

# Mental Health Outcomes Management System (mHOMS) Annual Outcomes Report

FY 2020-2021

## 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 2020-21 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. All 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 2020-21.
- The majority of New (69%) 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 towards recovery during FY 2020-21**.
- 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 (50%) and All (70%) clients** between the intake/previous and most recent assessment.
- Poorly coping/engaged was the most common MORS rating** by clinicians for New clients (70%) and for All clients (78%) at the most recent assessment.
- Of the 225 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, 170 of them **(76%) showed improvements in substance use recovery** at the time of their most recent assessment and 44 **(20%) 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 2020-21, 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 programs during FY 2020-21. RMQ scored increased significantly for New clients in CM programs and All clients in ACT programs. These findings suggest that, in general, **clients showed progress towards recovery** during FY 2020-21.
- More clients had a pair of IMR assessments than RMQ assessments** during FY 2020-21. 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

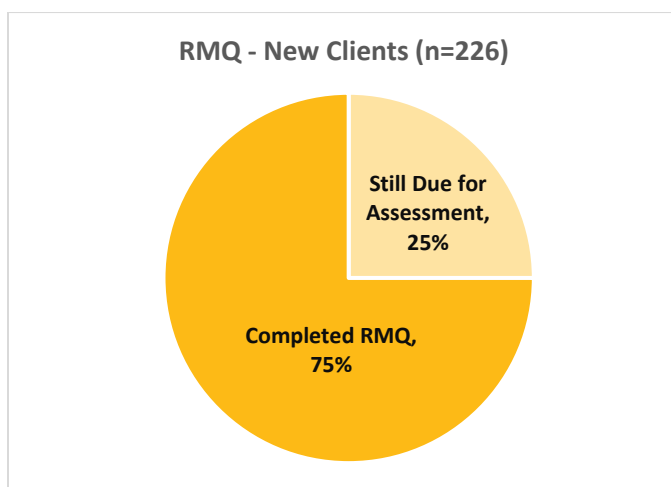
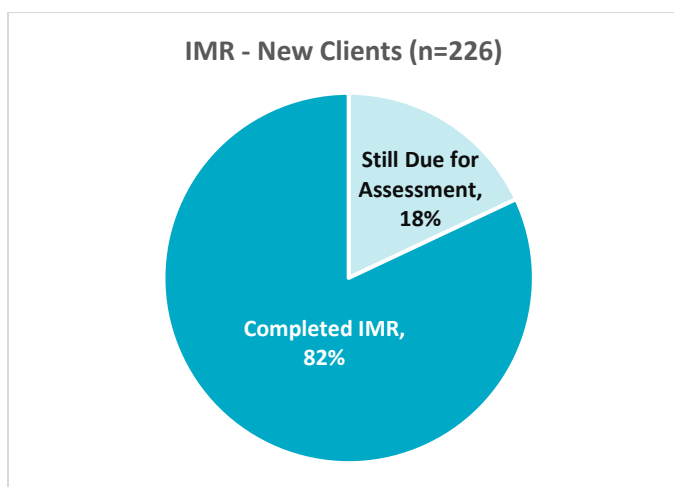
In order to better assess mental health outcomes, San Diego County Behavioral Health Services (SDCBHS) implemented a system of measuring recovery from both clinician and client perspectives. mHOMS measures should be completed for all eligible clients at intake with re-assessment every six months. Complete 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 2020-21 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.



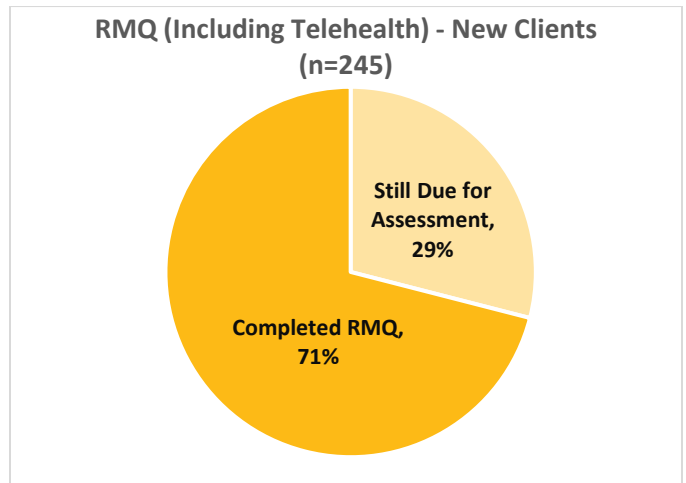
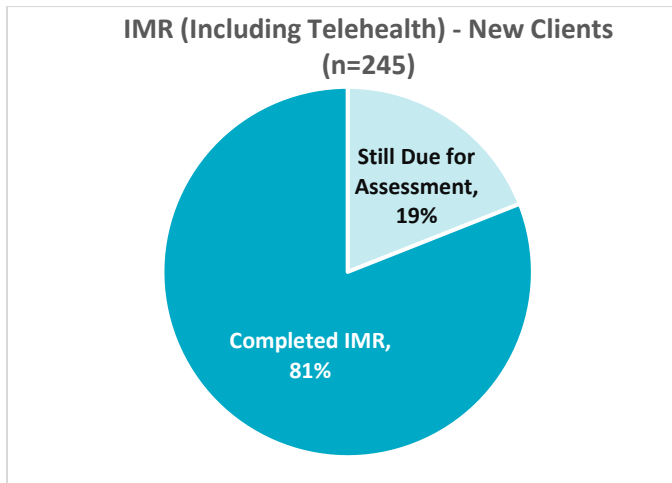
**Note:** Assessment completion is evaluated up to 30 days after the end of the quarter.

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 2020-21:

- 226 New clients received services from AOA sub-units that enter outcomes assessments into mHOMS.
- Over four-fifths of New clients had an IMR (82%) and three-quarters of New clients had a RMQ (75%) assessment entered into mHOMS at intake.
- 34 New clients (15%) 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.

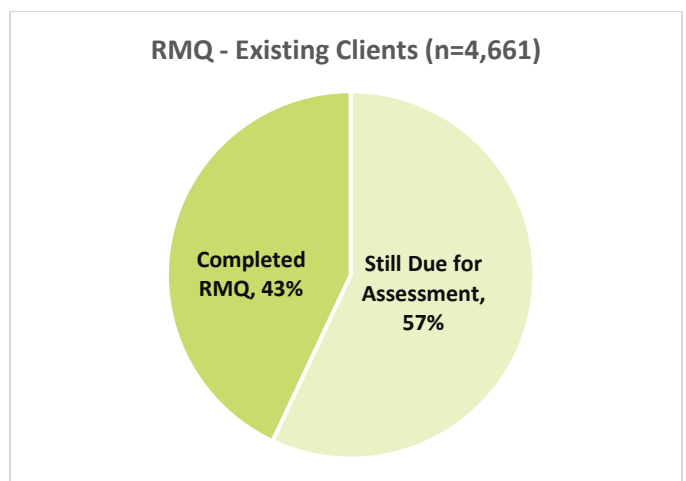
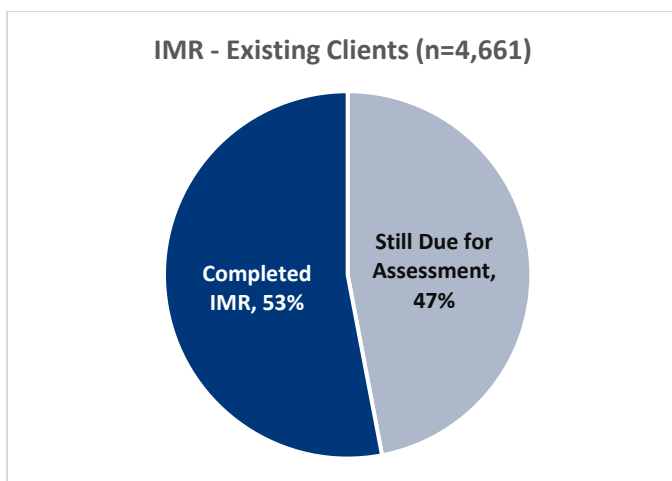
**At the end of Q4 of FY 2020-21:**

- 245 New clients received services from AOA sub-units that enter outcomes assessments into mHOMS.
- More than four-fifths of New clients had an IMR (81%) and less than three-quarters of New clients had a RMQ (71%) assessment entered into mHOMS at intake.
- 40 New clients (16%) did not have an outcome assessment (either IMR or RMQ) completed in mHOMS.

