

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	395	427	-7%
	Admits	177	196	-10%
	Discharges	165	211	-22% ▼
	Service Hours	8,676	8,872	-2%
	Bed Days	4,213	4,457	-5%

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

Consumer Satisfaction Survey

(Based on 117 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		95%	80%	92%
✓ Recovery		94%	80%	79%
✓ Access		94%	80%	88%
✓ Respect		93%	80%	91%
✓ Outcome		89%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Employment Services		253	62.5%
Case Management		130	32.1%
Residential Services		17	4.2%
Recovery Support		5	1.2%

Client Demographics

Age

Age	#	%	State Avg
18-25	60	15%	15%
26-34	77	20%	24%
35-44	74	19%	19%
45-54	104	26%	22%
55-64	70	18%	15%
65+	9	2%	4%

Gender

Gender	#	%	State Avg
Male	248	63%	60%
Female	147	37%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	336	85%	75%
Hisp-Puerto Rican	33	8%	12%
Hispanic-Other	22	6%	7%
Hispanic-Cuban	2	1%	0%
Unknown	2	1%	6%
Hispanic-Mexican			1%

Race

Race	#	%	State Avg
Black/African American	189	48%	▲ 16%
White/Caucasian	153	39%	▼ 65%
Other	45	11%	13%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	3	1%	1%
Unknown	1	0%	3%
Asian			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	5		
Admits	5	-	
Discharges	-	-	
Service Hours	13	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Specialing Programs

Discretionary Discharge Fiduciary

Marrakech Day Services

Mental Health - Other - Fiduciary

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	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 1 Active Fiduciary Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	10	40% ▲
Admits	8	4	100% ▲
Discharges	7	3	133% ▲
Bed Days	2,573	2,945	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	83%
SA Screen Complete	91%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	60%	68%	-17% ▼
Follow-up within 30 Days of Discharge		3	100%	90%	81%	10% ▲

Recovery

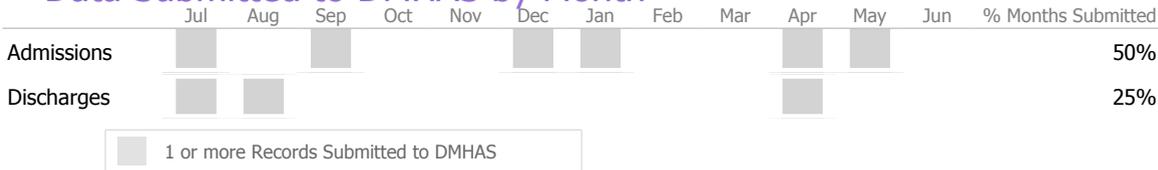
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	93%	60%	86%	33% ▲
Stable Living Situation		15	100%	95%	96%	5%
Employed		2	13%	25%	8%	-12% ▼
Improved/Maintained Axis V GAF Score		9	82%	95%	69%	-13% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	606 days	0.3	70%	90%	93%	-20% ▼

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

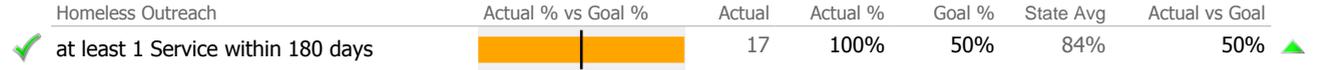
Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Supervised Apartments Programs

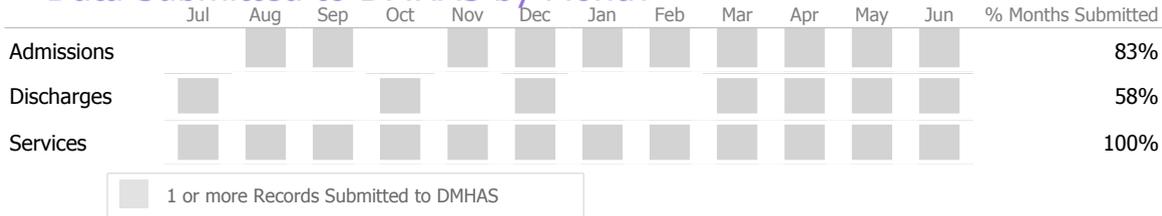
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	35	3%
Admits	17	18	-6%
Discharges	20	16	25% ▲
Service Hours	1,304	1,252	4%

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	5	60% ▲
Admits	5	2	150% ▲
Discharges	5	1	400% ▲
Bed Days	1,640	1,512	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	83%
SA Screen Complete	93%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	60%	68%	-40% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	81%	10% ▲

Recovery

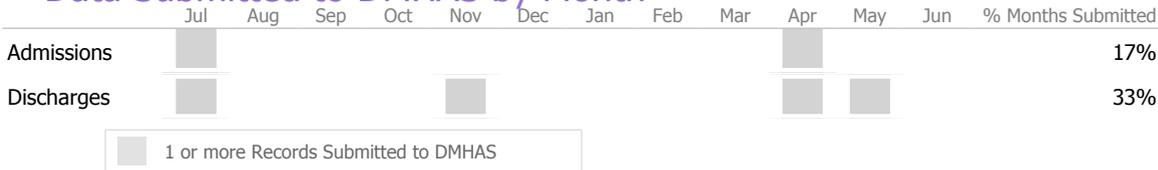
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	78%	60%	86%	18% ▲
Stable Living Situation		9	100%	95%	96%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		5	71%	95%	69%	-24% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	500 days	0.2	112%	90%	93%	22% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	28	-4%
Admits	10	11	-9%
Discharges	14	11	27% ▲
Service Hours	748	1,015	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	15%	35%	39%	-20% ▼

Service Utilization

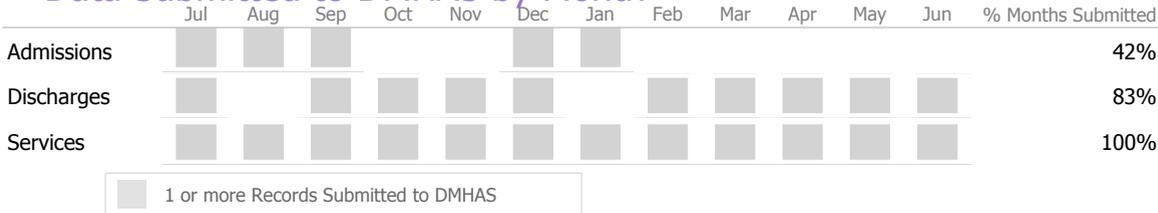
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	100%	90%	96%	10%

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

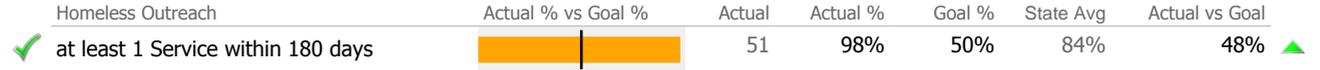
Actual | Goal
 Goal Met
 Below Goal

* State Avg based on 40 Active Employment Services Programs

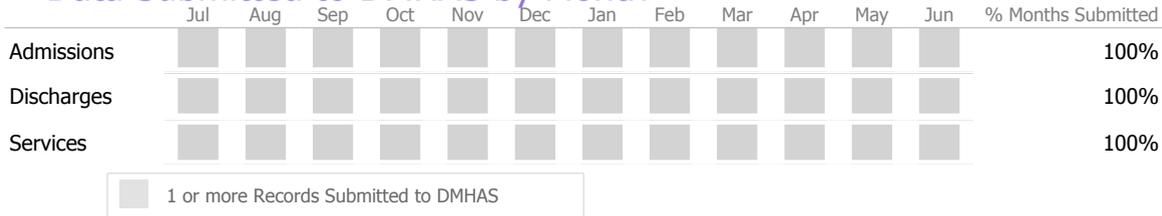
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	121	-18% ▼
Admits	52	58	-10%
Discharges	54	75	-28% ▼
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	101	-1%
Admits	31	38	-18% ▼
Discharges	21	33	-36% ▼
Service Hours	2,472	3,287	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		45	45%	35%	39%	10% ▲

Service Utilization

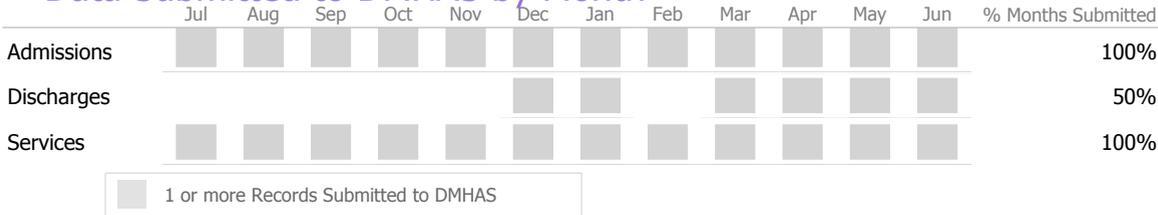
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	100%	90%	96%	10%

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

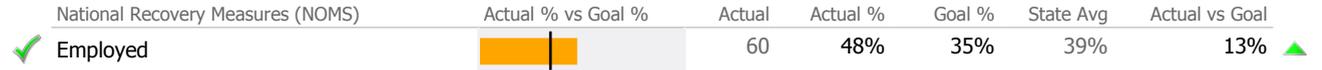
Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 40 Active Employment Services Programs

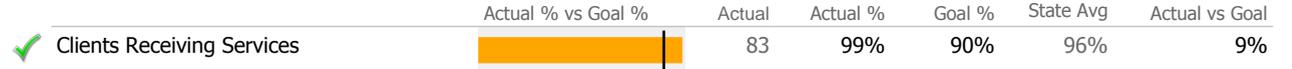
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	143	-12% ▼
Admits	49	65	-25% ▼
Discharges	44	72	-39% ▼
Service Hours	4,140	3,319	25% ▲

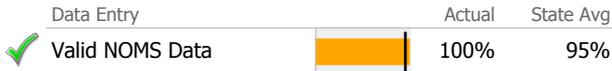
Recovery



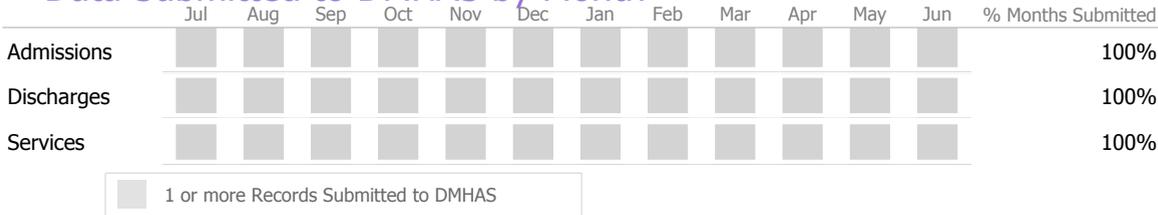
Service Utilization



Data Submission Quality



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