

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	544	619	-12% ▼
	Admits	243	494	-51% ▼
	Discharges	329	373	-12% ▼
	Service Hours	1,230	4,179	-71% ▼
	Bed Days	3,733	6,330	-41% ▼

▲ > 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	#	%
Mental Health	Case Management	192	33.3%
	Outpatient	69	12.0%
	Residential Services	3	0.5%
Addiction	Outpatient	173	30.0%
	Residential Services	34	5.9%
Forensic SA	Case Management	106	18.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	44	8%	15%	Male	302	56%	60%	
26-34	119	22%	24%	Female	242	44%	40%	
35-44	123	23%	19%	Transgender			0%	
45-54	131	25%	23%	Race	Black/African American	186	34% ▲	17%
55-64	68	13%	15%		White/Caucasian	134	25% ▼	65%
65+	48	9%	5%		Other	129	24% ▲	13%
					Unknown	60	11%	3%
Ethnicity	Non-Hispanic	336	62% ▼	75%	Asian	31	6%	1%
	Hisp-Puerto Rican	110	20%	12%	Am. Indian/Native Alaskan	2	0%	0%
	Unknown	63	12%	5%	Multiple Races	2	0%	1%
	Hispanic-Other	34	6%	7%	Hawaiian/Other Pacific Islander			0%
	Hispanic-Cuban	1	0%	0%				
Hispanic-Mexican			1%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	91	-24% ▼
Admits	15	37	-59% ▼
Discharges	14	31	-55% ▼
Service Hours	397	657	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	92%
On-Time Periodic		
6 Month Updates	63%	62%
Cooccurring		
MH Screen Complete	90%	77%
SA Screen Complete	90%	74%
Diagnosis		
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		5	36%	50%	42%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		41	59%	60%	69%	-1%
Stable Living Situation		65	94%	95%	86%	-1%
Improved/Maintained Axis V GAF Score		50	79%	75%	52%	4%
Employed		16	23%	30%	21%	-7%

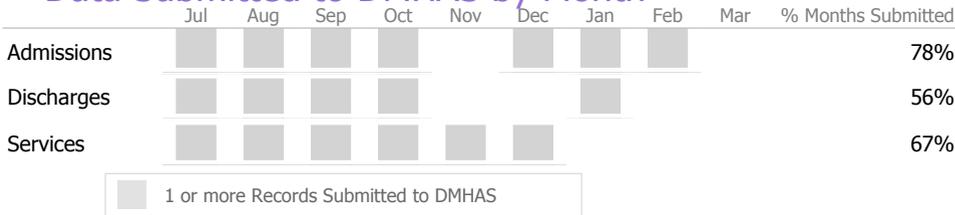
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	95%	90%	84%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	80%	75%	65%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	N/A	92%
Cooccurring MH Screen Complete	0%	90%
SA Screen Complete	0%	88%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	50%	72%	0%

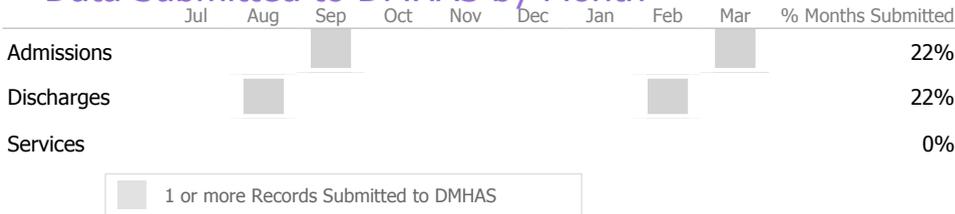
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	100%	60%	87%	40% ▲
Stable Living Situation		3	100%	85%	94%	15% ▲
Employed		1	33%	25%	14%	8%
Improved/Maintained Axis V GAF Score		2	100%	95%	74%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	97%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* 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

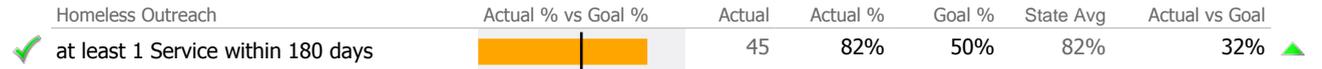
Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

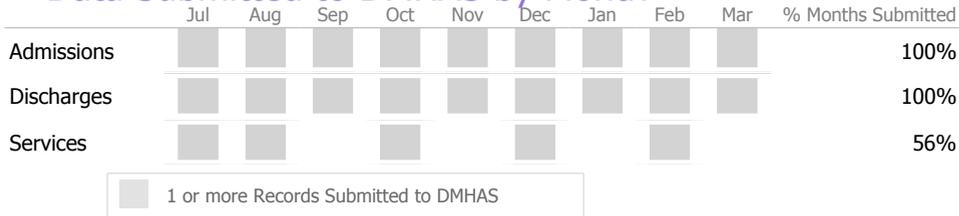
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	69	-16% ▼
Admits	60	72	-17% ▼
Discharges	49	30	63% ▲
Service Hours	50	75	-33% ▼

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

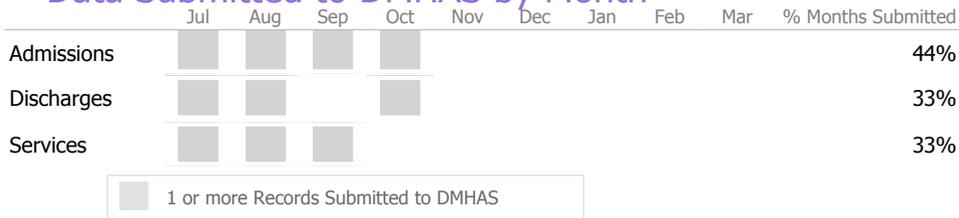
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	61	79% ▲
Admits	27	41	-34% ▼
Discharges	30	5	500% ▲
Service Hours	58	111	-48% ▼

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

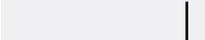
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	17	76% ▲
Admits	11	14	-21% ▼
Discharges	22	1	2100% ▲
Service Hours	30	115	-74% ▼

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

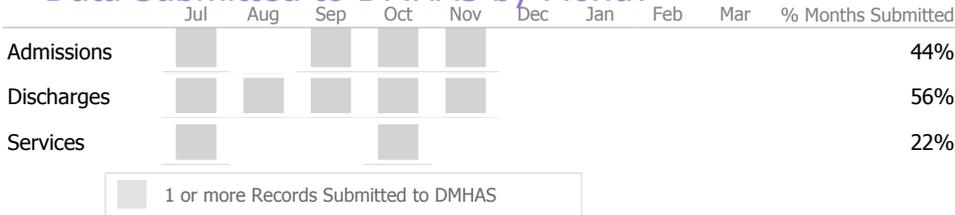
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	94%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 97%	98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	60	-5%
Admits	41	51	-20% ▼
Discharges	43	44	-2%
Service Hours	148	392	-62% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	0%	29%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	44%	50%	70%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		55	96%	60%	62%	36% ▲
Social Support		53	93%	60%	74%	33% ▲
Stable Living Situation		54	95%	80%	45%	15% ▲
Employed		11	19%	20%	14%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	43%	90%	81%	-47% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■		89%

■ 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	91	89	2%
Admits	66	68	-3%
Discharges	74	77	-4%
Service Hours	167	145	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	29%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		51	69%	50%	70%	19% ▲

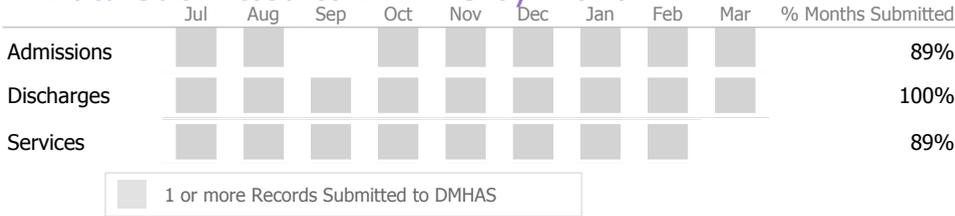
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		95	100%	60%	62%	40% ▲
✓ Social Support		61	64%	60%	74%	4%
● Employed		1	1%	20%	14%	-19% ▼
● Stable Living Situation		7	7%	80%	45%	-73% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	67%	90%	81%	-23% ▼

Data Submitted to DMHAS by Month



▲ > 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	173	300	-42% ▼
Admits	9	170	-95% ▼
Discharges	73	143	-49% ▼
Service Hours	381	2,684	-86% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	50%	97%
Valid TEDS Data	85%	93%
On-Time Periodic		
6 Month Updates	0%	57%
Cooccurring		
MH Screen Complete	92%	96%
SA Screen Complete	92%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		27	37%	50%	54%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinance/Reduced Drug Use		103	60%	55%	58%	5%
● Not Arrested		99	57%	75%	90%	-18% ▼
● Improved/Maintained Axis V GAF Score		75	44%	75%	67%	-31% ▼
● Self Help		28	16%	60%	22%	-44% ▼
● Employed		4	2%	50%	42%	-48% ▼
● Stable Living Situation		47	27%	95%	89%	-68% ▼

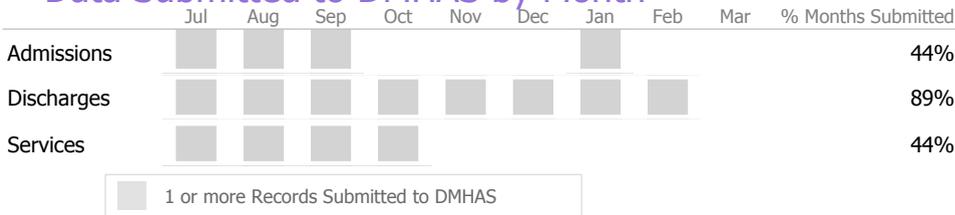
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		55	55%	90%	82%	-35% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	78%	75%	78%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	62	-45% ▼
Admits	12	39	-69% ▼
Discharges	22	40	-45% ▼
Bed Days	3,733	6,330	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	99%
Valid TEDS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	22%	6%
Cooccurring	Actual	State Avg
MH Screen Complete	73%	92%
SA Screen Complete	73%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	18%	70%	71%	-52% ▼
No Re-admit within 30 Days of Discharge		21	95%	85%	91%	10%
Follow-up within 30 Days of Discharge		0	0%	90%	61%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		24	71%	70%	77%	1%
Improved/Maintained Axis V GAF Score		13	42%	95%	83%	-53% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	249 days	0.4	65%	90%	105%	-25% ▼

Legend: ■ < 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