

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,008	843	20%	▲
	Admits	475	421	13%	▲
	Discharges	297	424	-30%	▼
	Service Hours	1,590	2,149	-26%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA	Forensics Community-based	591	57.2%
	Outpatient	442	42.8%

Consumer Satisfaction Survey

(Based on 153 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		90%	80%	91%
✓ Recovery		90%	80%	79%
✓ Participation in Treatment		89%	80%	92%
✓ Outcome		86%	80%	83%
✓ Respect		84%	80%	91%
✓ General Satisfaction		80%	80%	92%
✓ Access		80%	80%	88%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	255	26%	▲ 13%	Male	714	71%	▲ 59%
26-34	300	30%	23%	Female	294	29%	▼ 41%
35-44	190	19%	19%	Transgender			0%
45-54	151	15%	23%				
55-64	89	9%	16%				
65+	13	1%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	829	82%	75%	White/Caucasian	839	83%	▲ 65%
Unknown	98	10%	6%	Black/African American	60	6%	▼ 17%
Hisp-Puerto Rican	44	4%	12%	Other	50	5%	13%
Hispanic-Other	25	2%	6%	Unknown	23	2%	3%
Hispanic-Mexican	11	1%	1%	Am. Indian/Native Alaskan	17	2%	0%
Hispanic-Cuban	1	0%	0%	Asian	14	1%	1%
				Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

Outpatient 202200

New Directions Inc of North Central Conn.
Addiction - Outpatient - Standard Outpatient

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	442	399	11% ▲
Admits	208	224	-7%
Discharges	115	197	-42% ▼
Service Hours	1,590	2,149	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
Valid TEDS Data	97%	93%
On-Time Periodic		
6 Month Updates	1%	54%
Cooccurring		
MH Screen Complete	91%	96%
SA Screen Complete	91%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		58	50%	50%	56%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		310	70%	75%	89%	-5%
● Employed		191	43%	50%	42%	-7%
● Abstinence/Reduced Drug Use		192	43%	55%	56%	-12% ▼
● Stable Living Situation		327	74%	95%	88%	-21% ▼
● Self Help		54	12%	60%	22%	-48% ▼
● Improved/Maintained Axis V GAF Score		85	31%	75%	61%	-44% ▼

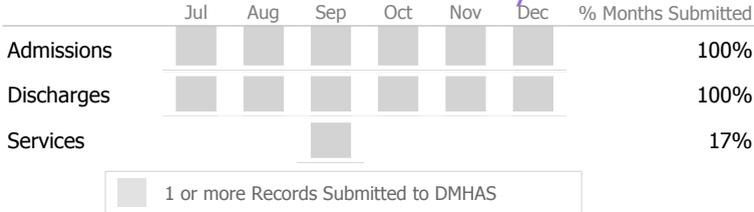
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		194	59%	90%	79%	-31% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		153	74%	75%	79%	-1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

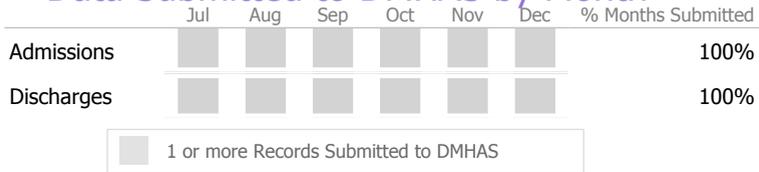
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	591	466	27% ▲
Admits	267	197	36% ▲
Discharges	182	227	-20% ▼

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs