

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,594	1,524	5%
	Admits	718	649	11% ▲
	Discharges	682	544	25% ▲
	Service Hours	64,642	65,863	-2%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,355	66.3%
	Community Support	214	10.5%
	Employment Services	85	4.2%
	Social Rehabilitation	81	4.0%
	Residential Services	31	1.5%
Addiction			
	Outpatient	214	10.5%
Forensic MH			
	Forensics Community-based	65	3.2%

Consumer Satisfaction Survey

(Based on 264 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		89%	80%	91%
✓ Overall		85%	80%	91%
✓ General Satisfaction		83%	80%	92%
✓ Access		82%	80%	88%
● Outcome		71%	80%	83%
● Recovery		64%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	228	14%	15%	Female	876	55%	40% ▲
26-34	277	17%	24%	Male	718	45%	60% ▼
35-44	249	16%	19%	Transgender			0%
45-54	357	23%	22%				
55-64	326	21%	15%				
65+	149	9%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,163	73%	75%	White/Caucasian	1,344	84%	65% ▲
Hispanic-Other	386	24%	7% ▲	Other	116	7%	13%
Hisp-Puerto Rican	40	3%	12%	Black/African American	93	6%	16%
Hispanic-Mexican	2	0%	1%	Am. Indian/Native Alaskan	23	1%	1%
Unknown	2	0%	6%	Asian	15	1%	1%
Hispanic-Cuban	1	0%	0%	Hawaiian/Other Pacific Islander	2	0%	0%
				Multiple Races	1	0%	1%
				Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	214	272	-21% ▼
Admits	55	120	-54% ▼
Discharges	112	113	-1%
Service Hours	1,485	2,229	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
Valid TEDS Data	55%	93%
On-Time Periodic		
6 Month Updates	70%	49%
Cooccurring		
MH Screen Complete	58%	96%
SA Screen Complete	59%	96%
Diagnosis		
Valid Axis I Diagnosis	95%	100%
Valid Axis V GAF Score	98%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	32%	50%	53%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		206	95%	75%	90%	20% ▲
Improved/Maintained Axis V GAF Score		150	74%	75%	68%	-1%
Stable Living Situation		180	83%	95%	90%	-12% ▼
Employed		74	34%	50%	44%	-16% ▼
Abstinence/Reduced Drug Use		59	27%	55%	59%	-28% ▼
Self Help		27	12%	60%	24%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		92	88%	90%	83%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		30	56%	75%	80%	-19% ▼

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 115 Active Standard Outpatient Programs

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	22%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	53%	-75% ▼
Social Support		N/A	N/A	60%	69%	-60% ▼
Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
6 Month Updates		63%

Cooccurring	Actual	State Avg
MH Screen Complete		78%
SA Screen Complete		76%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	86%	N/A ▼

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 94 Active Standard Outpatient Programs

Program Activity

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

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 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	214	137	56% ▲
Admits	109	27	304% ▲
Discharges	60	24	150% ▲
Service Hours	4,498	3,778	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	64%	83%
SA Screen Complete	64%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	37%	65%	69%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		199	89%	80%	92%	9%
Employed		44	20%	20%	12%	0%
Social Support		120	54%	60%	80%	-6%
Improved/Maintained Axis V GAF Score		112	72%	95%	60%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		158	95%	90%	98%	5%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 44 Active CSP Programs

Jail Diversion 309-341

Bridges

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

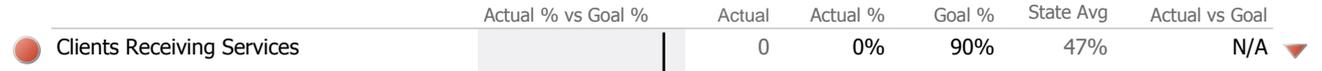
Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	78	-17% ▼
Admits	46	60	-23% ▼
Discharges	44	63	-30% ▼
Service Hours	-	-	

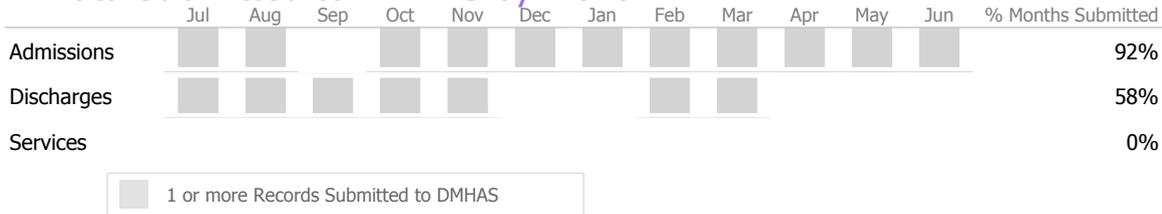
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,308	1,143	14% ▲
Admits	445	364	22% ▲
Discharges	398	281	42% ▲
Service Hours	13,501	12,756	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	66%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	57%	78%
SA Screen Complete	60%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	99%
Valid Axis V GAF Score	96%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		122	31%	50%	42%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		364	27%	30%	22%	-3%
Stable Living Situation		1,108	84%	95%	86%	-11% ▼
Social Support		587	44%	60%	69%	-16% ▼
Improved/Maintained Axis V GAF Score		771	67%	75%	53%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		777	84%	90%	86%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		284	64%	75%	65%	-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	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	32	-3%
Admits	9	14	-36% ▼
Discharges	7	10	-30% ▼
Service Hours	789	808	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	73%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	68%	92%
SA Screen Complete	64%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	50%	74%	-7%

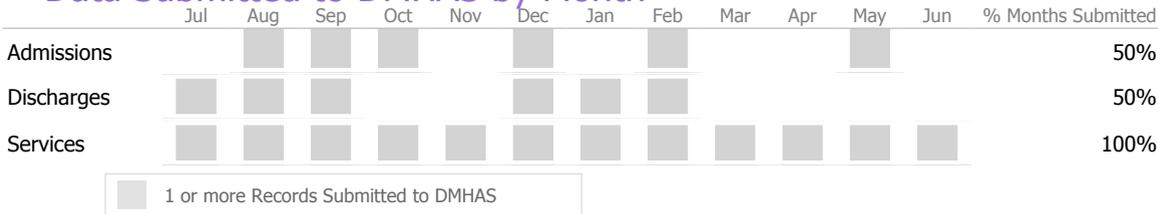
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		30	97%	85%	93%	12% ▲
Employed		5	16%	25%	12%	-9%
Social Support		13	42%	60%	87%	-18% ▼
Improved/Maintained Axis V GAF Score		22	76%	95%	77%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	92%	90%	96%	2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Residential Support Programs

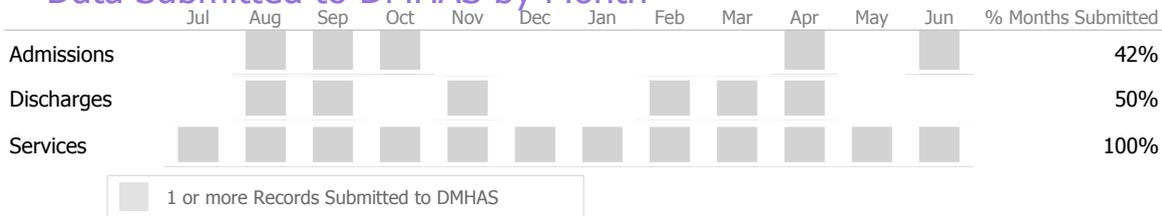
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	78	4%
Admits	8	2	300% ▲
Discharges	7	5	40% ▲
Service Hours	22,083	21,864	1%
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



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	85	85	0%
Admits	36	49	-27% ▼
Discharges	46	39	18% ▲
Service Hours	1,255	1,341	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	35%	35%	39%	0%

Service Utilization

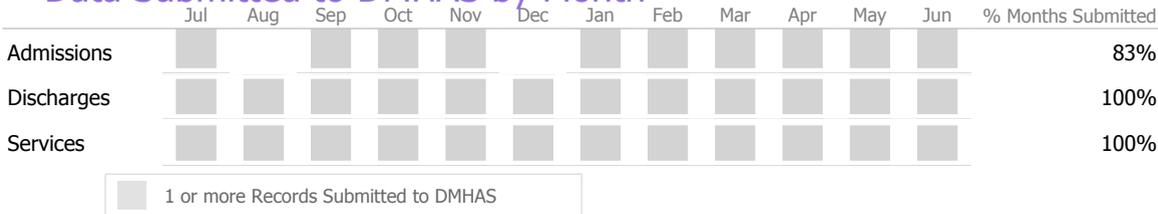
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

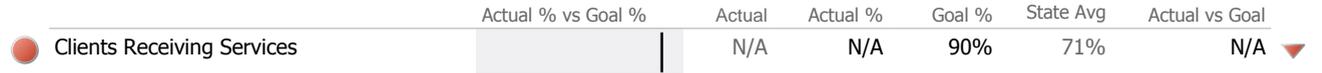
Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

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

Service Utilization



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 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	57	2%
Admits	10	13	-23% ▼
Discharges	8	9	-11% ▼
Service Hours	21,032	23,086	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	24%	78%
SA Screen Complete	24%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	95%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	62%	50%	42%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		37	64%	60%	69%	4%
Improved/Maintained Axis V GAF Score		42	82%	75%	53%	7%
Employed		10	17%	30%	22%	-13% ▼
Stable Living Situation		47	81%	95%	86%	-14% ▼

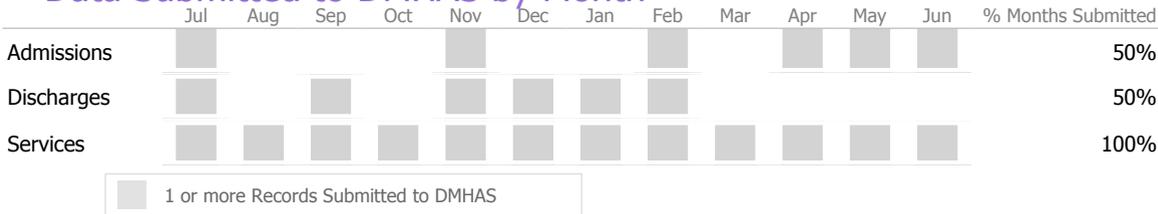
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	98%	90%	86%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	50%	75%	65%	-25% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs