

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 1,654 | 1,671 | -1% |
| | Admits | 1,027 | 797 | 29% ▲ |
| | Discharges | 942 | 773 | 22% ▲ |
| | Service Hours | 24,728 | 24,007 | 3% |
| | Bed Days | 4,355 | 4,456 | -2% |

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

Consumer Satisfaction Survey

(Based on 185 FY16 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment | | 95% | 80% | 92% |
| ✓ General Satisfaction | | 92% | 80% | 92% |
| ✓ Quality and Appropriateness | | 92% | 80% | 93% |
| ✓ Overall | | 91% | 80% | 91% |
| ✓ Access | | 90% | 80% | 88% |
| ✓ Respect | | 89% | 80% | 91% |
| ✓ Outcome | | 82% | 80% | 83% |
| ✓ Recovery | | 80% | 80% | 79% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|---------------------------|-------|-------|
| Mental Health | | | |
| | Outpatient | 1,092 | 36.6% |
| | Social Rehabilitation | 687 | 23.0% |
| | Community Support | 237 | 7.9% |
| | Intake | 202 | 6.8% |
| | Crisis Services | 187 | 6.3% |
| | ACT | 57 | 1.9% |
| | Other | 36 | 1.2% |
| | Inpatient Services | 34 | 1.1% |
| | Residential Services | 13 | 0.4% |
| Forensic MH | | | |
| | Forensics Community-based | 304 | 10.2% |
| | Outpatient | 48 | 1.6% |
| | Case Management | 29 | 1.0% |
| Forensic SA | | | |
| | Forensics Community-based | 60 | 2.0% |

Client Demographics

| Age | # | % | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 217 | 13% | 13% |
| 26-34 | 298 | 18% | 23% |
| 35-44 | 287 | 17% | 19% |
| 45-54 | 407 | 25% | 22% |
| 55-64 | 320 | 19% | 17% |
| 65+ | 122 | 7% | 5% |

| Gender | # | % | State Avg |
|-------------|-------|-----|-----------|
| Male | 1,000 | 60% | 59% |
| Female | 650 | 39% | 41% |
| Transgender | 4 | 0% | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-------|-----|-----------|
| Non-Hispanic | 1,126 | 68% | 74% |
| Hisp-Puerto Rican | 337 | 20% | 12% |
| Hispanic-Other | 111 | 7% | 7% |
| Unknown | 66 | 4% | 6% |
| Hispanic-Cuban | 7 | 0% | 0% |
| Hispanic-Mexican | 7 | 0% | 1% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| Black/African American | 687 | 42% | ▲ 16% |
| White/Caucasian | 532 | 32% | ▼ 65% |
| Other | 351 | 21% | 13% |
| Unknown | 24 | 1% | 3% |
| Asian | 23 | 1% | 1% |
| Multiple Races | 16 | 1% | 1% |
| Am. Indian/Native Alaskan | 5 | 0% | 1% |
| Hawaiian/Other Pacific Islander | 3 | 0% | 0% |

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

500 Vine Jail Div

Capitol Region Mental Health Center

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

Connecticut Dept of Mental Health and Addiction Services

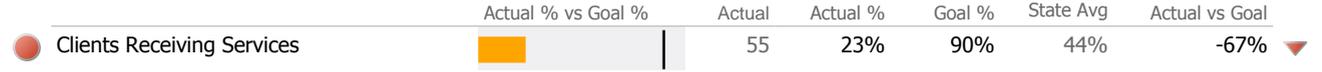
Program Quality Dashboard

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

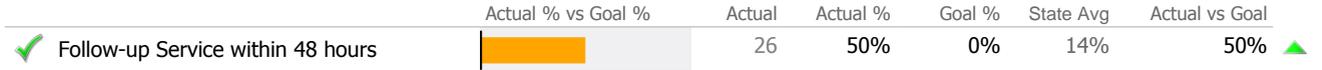
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 293 | 257 | 14% ▲ |
| Admits | 156 | 168 | -7% |
| Discharges | 125 | 147 | -15% ▼ |
| Service Hours | 307 | 174 | 77% ▲ |

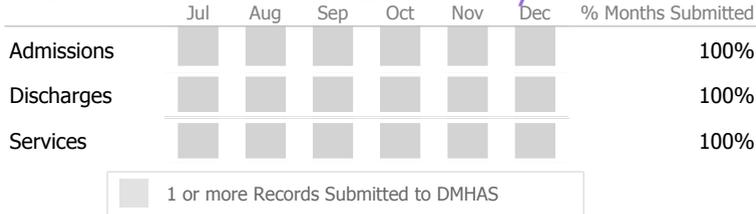
Service Utilization



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 | 57 | 55 | 4% |
| Admits | 6 | 8 | -25% ▼ |
| Discharges | 2 | 6 | -67% ▼ |
| Service Hours | 1,464 | 946 | 55% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 97% |
| On-Time Periodic | | |
| 6 Month Updates | 65% | 79% |
| Cooccurring | | |
| MH Screen Complete | 83% | 93% |
| SA Screen Complete | 83% | 93% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 91% | 99% |
| Valid Axis V GAF Score | 70% | 80% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 65% | 57% | -65% ▼ |
| No Re-admit within 30 Days of Discharge | | 2 | 100% | 85% | 93% | 15% ▲ |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 50% | N/A |

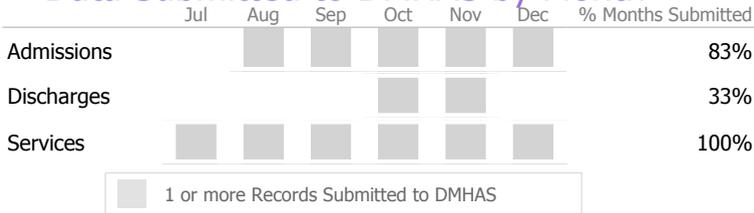
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 35 | 61% | 60% | 86% | 1% |
| Employed | | 0 | 0% | 15% | 11% | -15% ▼ |
| Social Support | | 24 | 42% | 60% | 76% | -18% ▼ |
| Improved/Maintained Axis V GAF Score | | 26 | 51% | 85% | 50% | -34% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 54 | 98% | 90% | 98% | 8% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 29 | 26 | 12% ▲ |
| Admits | 9 | 8 | 13% ▲ |
| Discharges | 7 | 11 | -36% ▼ |
| Service Hours | 765 | 578 | 32% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 97% | 90% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 93% | 80% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 4 | 57% | 50% | 12% | 7% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Self Help | | 28 | 97% | 60% | 91% | 37% ▲ |
| ● Stable Living Situation | | 23 | 79% | 80% | 68% | -1% |
| ● Employed | | 3 | 10% | 20% | 4% | -10% ▼ |
| ● Social Support | | 13 | 45% | 60% | 41% | -15% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 22 | 100% | 90% | 100% | 10% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■ | ■ | ■ | ■ | ■ | | 83% |
| Discharges | ■ | ■ | ■ | | ■ | ■ | 83% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Standard Case Management Programs

Program Activity

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

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | N/A | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 58% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | N/A | 83% |
| SA Screen Complete | N/A | 81% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 0% | 97% |
| Valid Axis V GAF Score | 0% | 87% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 39% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 1 | 100% | 95% | 82% | 5% |
| ● Employed | | 0 | 0% | 30% | 20% | -30% ▼ |
| ● Social Support | | 0 | 0% | 60% | 66% | -60% ▼ |
| ● Improved/Maintained Axis V GAF Score | | N/A | N/A | 75% | 49% | -75% ▼ |

