

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	384	398	-4%
	Admits	170	241	-29% ▼
	Discharges	261	204	28% ▲
	Service Hours	3,309	3,571	-7%
	S.Rehab/PHP/IOP	13,007	16,616	-22% ▼

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

Consumer Satisfaction Survey (Based on 175 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		93%	80%	92%
✓ Respect		92%	80%	91%
✓ Overall		90%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Access		88%	80%	88%
✓ Quality and Appropriateness		87%	80%	93%
✓ Outcome Recovery		82%	80%	83%
		79%	80%	79%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	355	92.4%
	Employment Services	88	22.9%
	Education Support	50	13.0%
	Residential Services	36	9.4%
	Case Management	27	7.0%

Client Demographics

Age	#	%	State Avg
18-25	19	5%	17% ▼
26-34	45	12%	22%
35-44	70	18%	20%
45-54	132	34%	24%
55-64	92	24%	13% ▲
65+	25	7%	4%

Gender	#	%	State Avg
Male	215	56%	60%
Female	169	44%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	340	89%	74% ▲
Hispanic-Other	27	7%	7%
Unknown	9	2%	7%
Hisp-Puerto Rican	7	2%	12%
Hispanic-Mexican	1	0%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	270	70%	64%
Black/African American	82	21%	17%
Other	19	5%	15%
Unknown	6	2%	2%
Asian	3	1%	1%
Am. Indian/Native Alaskan	2	1%	1%
Multiple Races	2	1%	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	24	21	14% ▲
Admits	9	5	80% ▲
Discharges	8	6	33% ▲
Service Hours	389	495	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	0%	80%
Cooccurring MH Screen Complete	10%	86%
SA Screen Complete	10%	86%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	58%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	86%	50%	57%	36% ▲

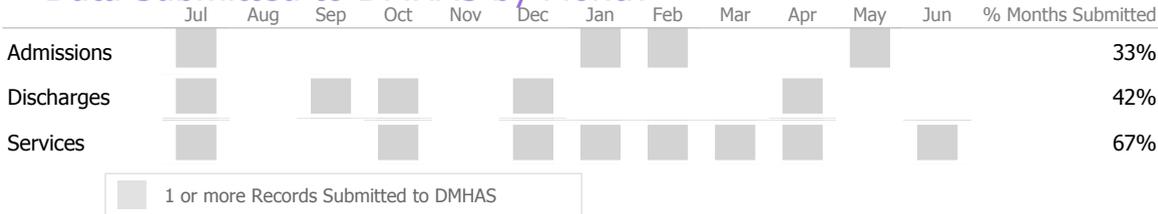
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		21	88%	60%	79%	28% ▲
Stable Living Situation		23	96%	85%	93%	11% ▲
Employed		0	0%	25%	10%	-25% ▼
Improved/Maintained Axis V GAF Score		2	11%	95%	53%	-84% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	96%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 54 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	355	370	-4%
Admits	77	170	-55% ▼
Discharges	178	131	36% ▲
Service Hours	87	37	136% ▲
Social Rehab/PHP/IOP Days	13,007	16,616	-22% ▼

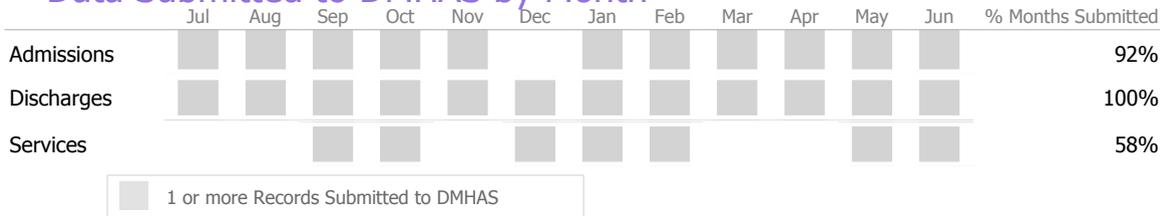
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	183	99%	90%	82%	9%

Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	80	10%
Admits	49	35	40% ▲
Discharges	45	39	15% ▲
Service Hours	1,568	1,751	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	36%	35%	31%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		73%

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 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	16	-25% ▼
Admits	2	6	-67% ▼
Discharges	-	6	-100% ▼
Service Hours	46	155	-70% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	80%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	86%
SA Screen Complete	0%	86%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	83%	97%
Valid Axis V GAF Score	58%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	92%	60%	79%	32% ▲
✓ Stable Living Situation		11	92%	85%	93%	7%
✓ Employed		3	25%	25%	10%	0%
○ Improved/Maintained Axis V GAF Score		0	0%	95%	53%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	96%	2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

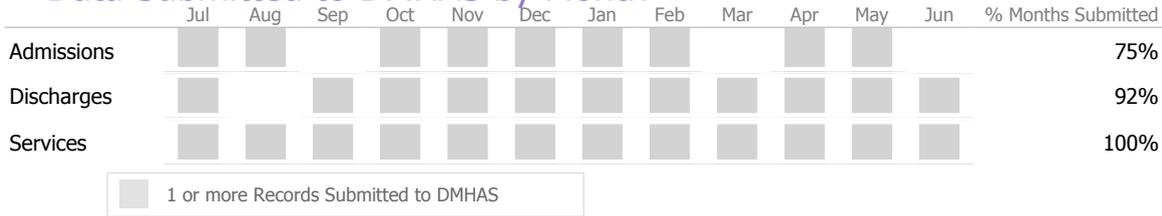
Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 54 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	37	35% ▲
Admits	28	21	33% ▲
Discharges	23	16	44% ▲
Service Hours	943	633	49% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	-	-	
Discharges	1	2	-50% ▼
Service Hours	53	79	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	90%	15% ▲

Service Utilization

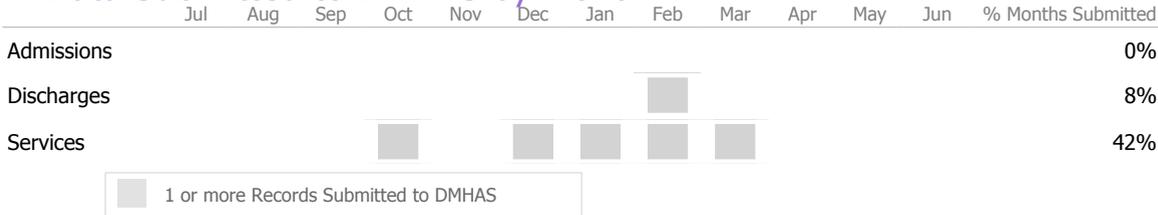
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	96%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		72%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

Supp Housing Pilots 113-260

Laurel House

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	5	4	25% ▲
Discharges	6	4	50% ▲
Service Hours	223	421	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	90%	9%

Service Utilization

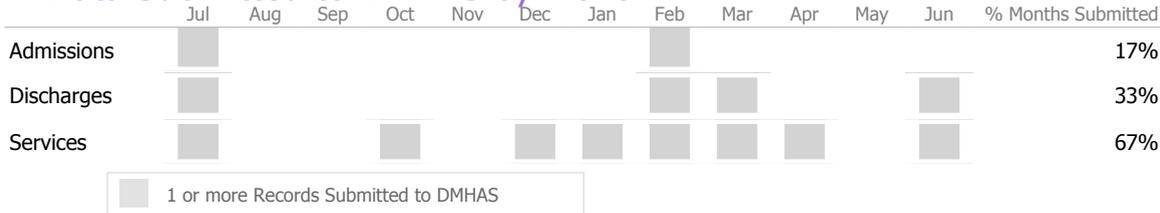
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	72%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs