

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	658	648	2%
	Admits	390	380	3%
	Discharges	182	447	-59% ▼
	Service Hours	4,262	1,995	114% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	353	52.7%
	Case Management	124	18.5%
<b>Mental Health</b>	Outpatient	95	14.2%
	Residential Services	4	0.6%
	Case Management	94	14.0%
<b>Forensic SA</b>	Case Management	94	14.0%

### Consumer Satisfaction Survey

(Based on 64 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		89%	80%	88%
✓ Recovery		84%	80%	79%
✓ Outcome		84%	80%	83%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	67	10%	14%	Male	492	75%	▲ 60%
26-34	159	24%	24%	Female	166	25%	▼ 40%
35-44	150	23%	20%	Transgender			0%
45-54	167	26%	22%				
55-64	91	14%	16%				
65+	20	3%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	422	64%	74%	Black/African American	282	43%	▲ 16%
Hisp-Puerto Rican	154	23%	13%	White/Caucasian	191	29%	▼ 65%
Hispanic-Other	68	10%	7%	Other	133	20%	13%
Unknown	13	2%	6%	Asian	29	4%	1%
Hispanic-Cuban	1	0%	0%	Unknown	17	3%	3%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	2	0%	1%
				Multiple Races	2	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	100	-5%
Admits	22	47	-53% ▼
Discharges	12	27	-56% ▼
Service Hours	659	428	54% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	0%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	50%	50%	45%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		75	79%	60%	70%	19% ▲
✓ Stable Living Situation		92	97%	95%	86%	2%
● Employed		20	21%	30%	23%	-9%
● Improved/Maintained Axis V GAF Score		47	49%	75%	59%	-26% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		19	86%	75%	65%	11% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	3	33% ▲
Admits	4	2	100% ▲
Discharges	3	3	0%
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	98%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	50%	87%	17% ▲

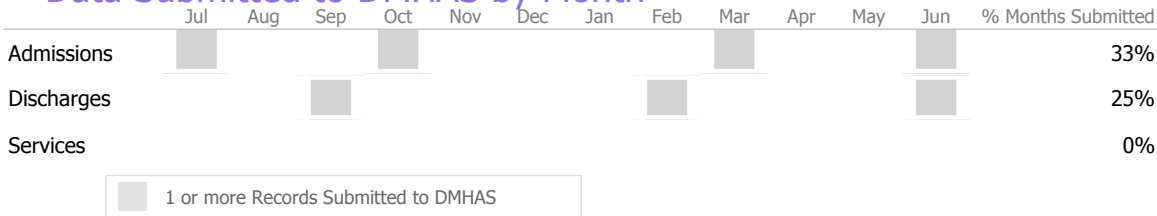
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	100%	85%	94%	15% ▲
Social Support		2	50%	60%	88%	-10%
Improved/Maintained Axis V GAF Score		3	100%	95%	79%	5%
Employed		0	0%	25%	11%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	99%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

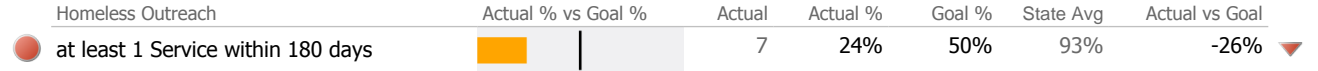
Actual   
  Goal   
 ▲ Goal Met   
 ▼ Below Goal

\* State Avg based on 39 Active Residential Support Programs

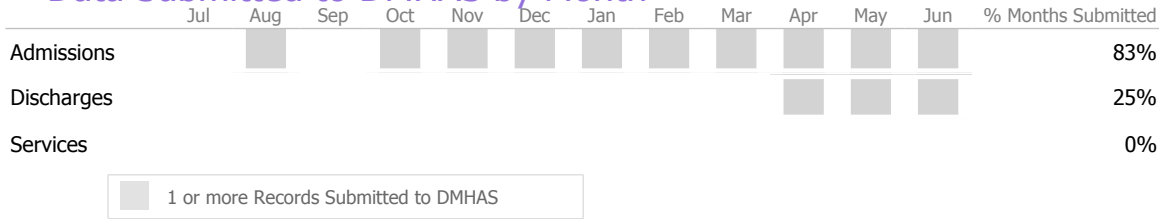
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	113	0%
Admits	29	32	-9%
Discharges	6	30	-80% ▼
Service Hours	-	58	-100% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	31	-61% ▼
Admits	3	12	-75% ▼
Discharges	3	22	-86% ▼
Service Hours	645	465	39% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	85%	7%

### Service Utilization

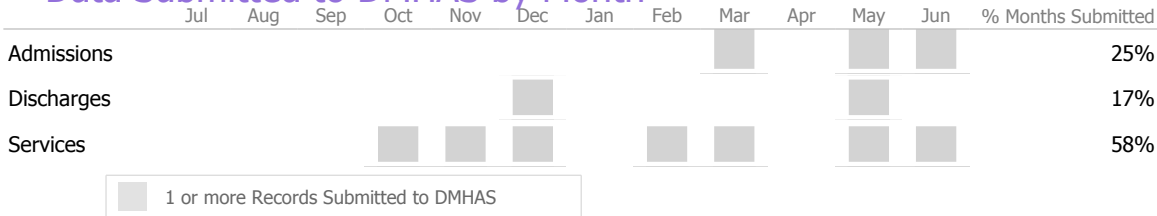
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	89%	90%	97%	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	70	-40% ▼
Admits	31	54	-43% ▼
Discharges	35	59	-41% ▼
Service Hours	97	217	-56% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	0%	27%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	49%	50%	72%	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		42	100%	60%	51%	40% ▲
Social Support		41	98%	60%	76%	38% ▲
Employed		16	38%	20%	16%	18% ▲
Stable Living Situation		41	98%	80%	47%	18% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	86%	90%	83%	-4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■	■	■		■	■	■	■	92%
Discharges	■	■	■		■	■	■		■	■	■	■	83%
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	83	102	-19% ▼
Admits	75	77	-3%
Discharges	63	97	-35% ▼
Service Hours	140	226	-38% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	27%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		52	83%	50%	72%	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		84	100%	60%	51%	40% ▲
✓ Social Support		57	68%	60%	76%	8%
● Employed		0	0%	20%	16%	-20% ▼
● Stable Living Situation		0	0%	80%	47%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	74%	90%	83%	-16% ▼

### 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	■	■	■	■		■	■	■	■	■	■	■	92%

■ 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	353	232	52% ▲
Admits	226	71	218% ▲
Discharges	60	102	-41% ▼
Service Hours	2,722	540	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	87%	91%
<b>On-Time Periodic</b>		
6 Month Updates	0%	44%
<b>Cooccurring</b>		
MH Screen Complete	90%	96%
SA Screen Complete	90%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	38%	50%	54%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		289	81%	75%	87%	6%
Abstinence/Reduced Drug Use		200	56%	55%	58%	1%
Employed		109	31%	50%	44%	-19% ▼
Stable Living Situation		260	73%	95%	88%	-22% ▼
Improved/Maintained Axis V GAF Score		107	30%	75%	69%	-45% ▼
Self Help		35	10%	60%	30%	-50% ▼

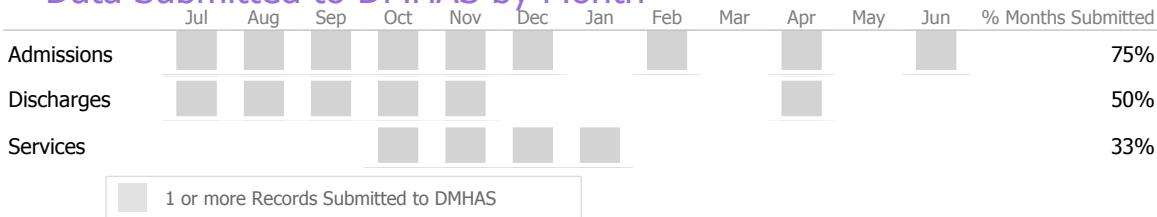
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		273	92%	90%	81%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		169	75%	75%	75%	0%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs



# Women's and Childrens Residential Program

Community Renewal Team (CRT)

Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	34	▼
Admits	-	12	-100% ▼
Discharges	-	34	-100% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
Valid TEDS Data	N/A	99%
On-Time Periodic		
6 Month Updates	N/A	14%
Cooccurring		
MH Screen Complete	N/A	96%
SA Screen Complete	N/A	96%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	70%	70%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	63%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	70%	74%	-70% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	85%	-95% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	N/A	N/A	0%	90%	76%	-90%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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