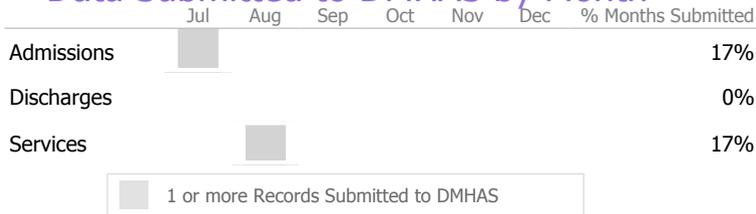
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 1 | 100% | 90% | 79% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days | | 0 | 0% | 75% | 64% | -75% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

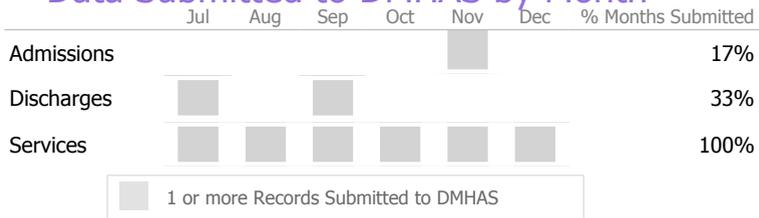
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16 | 17 | -6% |
| Admits | 1 | 4 | -75% ▼ |
| Discharges | 3 | 3 | 0% |
| Service Hours | 317 | 266 | 19% ▲ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

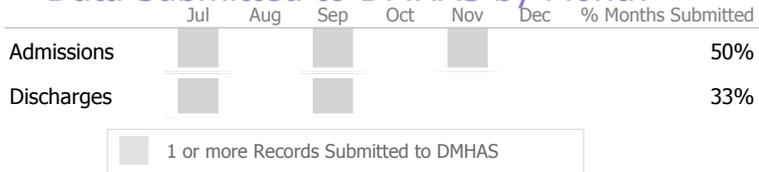
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Re-entry Programs Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 11 | 14 | -21% ▼ |
| Admits | 3 | - | |
| Discharges | 16 | 6 | 167% ▲ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active UM Screening Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 237 | 234 | 1% |
| Admits | 45 | 92 | -51% ▼ |
| Discharges | 101 | 44 | 130% ▲ |
| Service Hours | 2,072 | 2,254 | -8% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------------------|--------|-----------|
| Valid NOMS Data | 99% | 97% |
| On-Time Periodic 6 Month Updates | 81% | 88% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 90% |
| SA Screen Complete | 100% | 88% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 86% | 97% |
| Valid Axis V GAF Score | 41% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 96 | 95% | 65% | 68% | 30% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 162 | 66% | 60% | 80% | 6% |
| Stable Living Situation | | 209 | 86% | 80% | 92% | 6% |
| Employed | | 17 | 7% | 20% | 12% | -13% ▼ |
| Improved/Maintained Axis V GAF Score | | 21 | 10% | 95% | 61% | -85% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 139 | 95% | 90% | 98% | 5% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 47 Active CSP Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 74 | 82 | -10% |
| Admits | 2 | 8 | -75% ▼ |
| Discharges | 3 | 9 | -67% ▼ |
| Service Hours | 981 | 1,037 | -5% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 99% | 58% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 67% | 83% |
| SA Screen Complete | 100% | 81% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 7% | 87% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 33% | 50% | 39% | -17% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 28 | 38% | 30% | 20% | 8% |
| Social Support | | 50 | 68% | 60% | 66% | 8% |
| Stable Living Situation | | 70 | 95% | 95% | 82% | 0% |
| Improved/Maintained Axis V GAF Score | | 5 | 7% | 75% | 49% | -68% ▼ |

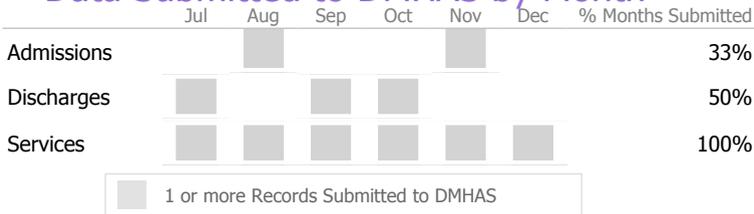
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 71 | 100% | 90% | 79% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 2 | 100% | 75% | 64% | 25% ▲ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 48 | 64 | -25% ▼ |
| Admits | 12 | 9 | 33% ▲ |
| Discharges | 11 | 12 | -8% |
| Service Hours | 1,249 | 1,183 | 6% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data | 95% | 92% |
| On-Time Periodic 6 Month Updates | 96% | 70% |
| Cooccurring MH Screen Complete | 100% | 89% |
| SA Screen Complete | 92% | 88% |
| Diagnosis Valid Axis I Diagnosis | 98% | 100% |
| Valid Axis V GAF Score | 8% | 79% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 9% | 50% | 31% | -41% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Self Help | | 47 | 98% | 60% | 27% | 38% ▲ |
| Social Support | | 34 | 71% | 60% | 78% | 11% ▲ |
| Stable Living Situation | | 39 | 81% | 95% | 80% | -14% ▼ |
| Employed | | 1 | 2% | 30% | 17% | -28% ▼ |
| Improved/Maintained Axis V GAF Score | | 2 | 5% | 75% | 52% | -70% ▼ |

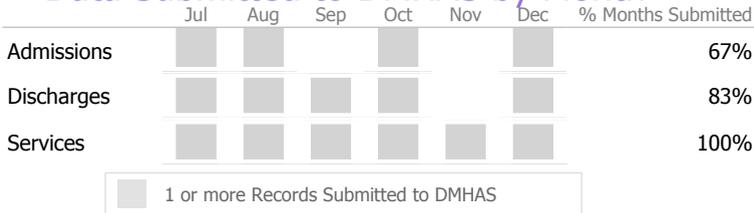
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 37 | 100% | 90% | 97% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 12 | 100% | 75% | 96% | 25% ▲ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 138 | 343 | -60% ▼ |
| Admits | - | 5 | -100% ▼ |
| Discharges | 138 | 17 | 712% ▲ |
| Service Hours | 58 | 2,643 | -98% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data | 99% | 93% |
| On-Time Periodic 6 Month Updates | N/A | 58% |
| Cooccurring MH Screen Complete | N/A | 83% |
| SA Screen Complete | N/A | 81% |
| Diagnosis Valid Axis I Diagnosis | 99% | 97% |
| Valid Axis V GAF Score | 88% | 87% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 138 | 100% | 50% | 39% | 50% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 128 | 93% | 95% | 82% | -2% |
| Social Support | | 59 | 43% | 60% | 66% | -17% ▼ |
| Improved/Maintained Axis V GAF Score | | 71 | 51% | 75% | 49% | -24% ▼ |
| Employed | | 6 | 4% | 30% | 20% | -26% ▼ |

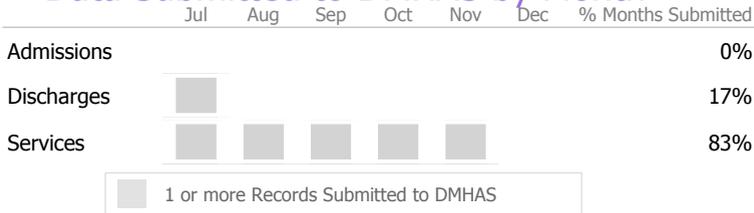
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | N/A | N/A | 90% | 79% | N/A ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 0 | 0% | 75% | 64% | -75% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

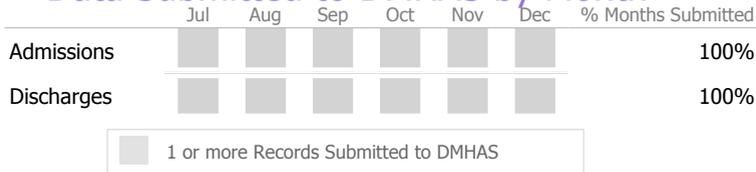
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 53 | 76 | -30% ▼ |
| Admits | 48 | 75 | -36% ▼ |
| Discharges | 49 | 75 | -35% ▼ |

Crisis

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request | | 50 | 98% | 75% | 67% | 23% ▲ |
| ✓ Community Location Evaluation | | 51 | 100% | 80% | 77% | 20% ▲ |
| ● Follow-up Service within 48 hours | | 6 | 35% | 90% | 59% | -55% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 13 | 10 | 30% ▲ |
| Admits | 5 | - | |
| Discharges | 5 | 3 | 67% ▲ |
| Bed Days | 1,450 | 1,647 | -12% ▼ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 3 | 60% | 60% | 72% | 0% |
| ✓ Follow-up within 30 Days of Discharge | | 3 | 100% | 90% | 78% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 13 | 100% | 60% | 86% | 40% ▲ |
| ✓ Stable Living Situation | | 13 | 100% | 95% | 97% | 5% |
| ● Employed | | 0 | 0% | 25% | 7% | -25% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 7 | 88% | 95% | 66% | -7% |

Data Submission Quality

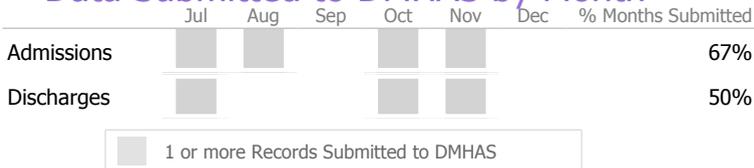
| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data | | 99% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | | 92% |
| Cooccurring | Actual | State Avg |
| ✓ MH Screen Complete | | 86% |
| SA Screen Complete | | 86% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | | 100% |
| ✓ Valid Axis V GAF Score | | 96% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 10 | 394 days | 0.5 | 79% | 90% | 93% | -11% ▼ |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

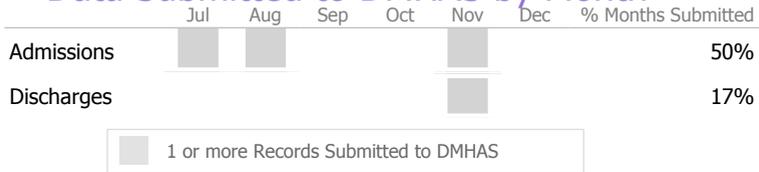
Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 17 | 20 | -15% ▼ |
| Admits | 3 | 5 | -40% ▼ |
| Discharges | 2 | 3 | -33% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 34 | 25 | 36% ▲ |
| Admits | 18 | 10 | 80% ▲ |
| Discharges | 18 | 11 | 64% ▲ |
| Bed Days | 2,905 | 2,809 | 3% |

Discharge Outcomes

| Measure | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 10 | 56% | 95% | 56% | -39% ▼ |
| No Re-admit within 30 Days of Discharge | | 17 | 94% | 85% | 94% | 9% |
| Follow-up within 30 Days of Discharge | | 7 | 70% | 90% | 70% | -20% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | | 92% |
| On-Time Periodic | | |
| 6 Month Updates | | 60% |
| Cooccurring | | |
| MH Screen Complete | | 100% |
| SA Screen Complete | | 100% |
| Diagnosis | | |
| Valid Axis I Diagnosis | | 88% |
| Valid Axis V GAF Score | | 3% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score | | 1 | 4% | 75% | 4% | -71% ▼ |

Bed Utilization

| 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| | 16 | 245 days | 0.3 | 99% | 90% | 99% | 9% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 83% |
| Discharges | | | | | | | 67% |

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 2 Active Non-Certified Subacute Programs

Intake Team

Capitol Region Mental Health Center
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

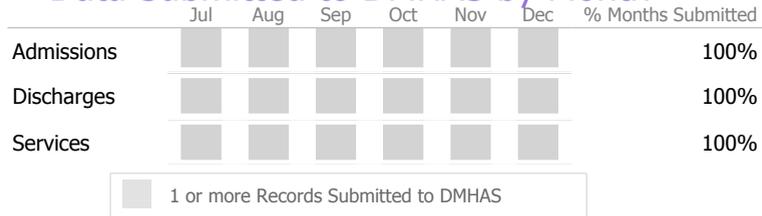
Program Quality Dashboard

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 191 | 220 | -13% ▼ |
| Admits | 73 | 76 | -4% |
| Discharges | 164 | 87 | 89% ▲ |
| Service Hours | 312 | 328 | -5% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

JD Sub Use

Capitol Region Mental Health Center

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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 60 | 75 | -20% ▼ |
| Admits | 19 | 46 | -59% ▼ |
| Discharges | 20 | 41 | -51% ▼ |
| Service Hours | - | - | |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | <div style="width: 0%;"></div> | 0 | 0% | 90% | | N/A ▼ |

Jail Diversion

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------------------|--------|----------|--------|-----------|----------------|
| ✓ Follow-up Service within 48 hours | <div style="width: 0%;"></div> | 0 | 0% | 0% | 0% | 0% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■ | ■ | ■ | ■ | ■ | ■ | 100% |
| Discharges | ■ | ■ | ■ | ■ | ■ | ■ | 100% |
| Services | | | | | | | 0% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

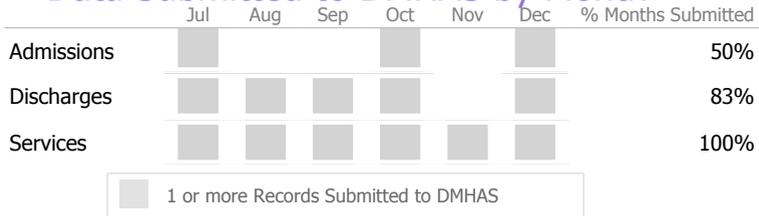
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Court Liaison-Jail Diversion Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 19 | 10 | 90% ▲ |
| Admits | 6 | 5 | 20% ▲ |
| Discharges | 9 | 2 | 350% ▲ |
| Service Hours | 83 | 34 | 143% ▲ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Mobile Crisis Team

Capitol Region Mental Health Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

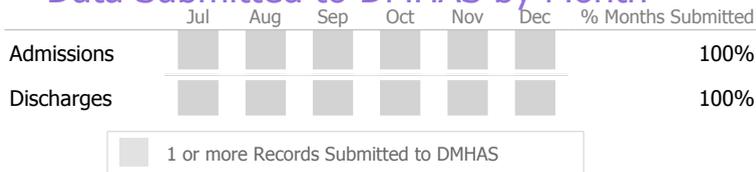
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 137 | 159 | -14% ▼ |
| Admits | 153 | 197 | -22% ▼ |
| Discharges | 152 | 198 | -23% ▼ |

Crisis

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request | | 156 | 96% | 75% | 67% | 21% ▲ |
| ✓ Community Location Evaluation | | 158 | 98% | 80% | 77% | 18% ▲ |
| ● Follow-up Service within 48 hours | | 19 | 35% | 90% | 59% | -55% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Peer Support

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

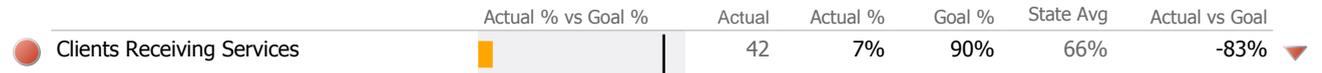
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

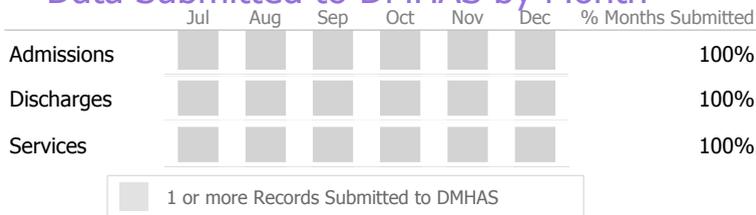
| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 687 | 657 | 5% |
| Admits | 71 | 41 | 73% ▲ |
| Discharges | 44 | 39 | 13% ▲ |
| Service Hours | 69 | 34 | 103% ▲ |
| Social Rehab/PHP/IOP Days | 0 | 0 | |

*Data System Limitations are affecting service numbers in this program

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 480 | 292 | 64% ▲ |
| Admits | 203 | 23 | 783% ▲ |
| Discharges | 31 | 13 | 138% ▲ |
| Service Hours | 3,209 | 2,814 | 14% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 86% | 58% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 86% | 83% |
| SA Screen Complete | 90% | 81% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 65% | 97% |
| Valid Axis V GAF Score | 25% | 87% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 3 | 10% | 50% | 39% | -40% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 243 | 50% | 60% | 66% | -10% |
| Stable Living Situation | | 407 | 84% | 95% | 82% | -11% ▼ |
| Employed | | 17 | 4% | 30% | 20% | -26% ▼ |
| Improved/Maintained Axis V GAF Score | | 49 | 17% | 75% | 49% | -58% ▼ |

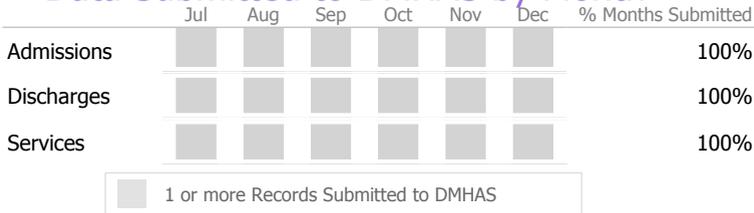
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 447 | 99% | 90% | 79% | 9% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 76 | 37% | 75% | 64% | -38% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 417 | 259 | 61% ▲ |
| Admits | 171 | 3 | 5600% ▲ |
| Discharges | 22 | 17 | 29% ▲ |
| Service Hours | 4,173 | 2,583 | 62% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 99% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 92% | 58% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 94% | 83% |
| SA Screen Complete | 94% | 81% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 73% | 97% |
| Valid Axis V GAF Score | 38% | 87% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 5 | 23% | 50% | 39% | -27% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 302 | 72% | 60% | 66% | 12% ▲ |
| Stable Living Situation | | 364 | 87% | 95% | 82% | -8% |
| Employed | | 41 | 10% | 30% | 20% | -20% ▼ |
| Improved/Maintained Axis V GAF Score | | 51 | 20% | 75% | 49% | -55% ▼ |

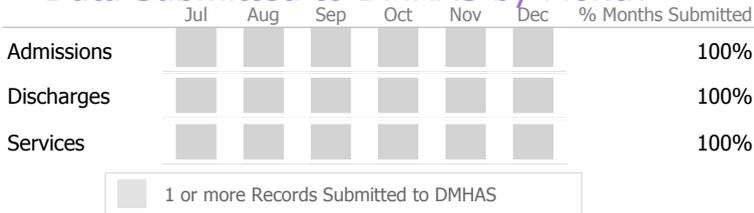
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 396 | 100% | 90% | 79% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 122 | 71% | 75% | 64% | -4% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 125 | 129 | -3% |
| Admits | 22 | 14 | 57% ▲ |
| Discharges | 19 | 29 | -34% ▼ |
| Service Hours | 9,668 | 9,134 | 6% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 97% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 58% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 83% |
| SA Screen Complete | 96% | 81% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 94% | 87% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 6 | 32% | 50% | 39% | -18% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 118 | 94% | 60% | 66% | 34% ▲ |
| Stable Living Situation | | 118 | 94% | 95% | 82% | -1% |
| Improved/Maintained Axis V GAF Score | | 90 | 86% | 75% | 49% | 11% ▲ |
| Employed | | 33 | 26% | 30% | 20% | -4% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 105 | 99% | 90% | 79% | 9% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 20 | 91% | 75% | 64% | 16% ▲ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 93 Active Standard Outpatient Programs