

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	558	622	-10%
	Admits	452	421	7%
	Discharges	446	475	-6%
	Service Hours	5,033	6,119	-18% ▼
	Bed Days	7,056	5,463	29% ▲

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

### Consumer Satisfaction Survey (Based on 153 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		88%	80%	91%
✓ General Satisfaction		87%	80%	92%
✓ Respect		87%	80%	91%
✓ Access		86%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		74%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	258	41.4%
	Residential Services	81	13.0%
<b>Mental Health</b>	Outpatient	98	15.7%
	Case Management	71	11.4%
	Residential Services	4	0.6%
<b>Forensic SA</b>	Case Management	111	17.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	47	8%	16%	Male	291	52%	60%		
26-34	116	21%	23%	Female	265	48%	40%		
35-44	125	22%	20%	<b>Race</b>	Other	182	33% ▲	14%	
45-54	129	23%	24%		Black/African American	139	25%	17%	
55-64	65	12%	14%		White/Caucasian	90	16% ▼	65%	
65+	75	13%	4%		Unknown	89	16% ▲	3%	
<b>Ethnicity</b>	Non-Hispanic	316	57% ▼		75%	Asian	55	10%	1%
	Hisp-Puerto Rican	124	22%		12%	Am. Indian/Native Alaskan	3	1%	1%
	Unknown	84	15%	6%	Multiple Races			1%	
	Hispanic-Other	32	6%	6%	Hawaiian/Other Pacific Islander			0%	
Hispanic-Cuban	1	0%	0%						
Hispanic-Mexican	1	0%	0%						

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	105	-7%
Admits	38	32	19% ▲
Discharges	56	38	47% ▲
Service Hours	914	1,433	-36% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	56%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	70%
SA Screen Complete	80%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	98%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	48%	50%	45%	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		56	51%	60%	55%	-9%
Improved/Maintained Axis V GAF Score		66	73%	75%	51%	-2%
Stable Living Situation		89	82%	95%	81%	-13% ▼
Employed		11	10%	30%	19%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	100%	90%	87%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		28	78%	75%	67%	3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	3	4	-25% ▼
Discharges	3	4	-25% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	91%
Cooccurring MH Screen Complete	33%	91%
SA Screen Complete	0%	91%
Diagnosis 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		3	100%	50%	70%	50% ▲

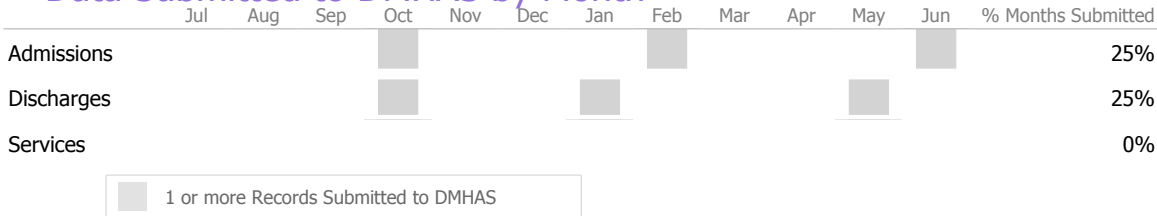
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	86%	40% ▲
Stable Living Situation		4	100%	85%	93%	15% ▲
Employed		1	25%	25%	13%	0%
Improved/Maintained Axis V GAF Score		3	100%	95%	68%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	98%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 52 Active Residential Support Programs

# Gatekeeper Program

Community Renewal Team (CRT)

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

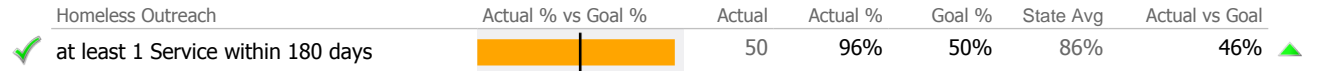
Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

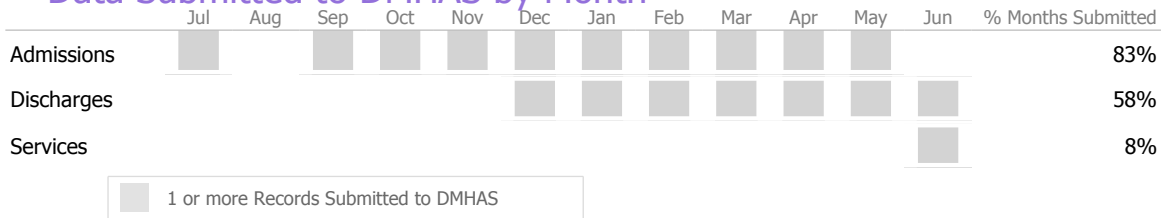
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	43	37% ▲
Admits	52	46	13% ▲
Discharges	58	41	41% ▲
Service Hours	53	25	110% ▲

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 41 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	11	-	
Discharges	10	11	-9%
Service Hours	104	32	225% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	31%	85%	89%	-54% ▼

### Service Utilization

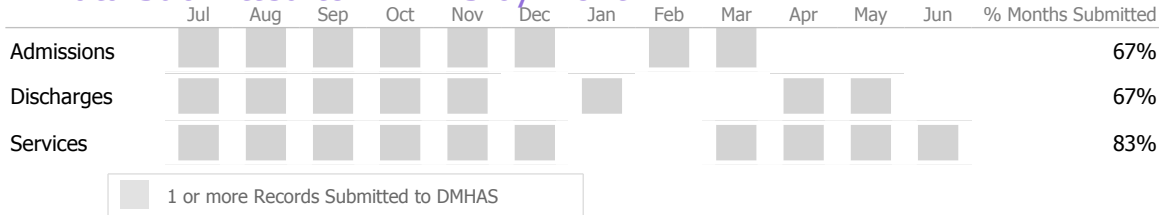
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		84%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	37	49% ▲
Admits	48	30	60% ▲
Discharges	48	28	71% ▲
Service Hours	337	275	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	93%
On-Time Periodic 6 Month Updates	N/A	13%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		18	38%	50%	64%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		45	79%	60%	67%	19% ▲
✓ Social Support		42	74%	60%	71%	14% ▲
✓ Stable Living Situation		50	88%	80%	37%	8%
✓ Employed		15	26%	20%	9%	6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	79%	90%	91%	-11% ▼

### 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	■	■	■		■	■	■		■		■	■	75%

■ 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	100	116	-14% ▼
Admits	79	86	-8%
Discharges	82	92	-11% ▼
Service Hours	214	357	-40% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	93%
On-Time Periodic 6 Month Updates	100%	13%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		27	33%	50%	64%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		85	82%	60%	67%	22% ▲
✓ Social Support		75	72%	60%	71%	12% ▲
● Employed		0	0%	20%	9%	-20% ▼
● Stable Living Situation		10	10%	80%	37%	-70% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	91%	6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■		■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■		■	■	■		■	■	■	■	83%

■ 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	258	325	-21% ▼
Admits	159	187	-15% ▼
Discharges	128	231	-45% ▼
Service Hours	3,411	3,997	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	59%	95%
Valid TEDS Data	85%	94%
<b>On-Time Periodic</b>		
6 Month Updates	37%	34%
<b>Cooccurring</b>		
MH Screen Complete	99%	95%
SA Screen Complete	99%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		57	45%	50%	52%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		196	73%	55%	58%	18% ▲
Not Arrested		146	54%	75%	89%	-21% ▼
Improved/Maintained Axis V GAF Score		122	62%	75%	60%	-13% ▼
Self Help		59	22%	60%	25%	-38% ▼
Stable Living Situation		137	51%	95%	87%	-44% ▼
Employed		13	5%	50%	37%	-45% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		134	94%	90%	84%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		127	82%	75%	74%	7%

### 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 117 Active Standard Outpatient Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	49	65% ▲
Admits	62	36	72% ▲
Discharges	61	30	103% ▲
Bed Days	7,056	5,463	29% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	50%	11%
<b>Cooccurring</b>		
MH Screen Complete	100%	99%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	48%	70%	68%	-22% ▼
No Re-admit within 30 Days of Discharge		61	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		12	41%	90%	52%	-49% ▼

### Recovery

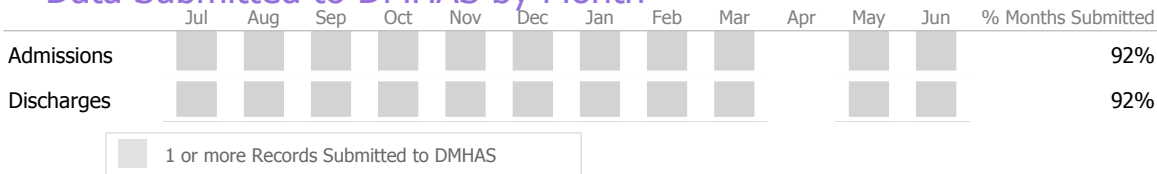
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		65	80%	70%	77%	10% ▲
Improved/Maintained Axis V GAF Score		56	89%	95%	94%	-6%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	139 days	0.3	92%	90%	90%	2%

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