

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 251 | 72 | 249% | ▲ |
| | Admits | 118 | 70 | 69% | ▲ |
| | Discharges | 66 | 70 | -6% | |
| | Service Hours | 591 | - | | |
| | Bed Days | 658 | 715 | -8% | |

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

Consumer Satisfaction Survey (Based on 135 FY16 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction | | 93% | 80% | 92% |
| ✓ Respect | | 91% | 80% | 91% |
| ✓ Overall | | 91% | 80% | 91% |
| ✓ Participation in Treatment | | 90% | 80% | 92% |
| ✓ Quality and Appropriateness | | 89% | 80% | 93% |
| ✓ Access | | 89% | 80% | 88% |
| ✓ Outcome | | 81% | 80% | 83% |
| ● Recovery | | 77% | 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 | 185 | 73.7% |
| | Crisis Services | 66 | 26.3% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-----|-----|-----------|---------------------------------|-----|-----|-----------|
| 18-25 | 16 | 6% | 12% | Female | 139 | 56% | 42% |
| 26-34 | 36 | 14% | 22% | Male | 111 | 44% | 58% |
| 35-44 | 48 | 19% | 19% | Transgender | | | 0% |
| 45-54 | 75 | 30% | 23% | | | | |
| 55-64 | 65 | 26% | 18% | | | | |
| 65+ | 11 | 4% | 6% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 203 | 81% | 75% | White/Caucasian | 132 | 53% | 65% |
| Hisp-Puerto Rican | 25 | 10% | 12% | Black/African American | 91 | 36% | 16% |
| Unknown | 15 | 6% | 6% | Unknown | 11 | 4% | 3% |
| Hispanic-Other | 8 | 3% | 7% | Other | 10 | 4% | 13% |
| Hispanic-Cuban | | | 0% | Asian | 3 | 1% | 1% |
| Hispanic-Mexican | | | 1% | Am. Indian/Native Alaskan | 2 | 1% | 1% |
| | | | | Multiple Races | 1 | 0% | 1% |
| | | | | Hawaiian/Other Pacific Islander | 1 | 0% | 0% |

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

Respite Bed Program

Yale-New Haven Hospital

Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 66 | 72 | -8% |
| Admits | 60 | 70 | -14% ▼ |
| Discharges | 63 | 70 | -10% |
| Bed Days | 658 | 715 | -8% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ No Re-admit within 30 Days of Discharge | | 56 | 89% | 85% | 89% | 4% |
| ● Follow-up within 30 Days of Discharge | | 35 | 70% | 90% | 79% | -20% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 8 | 13 days | 0.1 | 89% | 90% | 61% | -1% |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 100% |
| Discharges | | | | 100% |

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 9 Active Respite Bed Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 185 | | |
| Admits | 58 | - | |
| Discharges | 3 | - | |
| Service Hours | 591 | - | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 90% | 93% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 58% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 38% | 83% |
| SA Screen Complete | 38% | 81% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 97% | 86% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 50% | 42% | -50% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 133 | 72% | 60% | 64% | 12% ▲ |
| Stable Living Situation | | 157 | 85% | 95% | 80% | -10% |
| Employed | | 20 | 11% | 30% | 19% | -19% ▼ |
| Improved/Maintained Axis V GAF Score | | 0 | 0% | 75% | 45% | -75% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 151 | 83% | 90% | 69% | -7% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 28 | 48% | 75% | 64% | -27% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 67% |
| Discharges | | | | 67% |
| Services | | | | 67% |

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