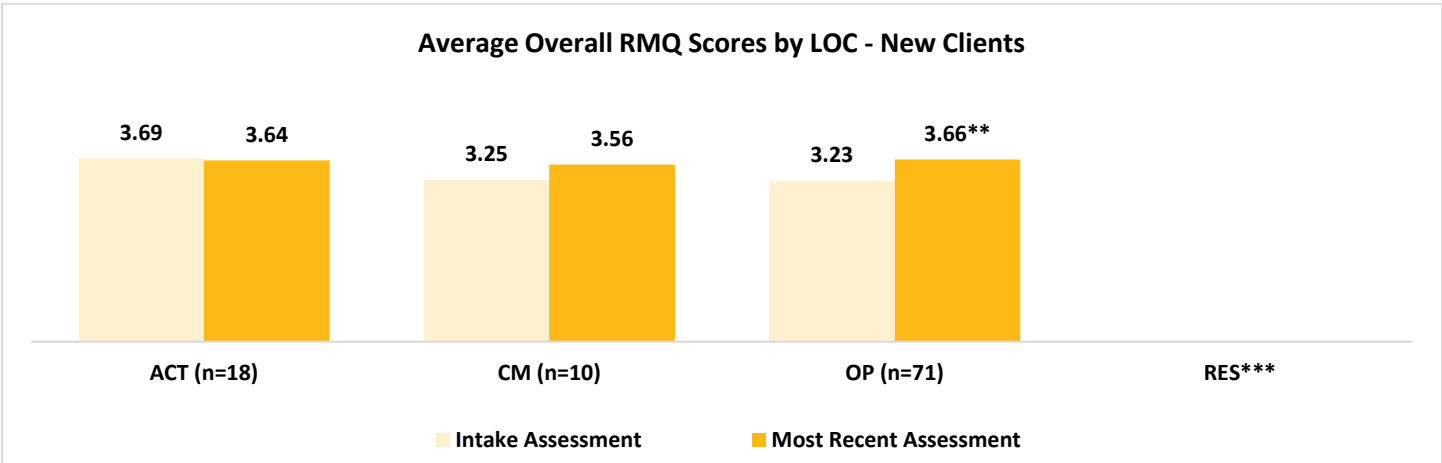
***Means have been masked to de-identify client data

Note: Mean scores do not include missing values



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

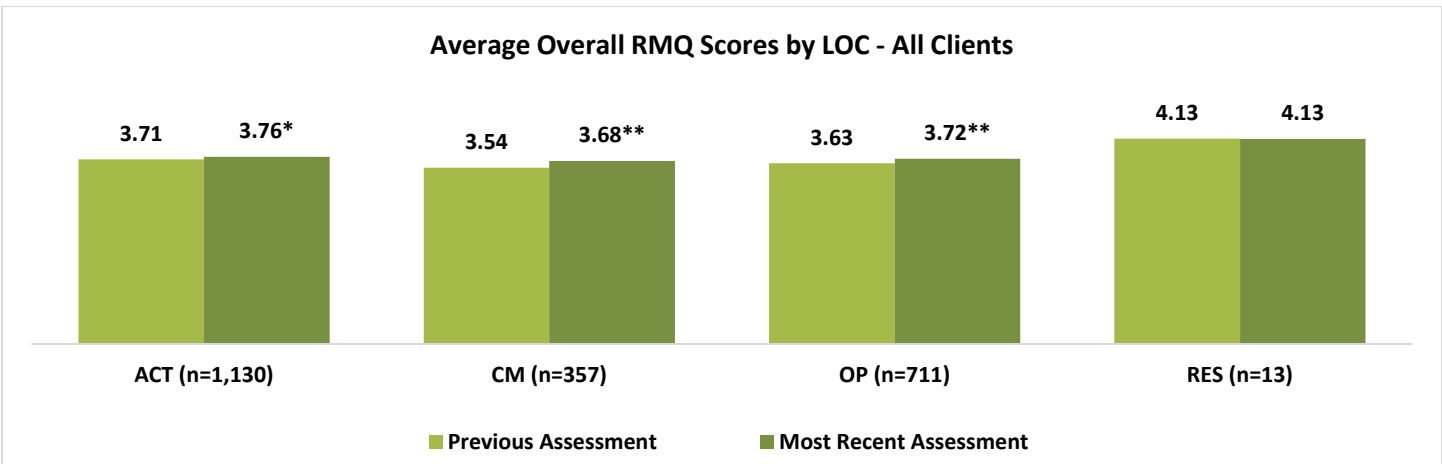
Note: Mean scores do not include missing values



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

***Means have been masked to de-identify client data

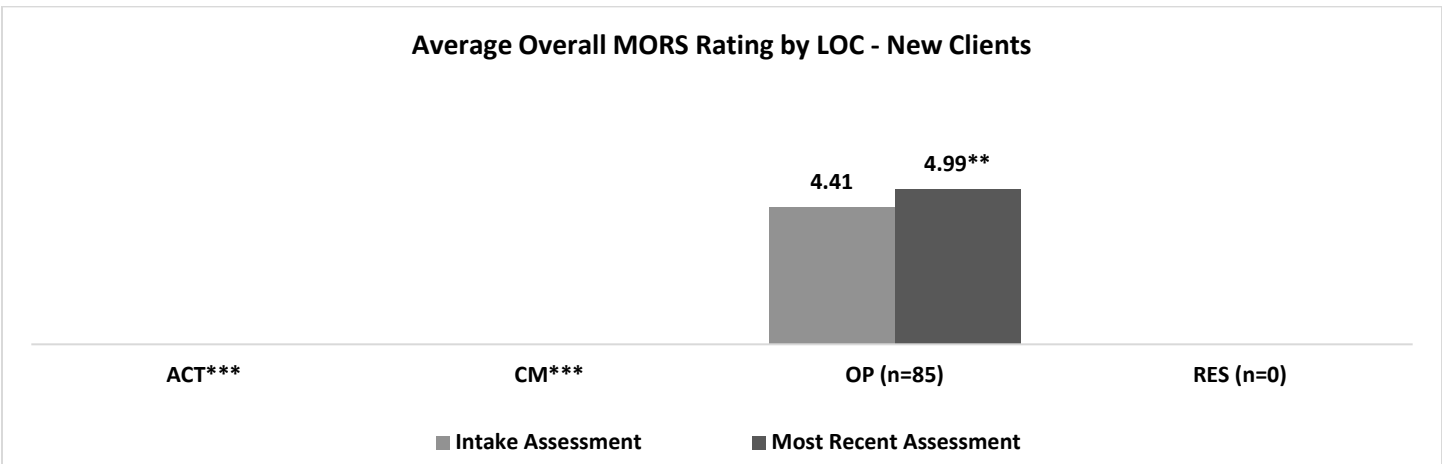
Note: Mean scores do not include missing values



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

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

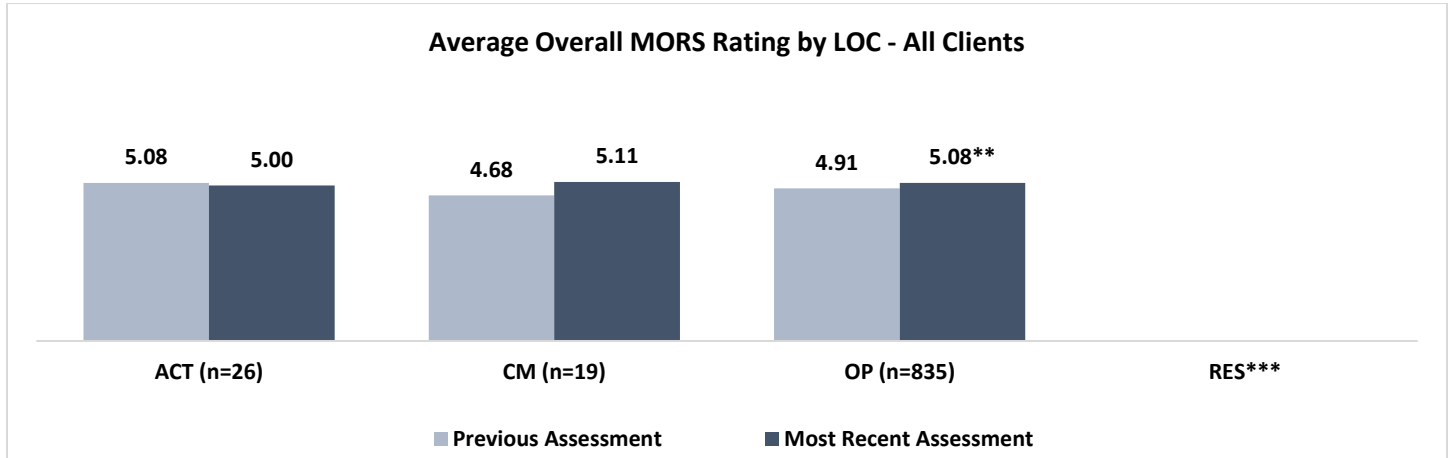
Note: Mean scores do not include missing values



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

***Means have been masked to de-identify client data

Note: Mean scores do not include missing values



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

***Means have been masked to de-identify client data

Note: Mean scores do not include missing values

Results by LOC for New and All Clients

- During FY 2023-24, 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. These findings suggest that, for Outpatient programs, clients showed progress toward recovery during FY 2023-24.
- More clients in ACT, CM, and OP programs had a pair of IMR assessments than RMQ assessments during FY 2023-24. 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 New 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	133	2.56	3.24	↑	3,365	2.93	3.06	↑
2	Knowledge	136	2.49	3.26	↑	3,416	2.95	3.08	↑

3	Involvement of family and friends in my treatment	132	2.87	3.09	↑	3,362	3.05	3.08	↑
4	Contact with people outside of my family	133	2.69	3.35	↑	3,346	2.91	3.00	↑
5	Time in structured roles	133	2.41	2.95	↑	3,313	1.85	1.95	↑
6	Freedom from symptom distress	136	1.93	2.68	↑	3,392	2.54	2.64	↑
7	Ability to function	135	1.93	2.81	↑	3,405	2.49	2.62	↑
8	Relapse prevention planning	116	2.42	3.39	↑	3,133	3.21	3.41	↑
9	Freedom from relapse symptoms	120	2.57	3.40	↑	3,167	3.50	3.63	↑
10	Avoidance of psychiatric hospitalization	132	4.11	4.65	↑	3,302	4.31	4.43	↑
11	Coping	136	2.15	3.11	↑	3,387	2.95	3.06	↑
12	Involvement with self-help activities	127	2.29	2.98	↑	3,248	2.78	2.90	↑
13	Using medication effectively	74	4.20	4.42	↑	3,001	4.39	4.44	↑
14	Alcohol use does not impair functioning	131	4.60	4.76	↑	3,108	4.49	4.54	↑
15	Drug use does not impair functioning	129	4.43	4.65	↑	3,136	4.27	4.32	↑
	Overall Mean IMR Score	136	2.87	3.49	↑	3,424	3.22	3.33	↑
Subscales	Recovery subscale (average of items 1, 2, 4, 8, & 12)	136	2.48	3.24	↑	3,413	2.95	3.08	↑
	Management subscale (average of items 6, 7, 9, & 11)	136	2.15	2.98	↑	3,417	2.86	2.98	↑
	Substance use subscale (minimum of items 14 & 15)	131	4.80	4.81	↑	3,169	4.62	4.66	↑

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.

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 2023-24. 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	100	3.53	3.99	↑	2,497	3.89	4.00	↑
2	Trusted people available to help	101	3.70	4.08	↑	2,501	4.01	4.10	↑
3	At least one close mutual relationship	99	3.69	4.05	↑	2,483	3.91	3.99	↑
4	Involvement in meaningful productive activities	99	3.24	3.72	↑	2,482	3.59	3.72	↑
5	Psychiatric symptoms under control	100	2.92	3.57	↑	2,489	3.63	3.74	↑
6	Enough income to meet needs	100	2.17	2.69	↑	2,480	2.98	3.09	↑
7	See self working within six months	99	3.04	2.87	↓	2,465	2.62	2.67	↑
8	Learning new things	99	3.33	3.79	↑	2,478	3.70	3.78	↑
9	Good physical health	100	3.29	3.27	↓	2,481	3.36	3.39	↑
10	Positive spiritual/life connection	99	3.58	3.72	↑	2,485	3.82	3.89	↑
11	Respect for self	96	3.71	3.85	↑	2,482	3.91	3.96	↑
12	Using personal strengths skills or talents	99	3.33	3.77	↑	2,488	3.71	3.79	↑
13	Working towards goals	100	3.73	4.06	↑	2,485	3.91	3.98	↑
14	Have reasons to get out of bed	99	3.63	3.92	↑	2,494	3.93	3.97	↑
15	More good days than bad	98	3.01	3.53	↑	2,494	3.61	3.72	↑
16	Decent quality of life	98	3.22	3.66	↑	2,484	3.71	3.82	↑
17	Control of important decisions	98	3.68	3.74	↑	2,483	3.78	3.82	↑
18	Contribute to community	99	2.93	3.15	↑	2,481	3.39	3.47	↑
19	Growing as a person	100	3.54	3.90	↑	2,470	3.86	3.92	↑
20	Sense of belonging	101	3.22	3.63	↑	2,489	3.68	3.80	↑
21	Feel alert and alive	99	3.34	3.75	↑	2,482	3.77	3.85	↑
22	Hopeful about future	99	3.48	3.77	↑	2,479	3.79	3.86	↑
23	Able to deal with stress	99	2.91	3.41	↑	2,475	3.48	3.59	↑
24	Can make positive changes in my life	98	3.74	3.98	↑	2,469	3.93	4.00	↑
	Total Mean RMQ Score	101	3.33	3.66	↑	2,513	3.66	3.75	↑

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 2023-24 Assessment Completion by Subunit

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
1110	1111	55	53	4	308	305	23
1120	1121	79	81	10	511	527	146
1130	1131	66	66	9	500	488	100
1320	1321	3	3	3	133	75	70
1320	1325	0	0	9	0	0	500
1320	1328	4	4	0	112	71	78
3000	3002	37	35	3	168	160	74
3000	3003	4	5	2	7	8	9
3000	4038	3	2	2	12	7	18
3010	3011	6	1	1	65	29	5
3010	3012	0	0	0	0	0	0
3040	3042	1	2	2	12	22	35
3040	3043	17	17	14	142	185	180
3040	3048	0	0	0	2	2	21
3050	3052	8	9	11	32	30	56
3050	3053	0	0	0	2	2	19
3050	3056	0	0	1	4	3	12
3050	3057	0	0	1	12	9	17
3050	3564	0	0	0	0	0	27
3060	3061	0	0	1	16	16	8
3060	3062	2	3	1	34	31	17
3060	3066	16	14	0	189	142	57
3060	3344	2	2	0	16	6	16
3070	3071	0	0	0	0	0	0
3070	3073	4	4	7	146	106	131
3070	3074	0	0	1	56	36	29
3080	3083	1	1	0	327	258	103
3080	3084	0	0	0	79	37	58
3080	3158	0	0	0	18	17	17
3090	3091	17	30	4	99	173	71
3090	3093	10	8	4	30	34	22
3090	3096	0	0	1	0	0	7
3090	3098	2	2	1	7	13	22
3100	3101	18	17	16	293	294	144
3100	3104	5	6	2	58	56	33
3100	3105	3	3	3	63	61	72
3100	3127	3	3	2	11	10	40
3110	3111	11	23	25	224	160	309
3110	3114	2	3	9	11	15	59

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
3110	3428	0	0	96	0	0	215
3110	3429	0	0	3	13	14	52
3160	3163	60	54	4	64	35	2
3160	3164	1	1	1	0	0	0
3160	3165	19	17	2	7	5	0
3160	3166	1	1	0	2	2	1
3180	3181	17	20	23	131	133	205
3180	3182	8	8	5	62	55	50
3180	3183	1	0	1	57	39	26
3180	3187	0	0	0	0	0	1
3180	3188	0	0	0	0	0	0
3240	3241	1	1	0	301	295	76
3240	3246	0	0	0	24	22	10
3240	3247	3	3	0	51	50	1
3280	3281	12	10	0	342	306	11
3280	3283	0	0	0	11	7	37
3280	3284	0	0	0	2	1	6
3310	3312	1	1	0	177	127	37
3310	3318	0	0	0	2	1	37
3330	3331	0	0	0	165	106	1
3330	3332	0	0	0	0	0	0
3350	3353	3	2	0	188	96	10
3350	3354	4	4	0	55	50	3
3350	3355	0	0	0	4	2	2
3360	3361	0	0	0	130	112	35
3360	3365	0	0	0	3	3	6
3400	3401	0	0	0	311	253	13
3410	3411	0	0	0	214	206	22
3410	3417	0	0	0	5	3	5
3480	3481	1	0	1	197	185	14
3480	3483	0	0	0	0	0	0
3960	3961	0	0	0	30	29	0
4110	4111	16	17	3	173	174	60
4200	4201	0	0	0	116	87	18
4200	4205	0	0	0	31	20	6
4210	4211	0	0	0	73	67	2
4210	4214	0	0	3	0	0	38
4220	4221	2	2	0	122	83	19
4230	4231	1	1	2	47	47	1
4240	4242	0	0	0	81	81	6
4250	4251	0	0	0	76	64	48

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
4260	4261	4	4	0	218	206	7
4260	4265	0	0	0	0	0	0
4270	4274	2	2	11	16	12	70
4270	4275	3	3	10	16	12	72
4290	4291	0	0	0	0	0	0
4340	4341	0	0	0	125	113	3
4350	4351	0	0	0	118	99	40
4360	4361	0	0	0	0	0	0
4370	4371	0	0	0	0	0	0
4380	4382	4	0	80	0	0	39
4390	4391	33	33	12	201	199	30
4390	4394	0	0	2	0	0	15
4400	4401	0	0	0	88	66	15
4400	4402	0	0	0	2	2	3
4400	4404	0	0	0	0	0	0
4410	4411	2	1	0	97	44	14
4420	4421	1	1	0	107	95	4
4420	4423	0	0	0	1	1	1
4490	4491	0	0	0	0	0	0
4500	4501	60	58	17	128	131	92
4500	4503	0	0	2	2	2	0
4500	4504	0	0	1	3	4	1
4520	4521	74	73	25	176	178	74
4520	4523	25	22	26	63	61	59
4520	4524	1	1	7	2	1	9
4520	4525	1	1	4	1	1	4
4530	4531	3	2	0	15	15	2
4530	4534	0	0	0	3	3	1
4530	4535	0	0	0	1	1	2
7530	7532	20	25	2	26	20	1

Appendix B: FY 2023-24 Assessment Completion by Subunit (including telehealth services)

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
1110	1111	54	52	4	309	306	37
1120	1121	76	78	9	514	530	182
1130	1131	65	65	9	502	489	130
1320	1321	3	3	3	134	75	72
1320	1325	0	0	8	0	0	509
1320	1328	4	4	0	114	72	79
3000	3002	23	22	1	184	174	99
3000	3003	4	5	1	7	8	13
3000	4038	2	2	2	13	7	29
3010	3011	0	0	0	74	32	7
3010	3012	0	0	0	0	0	0
3040	3042	0	0	2	13	24	51
3040	3043	8	8	18	151	194	266
3040	3048	0	0	0	2	2	21
3050	3052	8	9	11	32	30	59
3050	3053	0	0	0	2	2	19
3050	3056	0	0	1	4	3	13
3050	3057	0	0	1	12	9	19
3050	3564	0	0	0	0	0	28
3060	3061	0	0	1	16	16	9
3060	3062	2	3	1	34	31	17
3060	3066	16	14	0	190	142	60
3060	3344	2	2	0	16	6	20
3070	3071	0	0	0	0	0	0
3070	3073	3	3	7	148	108	147
3070	3074	0	0	1	57	36	40
3080	3081	0	0	0	0	0	0
3080	3083	1	1	0	332	262	174
3080	3084	0	0	0	79	37	87
3080	3087	0	0	0	0	0	0
3080	3158	0	0	0	20	19	29
3090	3091	10	22	4	110	182	110
3090	3093	8	4	3	34	38	32
3090	3096	0	0	1	0	0	7
3090	3098	2	2	0	8	14	36
3100	3101	15	14	15	300	301	230
3100	3104	3	4	1	62	61	56

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
3100	3105	3	3	2	64	62	87
3100	3127	2	2	3	12	11	53
3110	3111	11	24	24	226	160	420
3110	3114	3	4	9	11	15	89
3110	3428	0	0	102	0	0	291
3110	3429	0	0	3	13	14	77
3160	3163	60	54	4	65	36	6
3160	3164	1	1	1	0	0	0
3160	3165	19	17	2	7	5	0
3160	3166	1	1	0	2	2	1
3180	3181	12	13	14	143	144	249
3180	3182	8	8	5	64	56	58
3180	3183	0	0	2	60	39	37
3180	3187	0	0	0	0	0	1
3180	3188	0	0	0	0	0	0
3240	3241	1	1	0	301	295	77
3240	3246	0	0	0	24	22	10
3240	3247	3	3	0	51	50	1
3280	3281	12	10	0	344	306	11
3280	3283	0	0	0	11	7	37
3280	3284	0	0	0	2	1	6
3310	3312	1	1	0	177	127	39
3310	3318	0	0	0	2	1	38
3330	3331	1	0	0	165	106	2
3330	3332	0	0	0	0	0	0
3350	3353	2	2	0	194	98	25
3350	3354	4	4	0	55	50	4
3350	3355	0	0	0	4	2	4
3360	3361	0	0	0	130	112	40
3360	3365	0	0	0	3	3	6
3400	3401	0	0	0	312	253	13
3410	3411	0	0	0	214	206	28
3410	3417	0	0	0	5	3	6
3480	3481	1	0	1	197	185	16
3480	3483	0	0	0	0	0	0
3960	3961	0	0	0	30	29	0
4110	4111	16	17	3	176	176	69
4200	4201	0	0	0	116	87	18
4200	4205	0	0	0	31	20	6
4210	4211	0	0	0	73	67	2
4210	4214	0	0	3	0	0	38

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
4220	4221	2	2	2	124	83	35
4230	4231	1	1	2	72	70	4
4240	4242	0	0	0	81	81	6
4250	4251	0	0	0	76	64	49
4260	4261	4	4	0	220	208	8
4260	4265	0	0	0	0	0	0
4270	4274	2	2	11	16	12	76
4270	4275	2	2	10	17	13	77
4290	4291	0	0	0	0	0	0
4340	4341	0	0	0	125	113	3
4350	4351	0	0	0	119	100	56
4360	4361	0	0	0	0	0	0
4370	4371	0	0	0	0	0	0
4380	4382	4	0	96	0	0	41
4390	4391	33	33	12	201	199	31
4390	4394	0	0	2	0	0	17
4400	4401	0	0	0	90	66	16
4400	4402	0	0	0	2	2	3
4400	4404	0	0	0	0	0	0
4410	4411	2	1	0	97	44	14
4420	4421	1	1	0	109	96	4
4420	4423	0	0	0	1	1	1
4490	4491	0	0	0	0	0	0
4500	4501	52	50	47	137	140	165
4500	4503	0	0	2	2	2	1
4500	4504	0	0	1	3	4	1
4520	4521	70	69	26	180	182	84
4520	4523	23	20	25	65	63	60
4520	4524	1	1	7	2	1	11
4520	4525	1	1	6	1	1	6
4530	4531	2	1	1	16	16	2
4530	4534	1	1	0	2	2	1
4530	4535	0	0	0	1	1	3
7530	7532	20	25	1	34	26	3