**Follow-up Assessments Completed during Q4 of FY 2020-21 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.



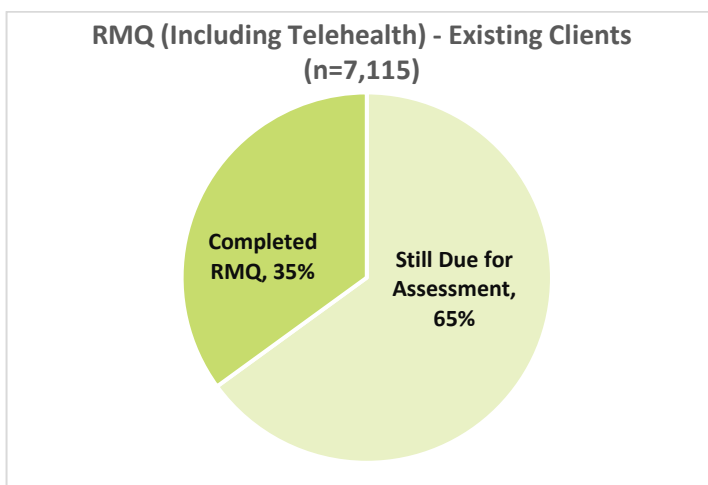
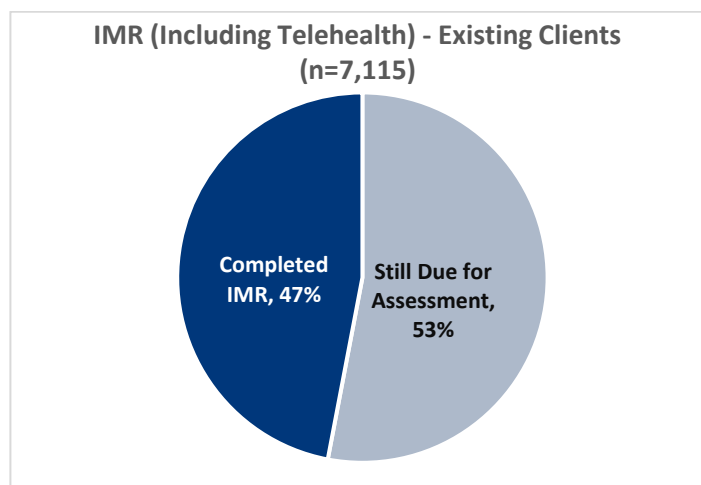
**Note:** Assessment completion is evaluated up to 30 days after the end of the quarter.

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 2020-21:**

- 4,661 Existing clients were due for either an IMR or RMQ assessment during Q4.
- IMR assessments were entered in mHOMS for more than half (53%) of Existing clients.
- The follow-up RMQ assessment was completed for more than two-fifths (43%) 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 2020-21:**

- 7,115 Existing clients were due for either an IMR or RMQ assessment during Q4.
- IMR assessments were entered in mHOMS for less than half (47%) of Existing clients.
- The follow-up RMQ assessment was completed for more than one-quarter (35%) of Existing clients.

## Recovery Outcomes Across the System of Care during FY 2020-21

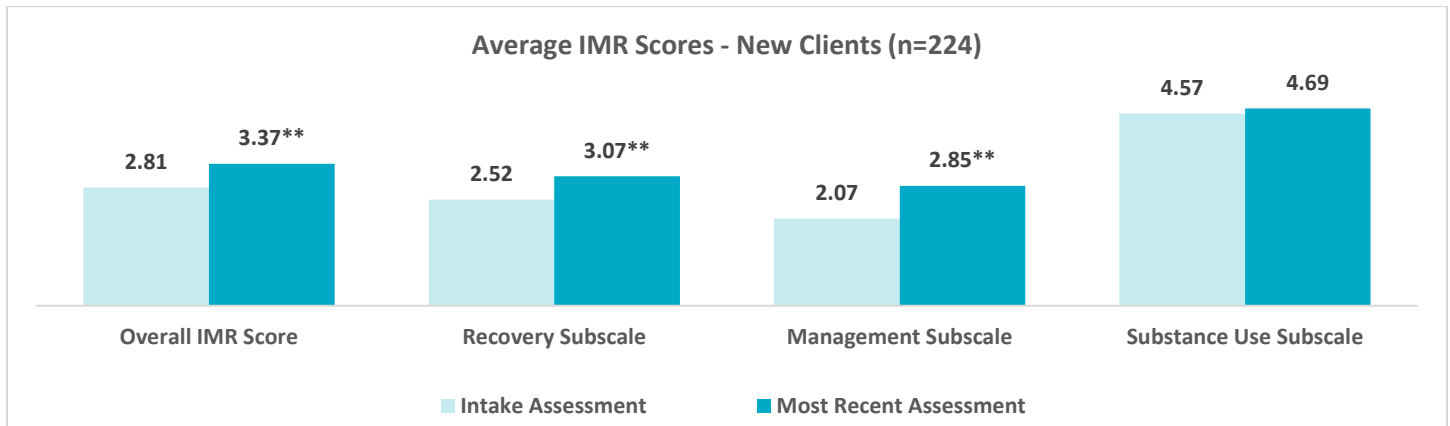
Recovery is a primary goal of the County of San Diego Behavioral Health Services (SDCBHS). In order to better assess mental health outcomes, SDCBHS implemented a system of measuring recovery from both clinician (using the IMR and MORS) and client (using the RMQ) perspectives. To evaluate clients’ progress 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 (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.

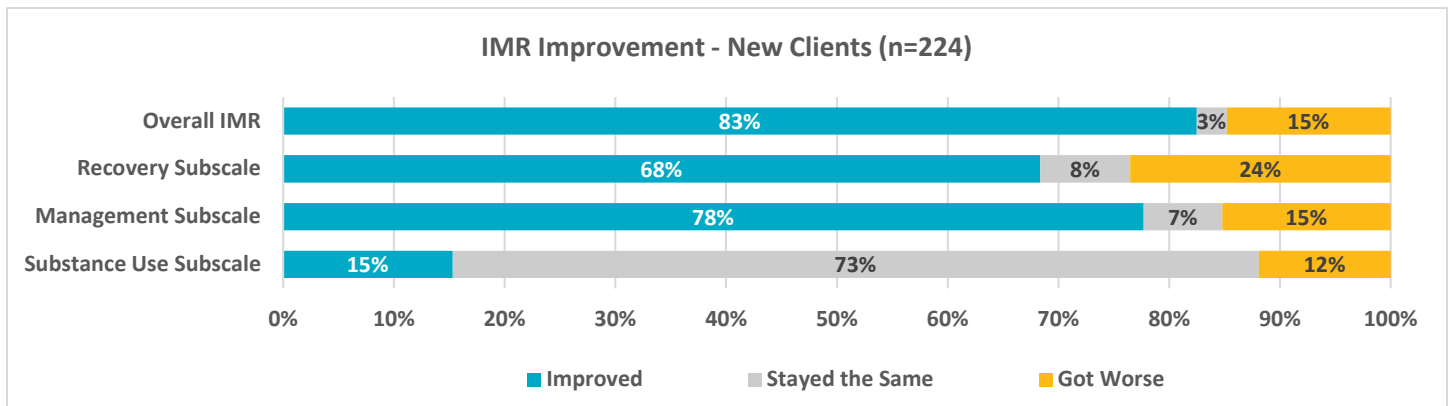
## New Clients

“New” clients are those individuals with 1) an IMR assessment during FY 2020-21 (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 ( $p < .001$ )

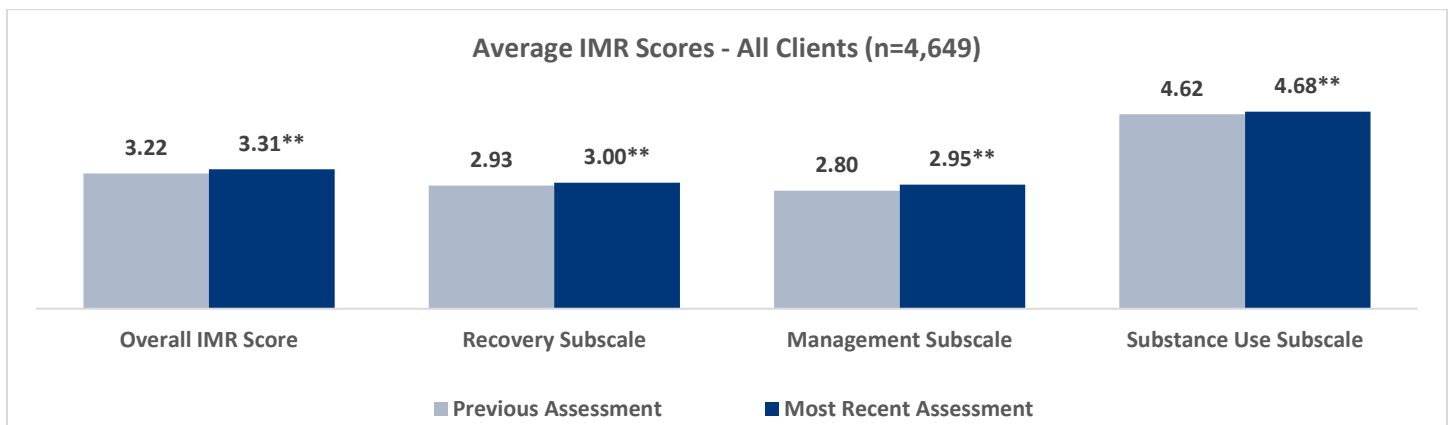
**Note:** Mean scores do not include missing values



**Note:** Percentages do not include missing values

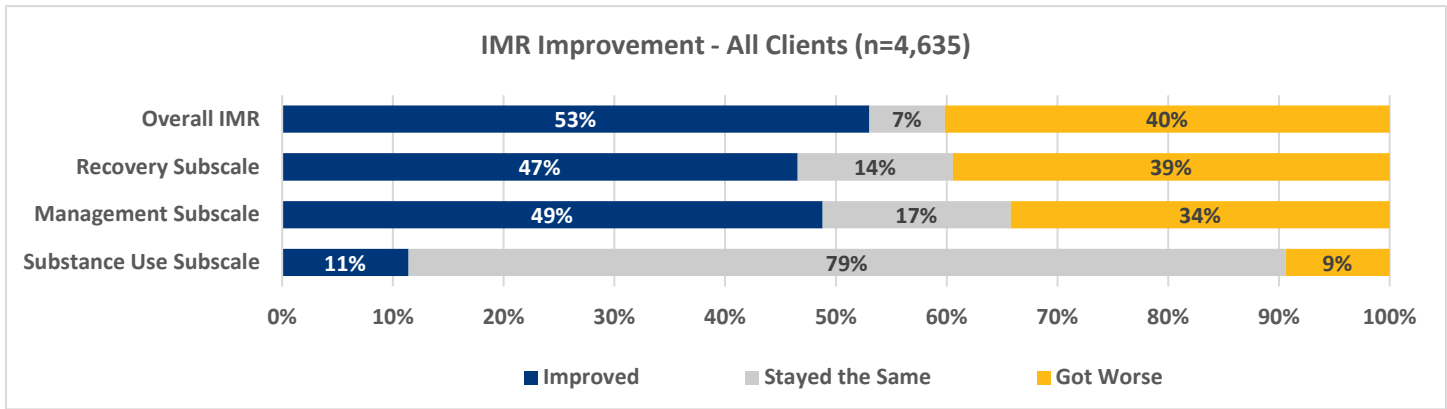
## All Clients

“All” clients include every individual served by SDCBHS during FY 2020-21 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 2020-21 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 (83%) 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 Management subscale score** (78%) at the most recent assessment, compared to intake.
- New clients had **significantly better Overall IMR scores**, as well as **IMR Recovery** and **IMR Management subscale scores** at the most recent assessment, compared to intake.
- 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 15 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, 14 of them (**93%**) **showed improvements in substance use recovery** at the time of the most recent assessment.

#### All Clients

- More than half (53%) 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** (47%) or an **improved IMR Management subscale score** (49%).
- All clients had **significantly better Overall IMR scores**, as well as **IMR Recovery, IMR Management, and Substance Use subscale scores** at the most recent assessment, compared to the previous assessment.
- Of the 225 All clients who identified as experiencing impairments to functioning due to substance use at intake, 170 of them (**76%**) **showed improvements in substance use recovery** at the time of their most recent assessment and 44 (**20%**) **maintained their level of impairment** from the previous to most recent assessment.



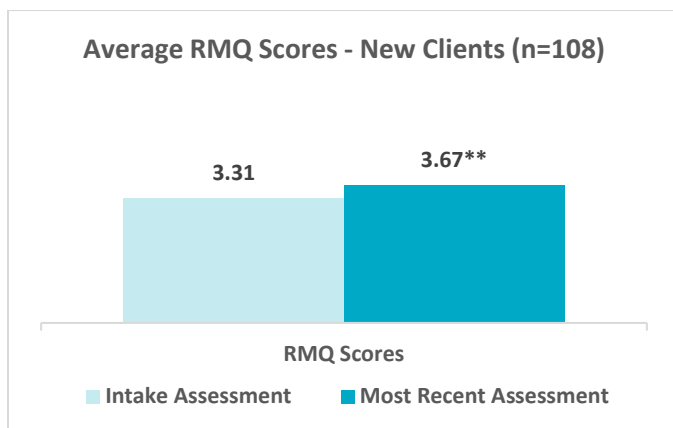
- **New clients had lower Overall IMR, IMR Recovery, and IMR Management subscale scores at intake**, compared to All clients' previous assessment. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than clients who have been receiving services for several months or years.
- IMR Substance Use subscale scores did not change for the majority of New (73%) 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)

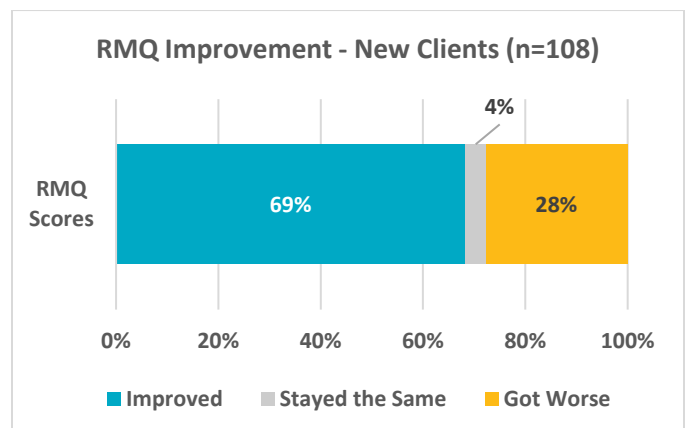
The RMQ is a self-report measure of the client's own state, and his or her preferences, needs, desires, and perceptions of their recovery. This assessment is also typically completed at intake with reassessment every six months. The RMQ includes 24 Likert Scale items, with a 5-point agreement response 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

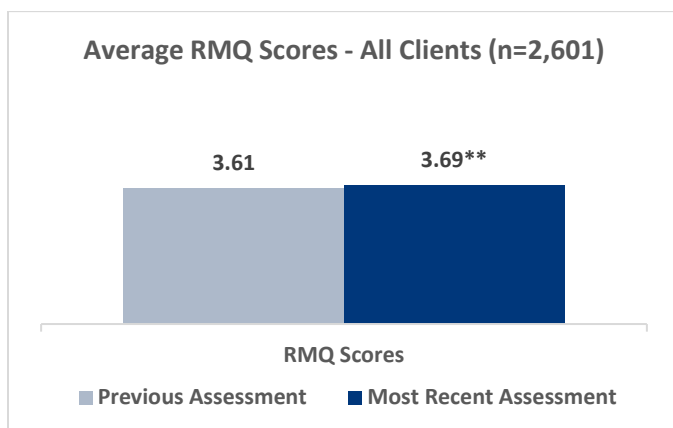
Like the IMR analysis, "New" are those individuals with 1) an RMQ assessment during FY 2020-21 (Most Recent Assessment), 2) a corresponding RMQ assessment four to eight months prior to their most recent assessment (Intake Assessment), and 3) a first service date within 30 days of their first assessment. "All" clients include every individual served by SDCBHS during FY 2020-21 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.



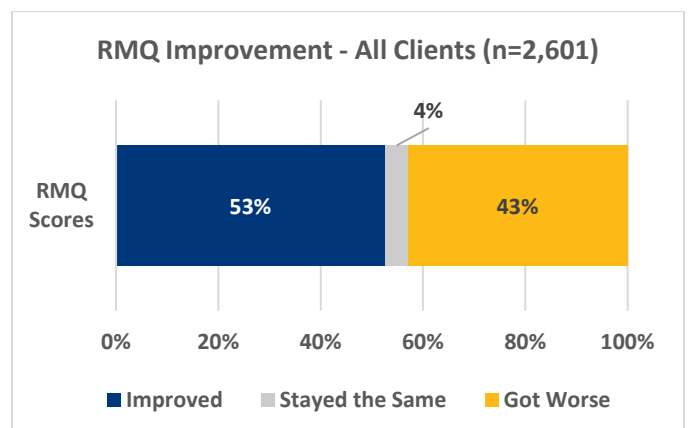
\*\*Indicates statistical significance ( $p < .001$ )



**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 2020-21 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.

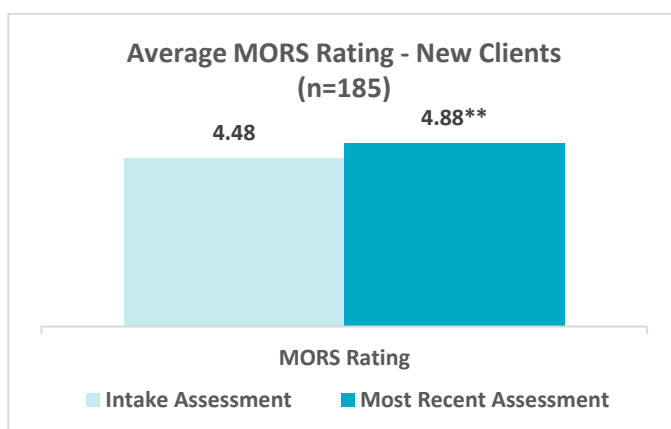
- **New clients had lower RMQ scores at intake compared to All clients' previous assessment.** This trend is expected, as clients who have been receiving services for several months or years would have more opportunities to make progress towards their recovery than clients new to services.
- About two-thirds (**69%**) of **New clients had improvements in RMQ scores** at the most recent assessment, compared to intake.
- About 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)

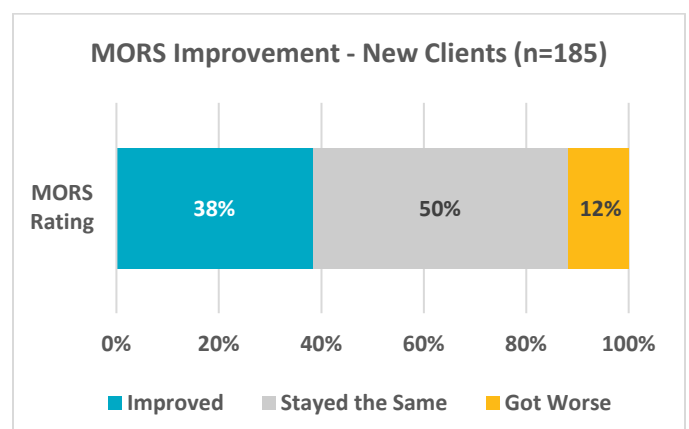
The Milestones of Recovery Scale (MORS) is an assessment of the clinicians' perceptions of their clients' current milestone of recovery and is typically conducted at intake with reassessment every six months. MORS ratings range from 1 to 8, with higher ratings indicating greater progress towards recovery.

### New and All Clients

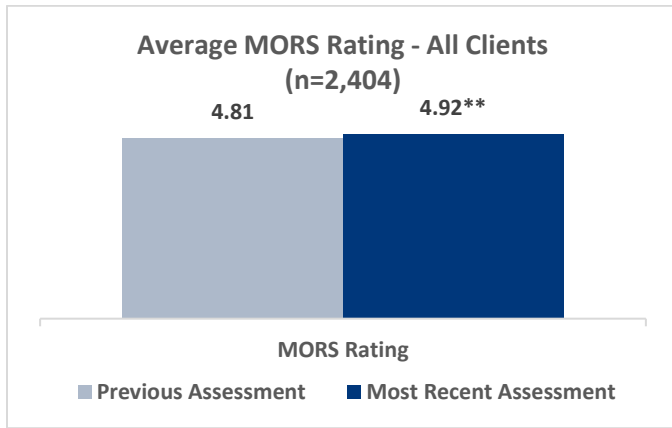
Like the IMR and RMQ analyses, "New" clients are those individuals with 1) a MORS assessment during FY 2020-21 (Most Recent Assessment), 2) a corresponding MORS assessment four to eight months prior to their most recent assessment (Intake Assessment), and 3) a first service date within 30 days of their first assessment. "All" clients include every individual served by SDCBHS during FY 2020-21 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.



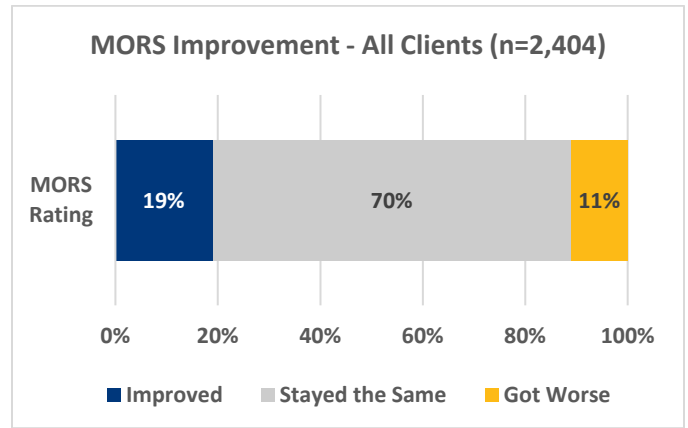
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**Note:** Percentages and mean scores do not include missing values



\*\*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=185)			All Clients (n=2,404)		
	Intake	Most Recent	Change	Previous	Most Recent	Change
	n (%)	n (%)		n (%)	n (%)	
1. Extreme Risk	0 (0%)	0 (0%)	►	0 (0%)	<5 (<1%)	▲
2. High Risk/Not Engaged	5 (3%)	0 (0%)	▼	21 (1%)	10 (<1%)	▼
3. High Risk/Engaged	21 (11%)	6 (3%)	▼	146 (6%)	76 (3%)	▼
4. Poorly Coping/Not Engaged	41 (22%)	30 (16%)	▼	267 (11%)	234 (10%)	▼
5. Poorly Coping/Engaged	117 (63%)	129 (70%)	▲	1,819 (76%)	1,866 (78%)	▲
6. Coping/Rehabilitating	<5 (1%)	20 (11%)	▲	143 (6%)	208 (9%)	▲
7. Early Recovery	0 (0%)	0 (0%)	►	7 (<1%)	7 (<1%)	►
8. Advanced Recovery	0 (0%)	0 (0%)	►	<5 (<1%)	<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

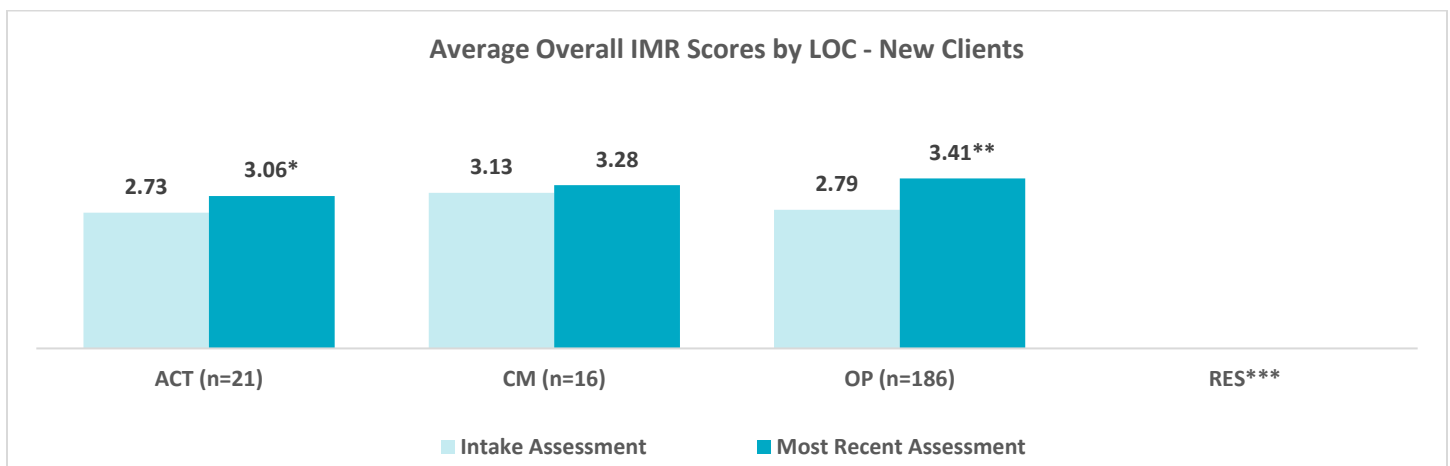
The charts displayed above and on the previous page present MORS data for clients who had a follow-up assessment completed during FY 2020-21 and an intake or previous assessment completed within the prior four to eight months. The method of comparing two assessments completed at different time points (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 half (**50%**) of **New clients** between the intake and most recent assessment and improved for almost two-fifths (38%). Only 22 New clients (11%) had a worse MORS rating at the most recent assessment, compared to intake.
- **MORS ratings remained consistent** for the majority (**70%**) of **All clients** from previous to most recent assessment. Almost one-fifth (19%) of All clients had a higher MORS rating at the most recent assessment compared to the previous assessment and 11% had a worse rating at the most recent assessment.
- Most **New clients** were rated by clinicians as **poorly coping/engaged (63%)** or **poorly coping/not engaged (22%)** at **intake**.
- At the **most recent assessment, 70% of New clients were rated as poorly coping/engaged** by clinicians and 20 clients (11%) had a MORS rating of a 6 or higher.
- Almost three-quarters (**76%**) of **All clients** were rated by clinicians as **poorly coping/engaged** at the **previous assessment** and a similar proportion (**78%**) 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 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 2020-21 (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 2020-21 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.

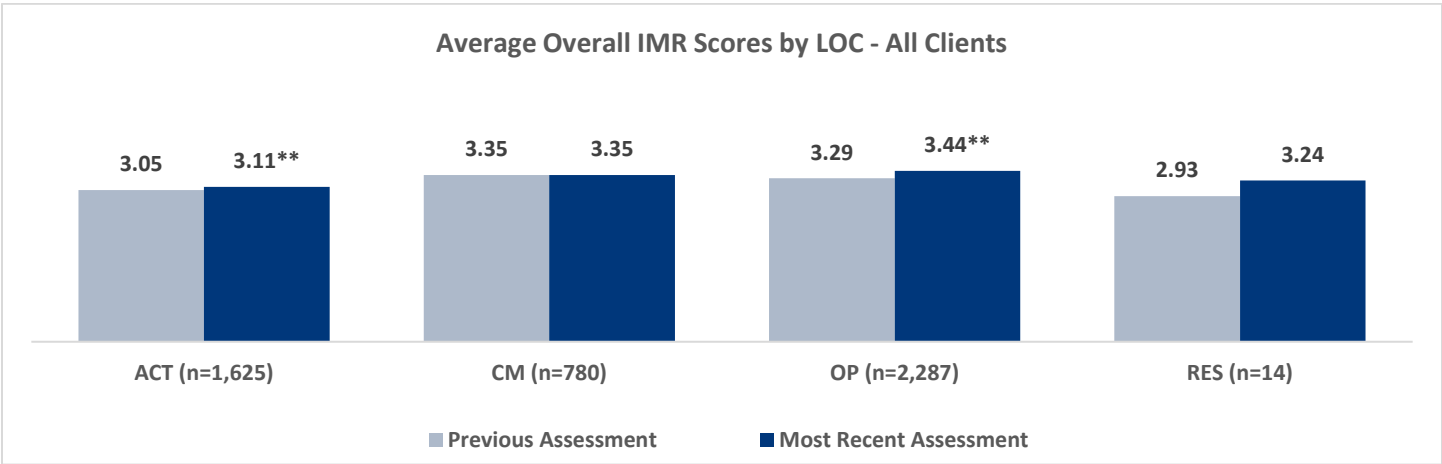


\*Indicates statistical significance ( $p < .05$ )

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

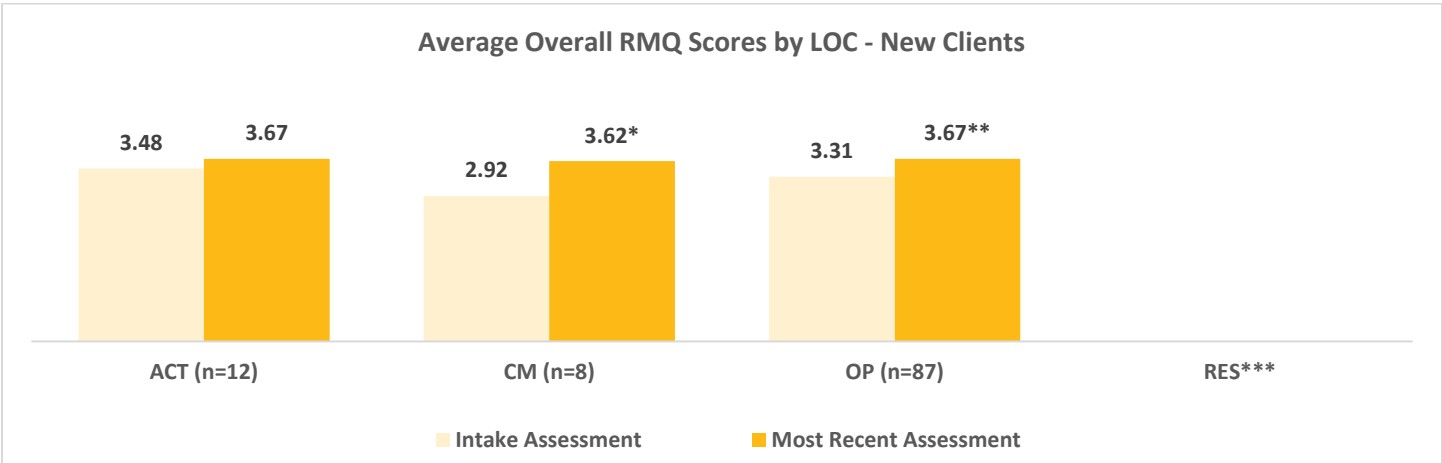
\*\*\*Means have been masked to de-identify client data

**Note:** Mean scores do not include missing values



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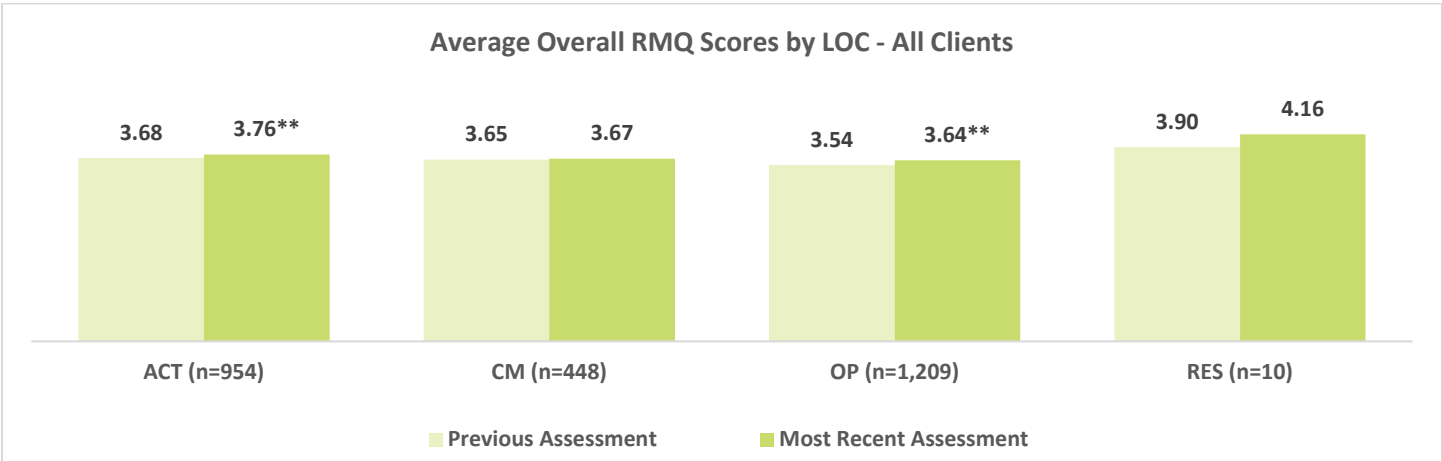


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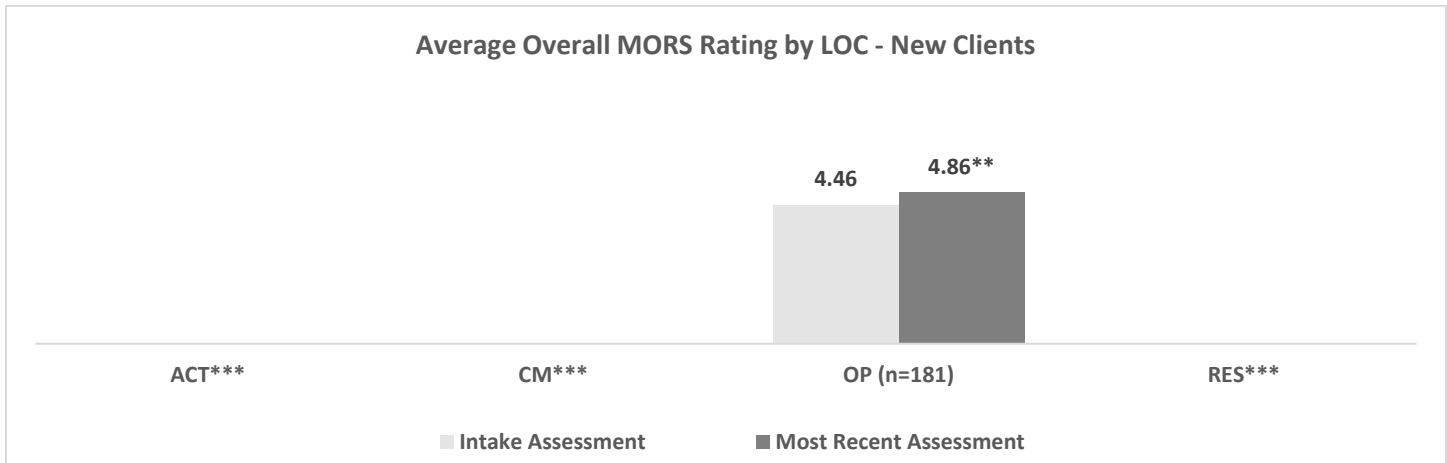
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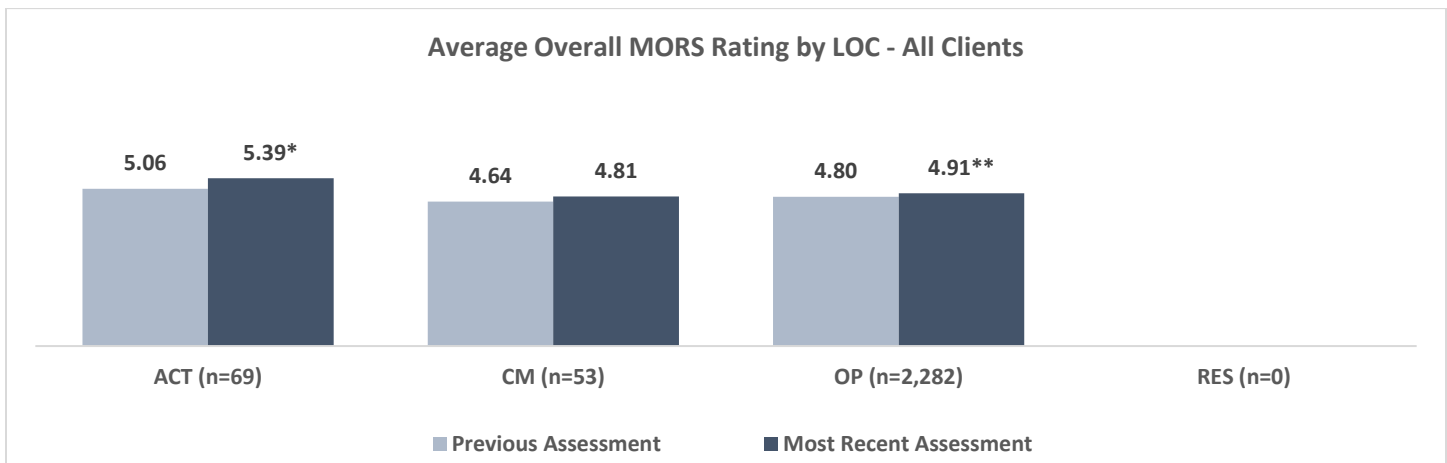
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**Note:** Mean scores do not include missing values



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

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

**Note:** Mean scores do not include missing values

## Results by LOC for New and All Clients

- During FY 2020-21, 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 programs during FY 2020-21. RMQ scored increased significantly for New clients in CM programs and All clients in ACT programs. These finding suggest that, in general, **clients showed progress towards recovery** during FY 2020-21.
- More clients in ACT, CM, and OP programs had a pair of IMR assessments than RMQ assessments** during FY 2020-21. 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	216	2.58	3.10	↑	4,624	2.89	2.97	↑
2	Knowledge	223	2.40	3.00	↑	4,714	2.91	3.02	↑
3	Involvement of family and friends in my treatment	214	3.17	3.43	↑	4,625	3.14	3.18	↑
4	Contact with people outside of my family	214	2.90	3.26	↑	4,569	2.91	2.94	↑
5	Time in structured roles	217	2.24	2.75	↑	4,527	1.91	1.97	↑
6	Freedom from symptom distress	223	1.85	2.64	↑	4,692	2.51	2.63	↑
7	Ability to function	224	1.90	2.59	↑	4,700	2.44	2.56	↑
8	Relapse prevention planning	206	2.33	3.18	↑	4,403	3.15	3.30	↑
9	Freedom from relapse symptoms	215	2.20	3.24	↑	4,521	3.40	3.66	↑
10	Avoidance of psychiatric hospitalization	218	3.93	4.55	↑	4,619	4.35	4.51	↑
11	Coping	222	2.32	2.95	↑	4,689	2.87	2.97	↑
12	Involvement with self-help activities	210	2.41	2.83	↑	4,478	2.78	2.78	→
13	Using medication effectively	140	4.06	4.38	↑	4,231	4.41	4.46	↑
14	Alcohol use does not impair functioning	200	4.29	4.55	↑	4,324	4.47	4.54	↑
15	Drug use does not impair functioning	202	4.06	4.42	↑	4,355	4.29	4.37	↑
	<b>Overall Mean IMR Score</b>	<b>224</b>	<b>2.81</b>	<b>3.37</b>	<b>↑</b>	<b>4,649</b>	<b>3.22</b>	<b>3.31</b>	<b>↑</b>
Subscales	Recovery subscale (average of items 1, 2, 4, 8, & 12)	221	2.52	3.07	↑	4,655	2.93	3.00	↑
	Management subscale (average of items 6, 7, 9, & 11)	224	2.07	2.85	↑	4,713	2.80	2.95	↑
	Substance use subscale (minimum of items 14 & 15)	202	4.57	4.69	↑	4,395	4.62	4.68	↑

**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 2020-21. 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	108	3.68	3.97	↑	2,612	3.87	3.96	↑
2	Trusted people available to help	106	3.65	4.06	↑	2,609	3.97	4.06	↑
3	At least one close mutual relationship	107	3.78	3.96	↑	2,592	3.86	3.94	↑
4	Involvement in meaningful productive activities	108	3.22	3.56	↑	2,592	3.47	3.56	↑
5	Psychiatric symptoms under control	103	2.88	3.60	↑	2,591	3.55	3.69	↑
6	Enough income to meet needs	108	2.45	3.05	↑	2,588	2.98	3.14	↑
7	See self working within six months	103	3.10	3.02	↓	2,544	2.70	2.64	↓
8	Learning new things	107	3.50	3.79	↑	2,572	3.62	3.69	↑
9	Good physical health	106	3.30	3.48	↑	2,576	3.28	3.31	↑
10	Positive spiritual/life connection	107	3.54	3.74	↑	2,578	3.79	3.83	↑
11	Respect for self	106	3.40	3.80	↑	2,575	3.85	3.92	↑
12	Using personal strengths skills or talents	104	3.19	3.62	↑	2,576	3.62	3.71	↑
13	Working towards goals	106	3.65	3.98	↑	2,566	3.83	3.90	↑
14	Have reasons to get out of bed	105	3.61	3.91	↑	2,567	3.89	3.95	↑
15	More good days than bad	106	3.19	3.65	↑	2,566	3.57	3.67	↑
16	Decent quality of life	105	3.30	3.67	↑	2,572	3.70	3.78	↑
17	Control of important decisions	106	3.37	3.85	↑	2,559	3.74	3.82	↑
18	Contribute to community	107	3.00	3.21	↑	2,563	3.27	3.33	↑
19	Growing as a person	105	3.50	3.83	↑	2,542	3.81	3.87	↑
20	Sense of belonging	108	3.08	3.46	↑	2,564	3.64	3.72	↑
21	Feel alert and alive	107	3.19	3.68	↑	2,560	3.70	3.78	↑
22	Hopeful about future	101	3.49	3.77	↑	2,556	3.76	3.82	↑
23	Able to deal with stress	105	2.85	3.31	↑	2,558	3.42	3.49	↑
24	Can make positive changes in my life	101	3.64	4.00	↑	2,537	3.92	3.96	↑
	<b>Total Mean RMQ Score</b>	<b>108</b>	<b>3.31</b>	<b>3.67</b>	<b>↑</b>	<b>2,601</b>	<b>3.61</b>	<b>3.69</b>	<b>↑</b>

