

**Provider Activity**

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,610	2,788	-6%
	Admits	806	919	-12% ▼
	Discharges	794	976	-19% ▼
	Service Hours	27,339	24,411	12% ▲
	Bed Days	8,034	6,470	24% ▲
	S.Rehab/PHP/IOP	2,678	734	265% ▲

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

**Consumer Satisfaction Survey**

(Based on 487 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Access		91%	80%	88%
✓ Overall		91%	80%	91%
✓ Respect		90%	80%	91%
● Outcome		75%	80%	83%
● Recovery		75%	80%	79%

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

**Clients by Level of Care**

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Outpatient	2,286	63.8%
	Community Support	403	11.2%
	Social Rehabilitation	206	5.7%
	Employment Services	176	4.9%
	Case Management	157	4.4%
	Residential Services	47	1.3%
<b>Forensic MH</b>			
	Forensics Community-based	196	5.5%
<b>Addiction</b>			
	Outpatient	111	3.1%
<b>Other</b>			
	Other	1	0.0%

**Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	263	10%	12%	Female	1,351	52%	41%
26-34	413	16%	23%	Male	1,258	48%	59%
35-44	411	16%	20%	Transgender			0%
45-54	596	23%	22%	<b>Race</b>			
55-64	657	25%	18%	White/Caucasian	1,981	76%	65%
65+	268	10%	6%	Unknown	364	14%	3%
<b>Ethnicity</b>				Black/African American	159	6%	16%
Non-Hispanic	2,375	91%	74%	Other	84	3%	13%
Hispanic-Other	100	4%	7%	Asian	13	0%	1%
Unknown	82	3%	6%	Multiple Races	6	0%	1%
Hisp-Puerto Rican	50	2%	13%	Am. Indian/Native Alaskan	2	0%	1%
Hispanic-Mexican	2	0%	1%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Cuban	1	0%	0%				

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	77	9%
Admits	28	19	47% ▲
Discharges	17	17	0%
Service Hours	685	546	25% ▲

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		38	45%	35%	45%	10% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		63	94%	90%	96%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		92%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 41 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	234	281	-17% ▼
Admits	30	88	-66% ▼
Discharges	21	62	-66% ▼
Service Hours	121	62	95% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	36%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	47%	86%
SA Screen Complete	47%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	53%	96%
Valid Axis V GAF Score	50%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	10%	50%	42%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	38%	60%	68%	-22% ▼
Employed		15	6%	30%	22%	-24% ▼
Stable Living Situation		95	40%	95%	84%	-55% ▼
Improved/Maintained Axis V GAF Score		22	11%	75%	48%	-64% ▼

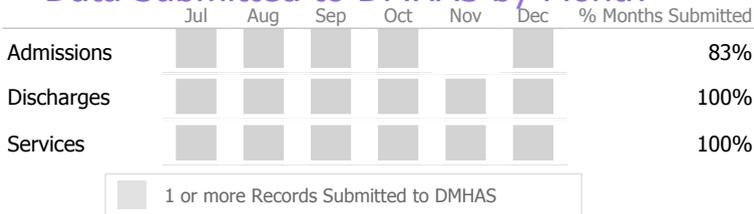
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		88	41%	90%	85%	-49% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	20%	75%	68%	-55% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	-	-
Admits	-	-	-
Discharges	-	-	-
Service Hours	1	-	-

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	94%	-50% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	-	19	-100% ▼
Discharges	-	-	
Service Hours	299	226	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	85%	85%	86%	0%

### Service Utilization

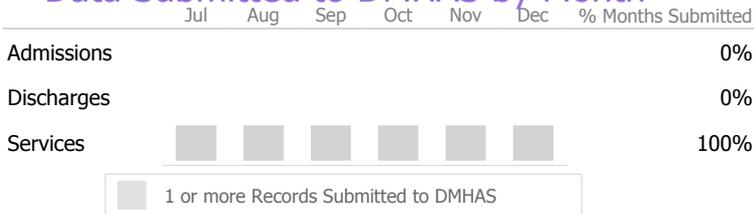
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	90%	90%	94%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	85%	82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	-	-	
Discharges	1	-	
Service Hours	312	268	16% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	86%	5%

### Service Utilization

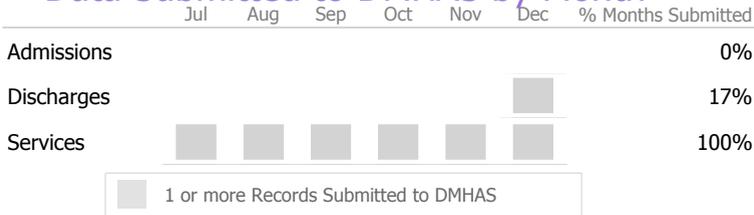
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	89%	90%	94%	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	1	0%
Discharges	-	1	-100% ▼
Bed Days	1,369	1,473	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	71%	76%
Cooccurring		
MH Screen Complete	0%	90%
SA Screen Complete	0%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	89%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	88%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	82%	40% ▲
Stable Living Situation		8	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		6	86%	95%	66%	-9%

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	8	2,321 days	0.5	93%	90%	96%	3%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%

▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 24 Active Group Home Programs

# HARP Supervised Apts

BH Care (formerly Harbor and Birmingham)

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	3	4	-25% ▼
Discharges	-	7	-100% ▼
Service Hours	512	645	-21% ▼
Bed Days	4,571	3,650	25% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	75%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	87%
SA Screen Complete	0%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

## Recovery

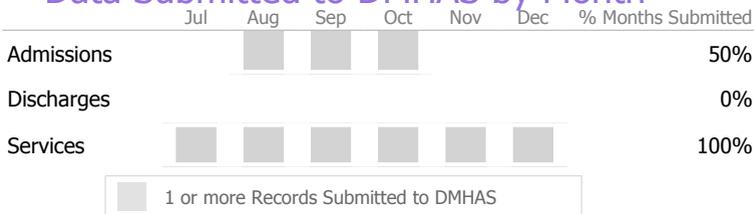
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	92%	60%	85%	32% ▲
✓ Stable Living Situation		25	96%	95%	96%	1%
● Employed		4	15%	25%	8%	-10% ▼
● Improved/Maintained Axis V GAF Score		19	83%	95%	64%	-12% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,358 days	0.4	118%	90%	94%	28% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 63 Active Supervised Apartments Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 0 Active Integrated Primary Care Programs

## Program Activity

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

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	N/A
SA Screen Complete	N/A	N/A

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 0 Active Integrated Primary Care Programs

# Options SR

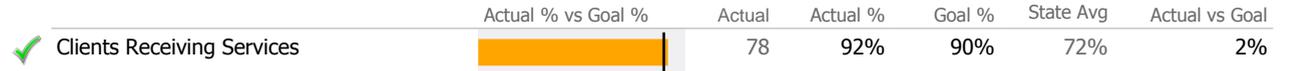
BH Care (formerly Harbor and Birmingham)

Mental Health - Social Rehabilitation - Social Rehabilitation

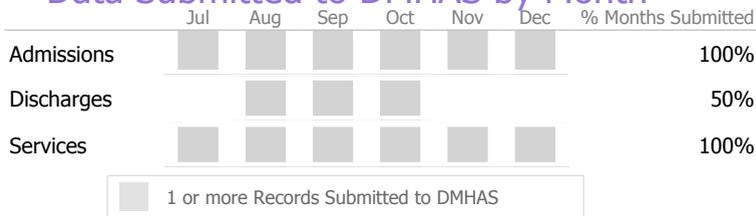
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	104	-13% ▼
Admits	19	21	-10%
Discharges	5	22	-77% ▼
Service Hours	3,239	1,838	76% ▲
Social Rehab/PHP/IOP Days	1,380	724	91% ▲

## Service Utilization



## Data Submitted to DMHAS by Month



\* State Avg based on 36 Active Social Rehabilitation Programs

# Options Vocational Program

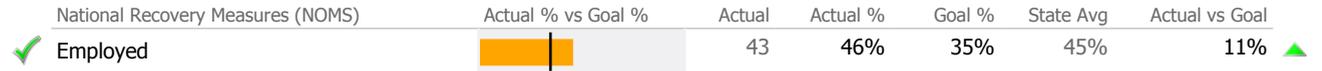
BH Care (formerly Harbor and Birmingham)

Mental Health - Employment Services - Employment Services

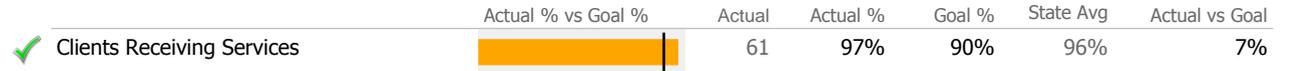
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	106	-12% ▼
Admits	30	15	100% ▲
Discharges	30	44	-32% ▼
Service Hours	510	573	-11% ▼

## Recovery



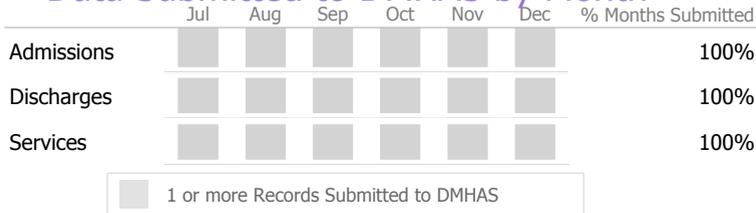
## Service Utilization



## Data Submission Quality



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 41 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	123	-8%
Admits	-	8	-100% ▼
Discharges	9	6	50% ▲
Service Hours	961	1,037	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic 6 Month Updates	3%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	44%	50%	42%	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		90	80%	60%	68%	20% ▲
Stable Living Situation		104	92%	95%	84%	-3%
Employed		15	13%	30%	22%	-17% ▼
Improved/Maintained Axis V GAF Score		65	58%	75%	48%	-17% ▼

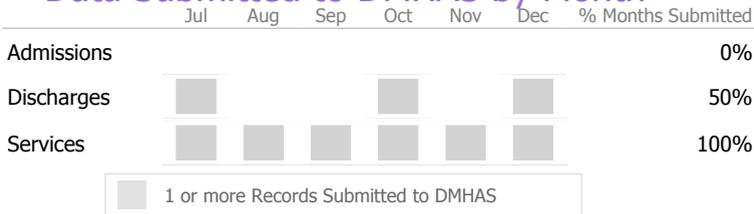
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		100	96%	90%	85%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

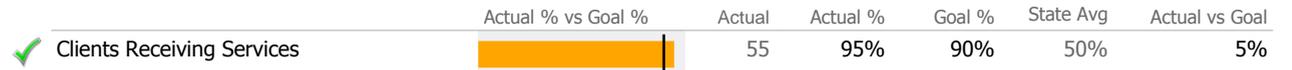
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	117	3%
Admits	79	78	1%
Discharges	71	88	-19% ▼
Service Hours	305	320	-5%

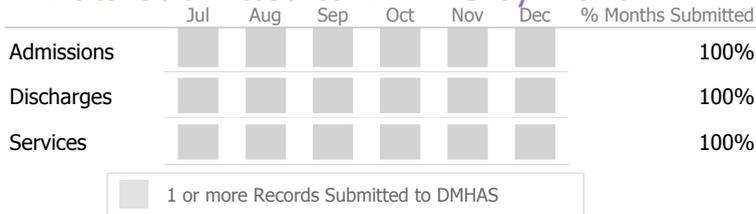
### Service Utilization



### 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	110	111	-1%
Admits	10	16	-38% ▼
Discharges	12	13	-8%
Service Hours	692	657	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	94%	68%
Cooccurring		
MH Screen Complete	82%	86%
SA Screen Complete	73%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	50%	50%	42%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		83	75%	60%	68%	15% ▲
Improved/Maintained Axis V GAF Score		87	86%	75%	48%	11% ▲
Stable Living Situation		109	98%	95%	84%	3%
Employed		14	13%	30%	22%	-17% ▼

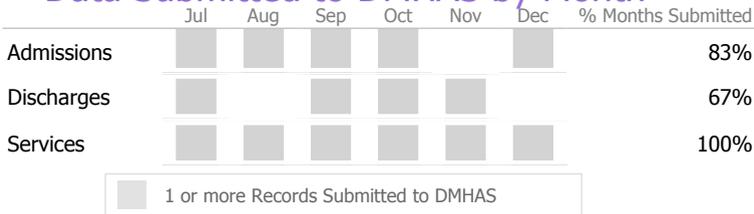
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		99	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	100%	75%	68%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	168	139	21%	▲
Admits	55	27	104%	▲
Discharges	29	19	53%	▲
Service Hours	1,675	1,240	35%	▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	29%	89%
SA Screen Complete	29%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	98%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	52%	65%	67%	-13% ▼

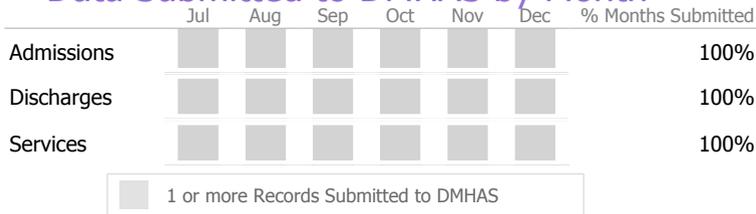
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		127	73%	60%	81%	13% ▲
✓ Stable Living Situation		146	84%	80%	92%	4%
● Employed		18	10%	20%	13%	-10% ▼
● Improved/Maintained Axis V GAF Score		66	51%	65%	61%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		139	97%	90%	98%	7%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	92	3%
Admits	14	12	17% ▲
Discharges	13	12	8%
Service Hours	951	670	42% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	16%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	86%
SA Screen Complete	93%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	85%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	38%	50%	42%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		82	86%	60%	68%	26% ▲
Stable Living Situation		88	93%	95%	84%	-2%
Employed		25	26%	30%	22%	-4%
Improved/Maintained Axis V GAF Score		6	7%	75%	48%	-68% ▼

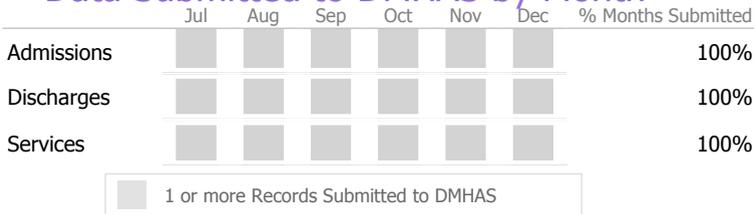
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		78	95%	90%	85%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	86%	75%	68%	11% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	16	-19% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	226	265	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	86%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	92	21% ▲
Admits	56	44	27% ▲
Discharges	63	66	-5%
Service Hours	351	293	20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	94%
Valid TEDS Data	33%	93%
<b>On-Time Periodic</b>		
6 Month Updates	30%	27%
<b>Cooccurring</b>		
MH Screen Complete	77%	99%
SA Screen Complete	77%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	43%	50%	51%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		92	80%	75%	84%	5%
Employed		60	52%	50%	41%	2%
Stable Living Situation		99	86%	95%	83%	-9%
Self Help		41	36%	60%	33%	-24%
Abstinence/Reduced Drug Use		9	8%	55%	54%	-47%
Improved/Maintained Axis V GAF Score		23	28%	75%	53%	-47%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	77%	90%	69%	-13%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		46	85%	75%	71%	10%

### 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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	933	1,023	-9%
Admits	178	195	-9%
Discharges	208	251	-17% ▼
Service Hours	4,578	4,442	3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		80	38%	50%	42%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		694	73%	60%	68%	13% ▲
● Employed		202	21%	30%	22%	-9%
● Stable Living Situation		812	85%	95%	84%	-10%
● Improved/Maintained Axis V GAF Score		565	68%	75%	48%	-7%

### Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		93%	93%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		86%	68%
Cooccurring	Actual	State Avg	
✓ MH Screen Complete		86%	86%
✓ SA Screen Complete		86%	83%
Diagnosis	Actual	State Avg	
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	88%

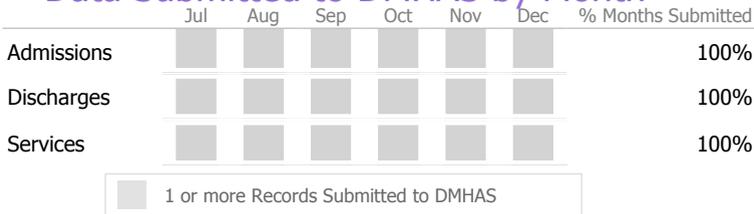
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		694	93%	90%	85%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		146	85%	75%	68%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	67%	76%
Cooccurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	89%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	88%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	100%	90%	99%	10%
Social Support		2	67%	60%	82%	7%
Improved/Maintained Axis V GAF Score		2	67%	95%	66%	-28%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	3,046 days	0.5	100%	90%	96%	10%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS



\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	235	208	13% ▲
Admits	61	49	24% ▲
Discharges	46	33	39% ▲
Service Hours	3,637	1,559	133% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	74%	89%
SA Screen Complete	69%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	99%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	52%	65%	67%	-13% ▼

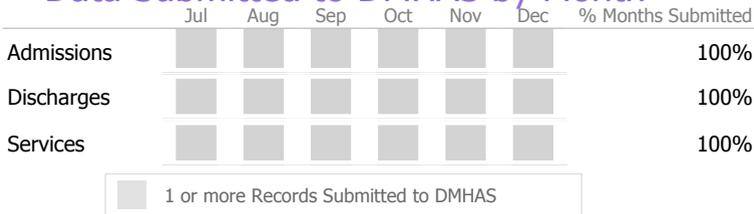
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		221	93%	60%	81%	33% ▲
Stable Living Situation		217	92%	80%	92%	12% ▲
Employed		38	16%	20%	13%	-4%
Improved/Maintained Axis V GAF Score		124	66%	65%	61%	1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		189	99%	90%	98%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	1	2	-50% ▼
Discharges	1	-	
Bed Days	894	795	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	87%
SA Screen Complete	0%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90% ▼

### Recovery

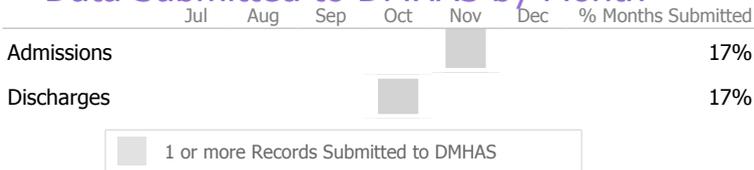
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	83%	60%	85%	23% ▲
Stable Living Situation		6	100%	95%	96%	5%
Employed		1	17%	25%	8%	-8%
Improved/Maintained Axis V GAF Score		4	80%	95%	64%	-15% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,663 days	0.5	97%	90%	94%	7%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 63 Active Supervised Apartments Programs

# Valley Jail Diversion 311-341

BH Care (formerly Harbor and Birmingham)

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

Connecticut Dept of Mental Health and Addiction Services

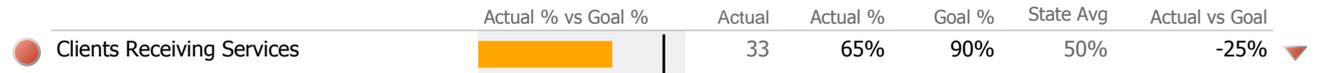
Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	76	0%
Admits	26	31	-16% ▼
Discharges	25	27	-7%
Service Hours	58	68	-14% ▼

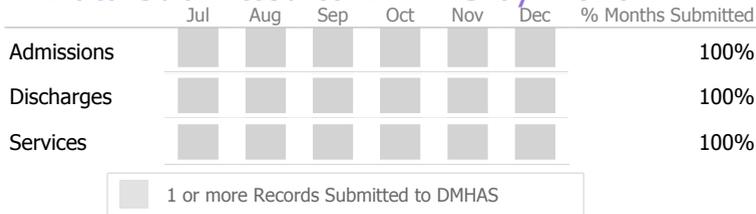
## Service Utilization



## 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

## Valley Next Steps Dev. 2

BH Care (formerly Harbor and Birmingham)

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	27	-7%
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	367	264	39% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	90%	15% ▲

### Service Utilization

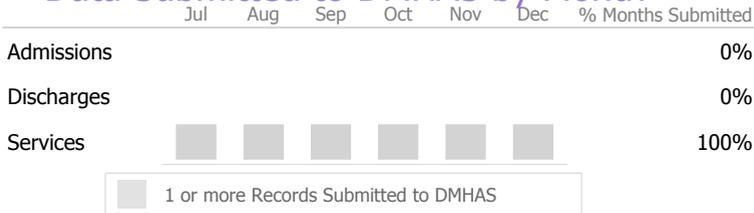
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

\* State Avg based on 52 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,011	1,106	-9%
Admits	173	230	-25% ▼
Discharges	217	249	-13% ▼
Service Hours	5,004	5,322	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	76%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	86%
SA Screen Complete	91%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	99%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		126	58%	50%	42%	8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		946	92%	60%	68%	32% ▲
Stable Living Situation		961	94%	95%	84%	-1%
Employed		272	27%	30%	22%	-3%
Improved/Maintained Axis V GAF Score		694	77%	75%	48%	2%

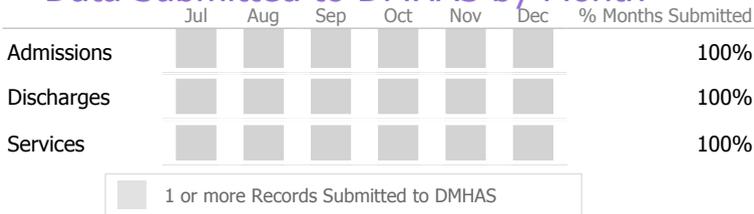
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		759	94%	90%	85%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		125	73%	75%	68%	-2%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	-	4	-100% ▼
Discharges	1	-	
Service Hours	293	190	54% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	86%	15% ▲

### Service Utilization

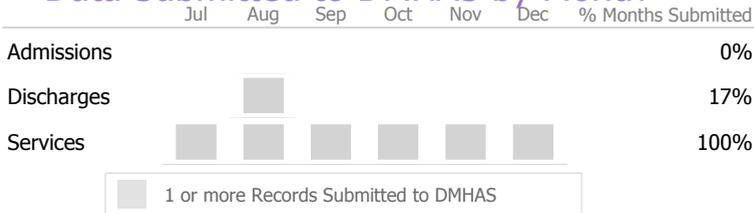
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	94%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

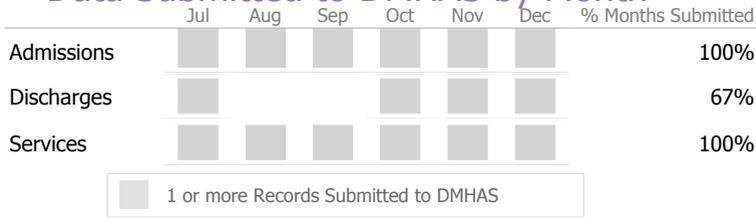
### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	117	39	200%	▲
Admits	25	18	39%	▲
Discharges	11	4	175%	▲
Service Hours	1,042	300		
Social Rehab/PHP/IOP Days	1,298	10	12880%	▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		92	85%	90%	72%	-5%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	37	-11% ▼
Admits	7	3	133% ▲
Discharges	4	13	-69% ▼
Service Hours	881	1,850	-52% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	64%	62%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	50%	69%	0%

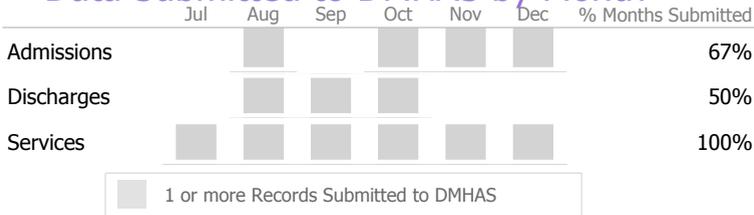
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	88%	60%	69%	28% ▲
Stable Living Situation		30	91%	80%	82%	11% ▲
Employed		9	27%	20%	9%	7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	97%	90%	62%	7%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	1	-	
Discharges	1	-	
Bed Days	648	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	87%
SA Screen Complete	0%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	85%	20% ▲
Stable Living Situation		4	80%	95%	96%	-15% ▼
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		3	75%	95%	64%	-20% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	297 days	0.6	70%	90%	94%	-20% ▼

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 63 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	31	-13% ▼
Admits	9	5	80% ▲
Discharges	2	12	-83% ▼
Service Hours	637	657	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	81%	62%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	69%	0%

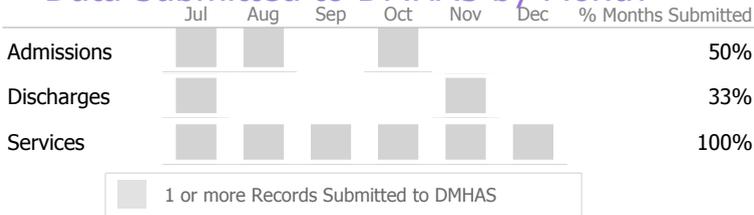
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	85%	60%	69%	25% ▲
✓ Stable Living Situation		23	85%	80%	82%	5%
● Employed		4	15%	20%	9%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		22	88%	90%	62%	-2%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs