

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,425	2,302	5%
	Admits	1,761	1,601	10%
	Discharges	1,764	1,594	11% ▲
	Service Hours	44,198	45,744	-3%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Case Management	1,965	80.5%
	Other	476	19.5%

### Consumer Satisfaction Survey (Based on 135 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		99%	80%	92%
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		99%	80%	91%
✓ Access		98%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		93%	80%	83%
✓ Recovery		90%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	374	15%	16%
26-34	697	29%	23%
35-44	568	23%	20%
45-54	627	26%	24%
55-64	159	7%	14%
65+			4%

Gender	#	%	State Avg
Male	1,374	57%	60%
Female	1,050	43%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	2,012	83%	75%
Hispanic-Other	274	11%	6%
Unknown	70	3%	6%
Hisp-Puerto Rican	63	3%	12%
Hispanic-Mexican	5	0%	0%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	1,780	73%	65%
Black/African American	437	18%	17%
Other	89	4%	14%
Unknown	66	3%	3%
Multiple Races	38	2%	1%
Asian	9	0%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	747	754	-1%
Admits	529	529	0%
Discharges	550	513	7%
Service Hours	13,291	14,704	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	67%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		232	42%	50%	41%	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		189	24%	20%	19%	4%
Stable Living Situation		564	71%	80%	77%	-9%
Self Help		365	46%	60%	48%	-14%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		239	96%	90%	93%	6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 17 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,256	1,141	10%
Admits	1,033	878	18% ▲
Discharges	993	892	11% ▲
Service Hours	30,907	31,040	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		934	66%	50%	70%	16% ▲
● Employed		207	15%	20%	16%	-5%
● Stable Living Situation		953	67%	80%	71%	-13% ▼
● Self Help		541	38%	60%	42%	-22% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		406	96%	90%	96%	6%

### Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		94%	94%

On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		87%	87%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 1 Active Intensive Case Management Programs

**Womens Recovery Spec 780733**

Advanced Behavioral Health

Addiction - Other - Conversion

Connecticut Dept of Mental Health and Addiction Services

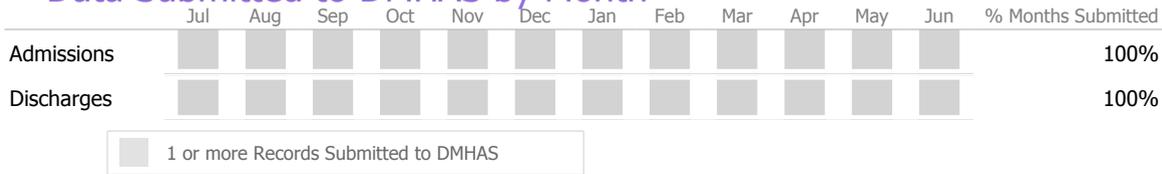
Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	476	468	2%
Admits	199	194	3%
Discharges	221	189	17% ▲

**Data Submitted to DMHAS by Month**



\* State Avg based on 3 Active Conversion Programs