**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 2020-21 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	36	34	2	251	209	13
1120	1121	97	87	8	523	443	59
1130	1131	58	52	7	513	458	25
1320	1321	12	10	0	192	143	23
1320	1325	0	0	7	0	0	299
1320	1328	7	6	1	188	119	39
3000	3002	17	12	7	109	63	12
3000	3003	0	0	1	3	0	4
3010	3011	5	4	0	43	29	1
3010	3012	0	0	0	1	0	0
3030	3032	23	23	1	180	166	58
3030	3033	11	10	0	33	32	16
3040	3042	22	22	1	53	52	4
3040	3043	43	42	2	237	212	4
3040	3048	2	2	1	12	14	2
3050	3052	13	11	0	110	78	8
3050	3053	4	3	1	21	6	2
3050	3056	0	0	0	21	18	2
3050	3057	4	3	0	25	16	4
3060	3061	1	1	0	13	13	2
3060	3062	4	3	0	34	17	2
3060	3066	8	8	0	170	65	3
3060	3067	8	8	2	24	16	13
3070	3073	31	27	2	294	204	8
3070	3074	2	2	0	11	9	0
3080	3083	23	19	0	198	129	16
3080	3084	1	1	1	4	3	2
3090	3091	24	29	4	137	127	16
3090	3093	14	11	4	53	42	3
3100	3101	45	43	2	261	251	8
3100	3104	25	27	1	46	45	5
3100	3105	0	0	8	36	35	23
3110	3111	8	8	1	380	345	25
3110	3114	2	2	1	58	49	17
3100	3126	1	1	0	0	0	0
3160	3161	19	17	0	44	33	0
3180	3181	35	30	5	279	254	12
3180	3182	16	13	2	57	45	2
3180	3183	1	0	1	43	34	23

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
3180	3188	2	1	0	19	14	4
3240	3241	1	0	0	260	223	12
3240	3244	0	0	0	33	27	2
3240	3245	0	0	0	61	54	3
3240	3246	0	0	0	33	24	5
3250	3251	12	8	1	12	7	5
3280	3281	14	14	0	395	348	4
3310	3312	0	0	0	173	120	6
3310	3315	0	0	0	15	13	4
3310	3318	0	0	0	7	3	4
3330	3331	0	0	0	159	62	1
3350	3353	3	2	3	70	34	18
3360	3361	0	0	0	21	20	16
3360	3364	3	3	0	56	53	34
3400	3401	1	0	0	287	262	23
3410	3411	0	0	0	56	39	13
3410	3413	0	0	0	17	14	3
3410	3414	6	5	1	91	66	15
3410	3417	0	0	0	19	16	3
3480	3481	6	6	0	204	184	5
3480	3483	0	0	0	2	2	2
3960	3961	0	0	0	30	28	0
3960	3963	0	0	0	13	13	2
4110	4111	15	14	1	168	165	29
4190	4192	3	3	0	73	70	6
4200	4203	0	0	0	91	91	2
4210	4211	0	0	0	76	52	3
4220	4221	5	4	0	117	96	9
4230	4231	5	5	0	103	80	2
4240	4242	0	0	0	53	49	1
4250	4251	2	2	0	100	76	19
4260	4261	0	0	0	3	3	22
4260	4264	3	2	0	171	124	39
4270	4274	7	6	20	32	30	101
4270	4275	4	3	5	40	36	31
4280	4281	29	25	2	130	116	15
4290	4291	29	30	2	86	86	8
4340	4341	1	0	0	123	93	1
4350	4351	1	1	0	90	64	55
4360	4361	29	29	4	75	74	4
4370	4371	33	33	2	38	35	6

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
4390	4391	22	11	1	142	60	1
4400	4401	1	1	0	86	78	10
4410	4411	6	6	2	128	111	10
4420	4421	3	2	1	74	38	6
7240	7241	1	1	0	2	2	0
7530	7532	2	2	0	8	8	8

## Appendix B: FY 2020-21 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	39	37	2	272	225	28
1120	1121	100	87	11	623	532	234
1120	1125	0	0	0	0	0	1
1130	1131	59	53	9	532	473	82
1320	1321	13	10	0	206	146	32
1320	1325	0	0	11	0	0	437
1320	1328	6	5	1	194	122	44
3000	3001	0	0	0	0	0	1
3000	3002	17	12	7	184	103	41
3000	3003	0	0	0	5	0	8
3010	3011	5	4	0	120	67	4
3010	3012	0	0	0	1	0	1
3030	3032	27	26	2	203	183	177
3030	3033	11	10	0	38	38	25
3040	3042	23	22	1	86	83	6
3040	3043	44	42	3	436	387	14
3040	3048	2	2	2	16	18	7
3050	3052	17	15	1	128	93	36
3050	3053	6	4	2	28	9	11
3050	3056	0	0	2	27	22	10
3050	3057	4	3	0	30	22	8
3060	3061	1	1	0	19	16	10
3060	3062	4	3	0	54	22	9
3060	3066	10	10	0	340	73	19
3060	3067	8	8	2	27	17	18
3070	3071	0	0	0	0	0	1
3070	3073	47	37	12	350	250	84
3070	3074	5	4	0	12	8	14
3080	3081	0	0	0	0	0	1
3080	3083	24	22	2	532	244	304
3080	3084	4	4	3	7	6	35
3090	3091	29	38	7	240	212	57
3090	3093	15	13	6	78	57	9
3100	3101	47	45	4	434	411	66
3100	3104	24	26	1	60	59	32
3100	3105	1	1	14	55	52	68
3110	3111	12	12	1	649	559	90

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
3110	3114	5	5	1	108	85	51
3100	3126	1	1	0	0	0	0
3160	3161	19	17	0	45	34	0
3180	3181	32	27	9	424	394	85
3180	3182	17	14	3	85	63	12
3180	3183	1	0	3	66	51	48
3180	3188	1	1	0	23	15	16
3240	3241	1	0	0	272	231	21
3240	3244	0	0	0	33	27	3
3240	3245	0	0	0	61	54	8
3240	3246	0	0	0	33	24	6
3250	3251	12	8	1	12	7	5
3280	3281	14	14	0	420	357	8
3310	3312	0	0	0	178	124	9
3310	3315	0	0	0	15	13	4
3310	3318	0	0	0	7	3	4
3330	3331	0	0	0	160	62	1
3350	3353	9	4	7	150	59	62
3360	3361	0	0	0	21	20	20
3360	3364	3	3	0	56	53	40
3400	3401	1	0	0	290	264	28
3410	3411	0	0	0	57	39	14
3410	3413	0	0	0	17	14	4
3410	3414	6	5	1	92	66	19
3410	3417	0	0	0	19	16	3
3480	3481	6	6	0	212	187	10
3480	3483	0	0	0	2	2	5
3960	3961	0	0	0	30	28	0
3960	3963	0	0	0	14	14	2
4110	4111	14	13	1	169	166	40
4190	4192	4	4	0	74	70	11
4200	4203	0	0	0	91	91	2
4210	4211	0	0	0	77	52	3
4220	4221	5	4	0	119	97	14
4230	4231	5	5	0	138	107	2
4240	4242	0	0	0	53	49	1
4250	4251	2	2	0	100	76	20
4260	4261	0	0	0	3	3	31
4260	4264	3	2	0	179	126	61
4270	4274	7	6	20	36	32	124
4270	4275	4	3	5	42	37	38

Unit	Subunit	New Clients			Existing Clients		
		IMR	RMQ	No IMR or RMQ	IMR	RMQ	No IMR or RMQ
4280	4281	43	38	7	254	229	86
4290	4291	29	30	2	86	86	9
4340	4341	0	0	0	132	93	1
4350	4351	0	0	0	93	67	57
4360	4361	29	29	4	76	74	4
4370	4371	32	32	2	39	36	6
4390	4391	41	18	4	176	69	11
4400	4401	1	1	0	86	78	11
4410	4411	6	6	2	132	112	13
4420	4421	2	1	1	79	39	8
7240	7241	1	1	0	2	2	0
7530	7532	2	2	0	9	9	9