

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 525    | 483      | 9%         |
|               | Admits         | 177    | 290      | -39% ▼     |
|               | Discharges     | 203    | 228      | -11% ▼     |
|               | Service Hours  | 860    | 3,192    | -73% ▼     |
|               | Bed Days       | 2,705  | 4,341    | -38% ▼     |

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

### Consumer Satisfaction Survey (Based on 200 FY15 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment  |                      | 89%         | 80%    | 92%       |
| ✓ Respect                     |                      | 88%         | 80%    | 91%       |
| ✓ Quality and Appropriateness |                      | 86%         | 80%    | 93%       |
| ✓ General Satisfaction        |                      | 83%         | 80%    | 92%       |
| ✓ Overall                     |                      | 83%         | 80%    | 91%       |
| ✓ Access                      |                      | 82%         | 80%    | 88%       |
| ● Outcome                     |                      | 78%         | 80%    | 83%       |
| ● Recovery                    |                      | 72%         | 80%    | 79%       |

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

### Clients by Level of Care

| Program Type         | Level of Care Type   | #   | %     |
|----------------------|----------------------|-----|-------|
| <b>Mental Health</b> | Case Management      | 177 | 31.6% |
|                      | Outpatient           | 70  | 12.5% |
|                      | Residential Services | 1   | 0.2%  |
| <b>Addiction</b>     | Outpatient           | 197 | 35.2% |
|                      | Residential Services | 32  | 5.7%  |
| <b>Forensic SA</b>   | Case Management      | 83  | 14.8% |

### Client Demographics

| Age               | #   | %   | State Avg | Gender                          | #   | %   | State Avg |
|-------------------|-----|-----|-----------|---------------------------------|-----|-----|-----------|
| 18-25             | 45  | 9%  | 13%       | Male                            | 291 | 55% | 59%       |
| 26-34             | 118 | 23% | 23%       | Female                          | 234 | 45% | 41%       |
| 35-44             | 116 | 23% | 19%       | Transgender                     |     |     | 0%        |
| 45-54             | 130 | 25% | 23%       |                                 |     |     |           |
| 55-64             | 68  | 13% | 16%       |                                 |     |     |           |
| 65+               | 37  | 7%  | 5%        |                                 |     |     |           |
| Ethnicity         | #   | %   | State Avg | Race                            | #   | %   | State Avg |
| Non-Hispanic      | 286 | 54% | 75% ▼     | Black/African American          | 168 | 32% | 17% ▲     |
| Hisp-Puerto Rican | 116 | 22% | 12%       | Other                           | 128 | 24% | 13% ▲     |
| Unknown           | 102 | 19% | 6% ▲      | White/Caucasian                 | 100 | 19% | 65% ▼     |
| Hispanic-Other    | 19  | 4%  | 6%        | Unknown                         | 99  | 19% | 3% ▲      |
| Hispanic-Cuban    | 1   | 0%  | 0%        | Asian                           | 28  | 5%  | 1%        |
| Hispanic-Mexican  | 1   | 0%  | 1%        | Multiple Races                  | 2   | 0%  | 1%        |
|                   |     |     |           | Am. Indian/Native Alaskan       |     |     | 0%        |
|                   |     |     |           | 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 | 70     | 76       | -8%        |
| Admits         | 11     | 22       | -50% ▼     |
| Discharges     | 6      | 16       | -63% ▼     |
| Service Hours  | 240    | 527      | -54% ▼     |

### Data Submission Quality

| Data Entry      | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | 75%    | 93%       |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates  | 41%    | 64%       |

| Cooccurring        | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | 100%   | 77%       |
| SA Screen Complete | 100%   | 74%       |

| Diagnosis              | Actual | State Avg |
|------------------------|--------|-----------|
| Valid Axis I Diagnosis | 100%   | 99%       |
| Valid Axis V GAF Score | 100%   | 85%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 2      | 33%      | 50%    | 45%       | -17% ▼         |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed                             |                    | 15     | 21%      | 30%    | 20%       | -9%            |
| Stable Living Situation              |                    | 54     | 77%      | 95%    | 85%       | -18% ▼         |
| Social Support                       |                    | 21     | 30%      | 60%    | 67%       | -30% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 13     | 22%      | 75%    | 52%       | -53% ▼         |

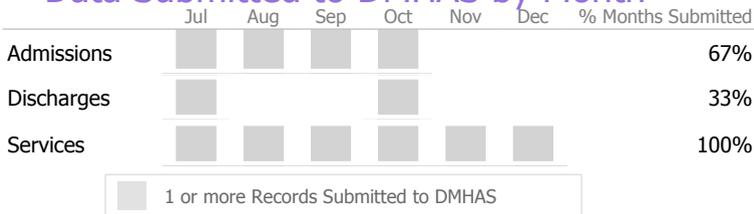
### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 51     | 80%      | 90%    | 80%       | -10%           |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 10     | 91%      | 75%    | 62%       | 16% ▲          |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1      | 2        | -50% ▼     |
| Admits         | -      | 1        | -100% ▼    |
| Discharges     | -      | 1        | -100% ▼    |
| Service Hours  | -      | -        |            |

### Data Submission Quality

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

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | N/A    | N/A      | 50%    | 71%       | N/A            |

### Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                       |                    | 1      | 100%     | 60%    | 87%       | 40% ▲          |
| ✓ Stable Living Situation              |                    | 1      | 100%     | 85%    | 93%       | 15% ▲          |
| ● Employed                             |                    | 0      | 0%       | 25%    | 13%       | -25% ▼         |
| ● Improved/Maintained Axis V GAF Score |                    | 0      | 0%       | 95%    | 73%       | -95% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services |                    | 0      | 0%       | 90%    | 96%       | N/A ▼          |

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 51 Active Residential Support Programs

# Gatekeeper Program

Community Renewal Team (CRT)

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

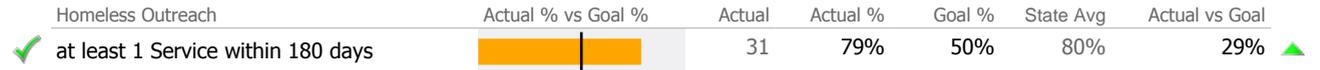
Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

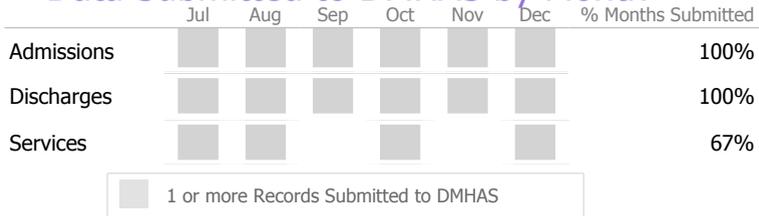
## Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 42     | 53       | -21% ▼     |
| Admits         | 40     | 56       | -29% ▼     |
| Discharges     | 35     | 18       | 94% ▲      |
| Service Hours  | 32     | 60       | -46% ▼     |

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

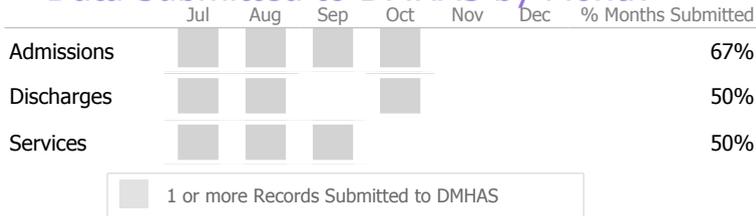
### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 110    | 30       | 267%       | ▲ |
| Admits         | 27     | 8        | 238%       | ▲ |
| Discharges     | 30     | 4        | 650%       | ▲ |
| Service Hours  | 58     | 96       | -40%       | ▼ |

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 30     | 4        | 650% ▲     |
| Admits         | 11     | 1        | 1000% ▲    |
| Discharges     | 22     | 1        | 2100% ▲    |
| Service Hours  | 30     | 86       | -65% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation           |                    | 24     | 80%      | 85%    | 80%       | -5%            |

### Service Utilization

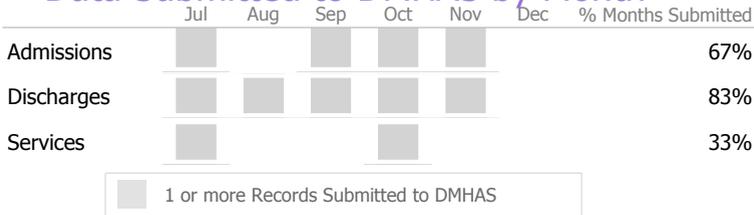
|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 0      | 0%       | 90%    | 88%       | N/A ▼          |

### Data Submission Quality

| Data Entry      | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | 97%    | 97%       |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates  | 0%     | 81%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 45     | 49       | -8%        |
| Admits         | 29     | 40       | -28% ▼     |
| Discharges     | 29     | 26       | 12% ▲      |
| Service Hours  | 104    | 285      | -64% ▼     |

### Data Submission Quality

| Data Entry                       | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data                  | 98%    | 97%       |
| On-Time Periodic 6 Month Updates | 0%     | 29%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 14     | 48%      | 50%    | 72%       | -2%            |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Self Help                         |                    | 44     | 98%      | 60%    | 59%       | 38% ▲          |
| Social Support                    |                    | 41     | 91%      | 60%    | 71%       | 31% ▲          |
| Stable Living Situation           |                    | 45     | 100%     | 80%    | 40%       | 20% ▲          |
| Employed                          |                    | 8      | 18%      | 20%    | 14%       | -2%            |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 9      | 56%      | 90%    | 80%       | -34% ▼         |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     |     |     |     |     |     | 100%               |
| Discharges |     |     |     |     |     |     | 100%               |
| Services   |     |     |     |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 67     | 69       | -3%        |
| Admits         | 42     | 47       | -11% ▼     |
| Discharges     | 48     | 57       | -16% ▼     |
| Service Hours  | 134    | 104      | 29% ▲      |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 93%    | 97%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 40%    | 29%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 34     | 71%      | 50%    | 72%       | 21% ▲          |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Self Help                       |                    | 70     | 99%      | 60%    | 59%       | 39% ▲          |
| ● Social Support                  |                    | 40     | 56%      | 60%    | 71%       | -4%            |
| ● Employed                        |                    | 0      | 0%       | 20%    | 14%       | -20% ▼         |
| ● Stable Living Situation         |                    | 7      | 10%      | 80%    | 40%       | -70% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services |                    | 22     | 88%      | 90%    | 80%       | -2%            |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   |     | ■   | ■   | ■   | 83%                |
| 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 8 Active Standard Case Management Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 197    | 229      | -14% ▼     |
| Admits         | 7      | 89       | -92% ▼     |
| Discharges     | 11     | 80       | -86% ▼     |
| Service Hours  | 263    | 2,034    | -87% ▼     |

### Data Submission Quality

| Data Entry      | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | 54%    | 97%       |
| Valid TEDS Data | 100%   | 93%       |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates  | 1%     | 54%       |

| Cooccurring        | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | 100%   | 96%       |
| SA Screen Complete | 100%   | 96%       |

| Diagnosis              | Actual | State Avg |
|------------------------|--------|-----------|
| Valid Axis I Diagnosis | 100%   | 99%       |
| Valid Axis V GAF Score | 100%   | 95%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 3      | 27%      | 50%    | 56%       | -23% ▼         |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use          |                    | 113    | 57%      | 55%    | 56%       | 2%             |
| Not Arrested                         |                    | 110    | 56%      | 75%    | 89%       | -19% ▼         |
| Self Help                            |                    | 31     | 16%      | 60%    | 22%       | -44% ▼         |
| Employed                             |                    | 6      | 3%       | 50%    | 42%       | -47% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 14     | 7%       | 75%    | 61%       | -68% ▼         |
| Stable Living Situation              |                    | 49     | 25%      | 95%    | 88%       | -70% ▼         |

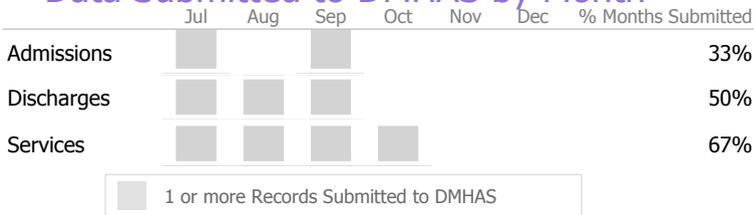
### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 65     | 35%      | 90%    | 79%       | -55% ▼         |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 5      | 71%      | 75%    | 79%       | -4%            |

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 32     | 49       | -35% ▼     |
| Admits         | 10     | 26       | -62% ▼     |
| Discharges     | 22     | 25       | -12% ▼     |
| Bed Days       | 2,705  | 4,341    | -38% ▼     |

### Data Submission Quality

| Data Entry              | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data         | 85%    | 99%       |
| Valid TEDS Data         | 100%   | 100%      |
| <b>On-Time Periodic</b> |        |           |
| 6 Month Updates         | 33%    | 14%       |
| <b>Cooccurring</b>      |        |           |
| MH Screen Complete      | 69%    | 95%       |
| SA Screen Complete      | 69%    | 95%       |
| <b>Diagnosis</b>        |        |           |
| Valid Axis I Diagnosis  | 100%   | 100%      |
| Valid Axis V GAF Score  | 100%   | 99%       |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | 4      | 18%      | 70%    | 72%       | -52% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 21     | 95%      | 85%    | 92%       | 10%            |
| Follow-up within 30 Days of Discharge   |                    | 0      | 0%       | 90%    | 59%       | -90% ▼         |

### Recovery

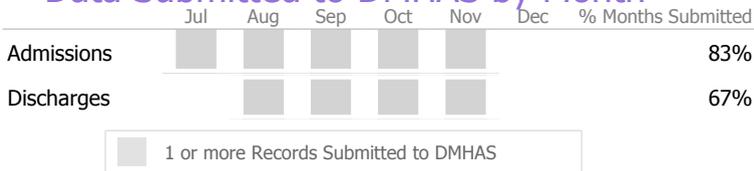
| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use          |                    | 23     | 72%      | 70%    | 73%       | 2%             |
| Improved/Maintained Axis V GAF Score |                    | 13     | 46%      | 95%    | 88%       | -49% ▼         |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 21   | 200 days | 0.5      | 70%      | 90%    | 100%      | -20% ▼         |

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs