

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	623	597	4%
	Admits	176	200	-12% ▼
	Discharges	100	85	18% ▲
	Service Hours	760	1,347	-44% ▼
	S.Rehab/PHP/IOP	4,838	4,824	0%

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

Consumer Satisfaction Survey

(Based on 107 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Access		89%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		76%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	527	79.5%
	Case Management	36	5.4%
Addiction	Outpatient	74	11.2%
	IOP	26	3.9%



Client Demographics

Age	#	%	State Avg
18-25	41	7%	12%
26-34	107	17%	23%
35-44	105	17%	20%
45-54	180	29%	22%
55-64	151	25%	18%
65+	28	5%	6%

Gender	#	%	State Avg
Male	384	62%	59%
Female	235	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	401	64%	74%
Hisp-Puerto Rican	78	13%	13%
Hispanic-Other	76	12%	7%
Unknown	46	7%	6%
Hispanic-Mexican	16	3%	1%
Hispanic-Cuban	6	1%	0%

Race	#	%	State Avg
Black/African American	243	39%	▲ 16%
White/Caucasian	218	35%	▼ 65%
Other	99	16%	13%
Unknown	44	7%	3%
Multiple Races	9	1%	1%
Am. Indian/Native Alaskan	6	1%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	70	6%
Admits	44	45	-2%
Discharges	47	41	15% ▲
Service Hours	523	736	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
Valid TEDS Data	97%	93%
On-Time Periodic		
6 Month Updates	92%	27%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	32%	50%	51%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		77	95%	75%	84%	20% ▲
Abstinence/Reduced Drug Use		52	64%	55%	54%	9%
Stable Living Situation		75	93%	95%	83%	-2%
Employed		26	32%	50%	41%	-18% ▼
Improved/Maintained Axis V GAF Score		32	53%	75%	53%	-22% ▼
Self Help		11	14%	60%	33%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	100%	90%	69%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		40	93%	75%	71%	18% ▲

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

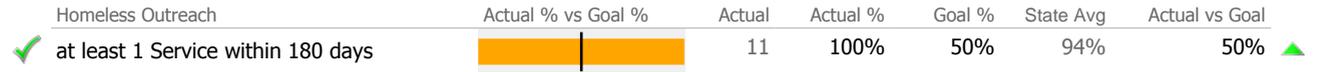
Actual | Goal Goal Met Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

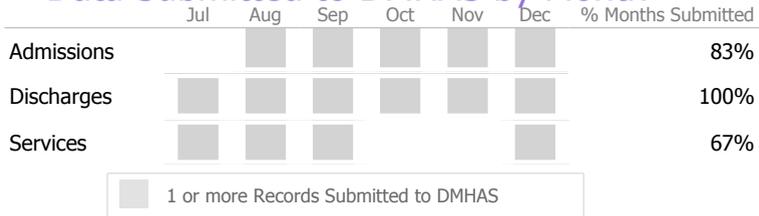
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	37	-32% ▼
Admits	11	20	-45% ▼
Discharges	18	21	-14% ▼
Service Hours	79	139	-43% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 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	12	11	9%
Admits	3	-	
Discharges	5	-	
Service Hours	63	85	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		10	83%	85%	86%	-2%

Service Utilization

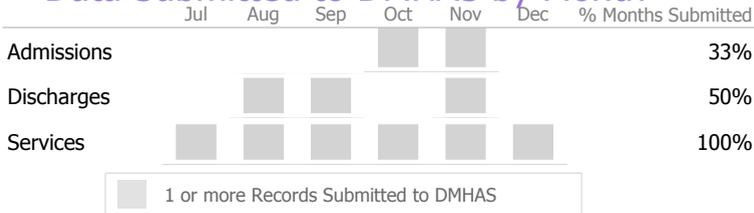
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	94%	10%

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	26	36	-28% ▼
Admits	15	26	-42% ▼
Discharges	28	23	22% ▲
Service Hours	94	387	-76% ▼
Social Rehab/PHP/IOP Days	300	518	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	0%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	75%	50%	63%	25% ▲
Follow-up within 30 Days of Discharge		16	76%	90%	60%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		28	100%	75%	92%	25% ▲
Abstinence/Reduced Drug Use		17	61%	55%	66%	6%
Improved/Maintained Axis V GAF Score		22	79%	75%	84%	4%
Stable Living Situation		27	96%	95%	88%	1%
Employed		6	21%	50%	33%	-29% ▼
Self Help		6	21%	60%	43%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	83%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■		■			50%
Discharges	■	■	■	■			67%
Services	■	■	■	■	■		83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Standard IOP Programs

Senior Outreach

Family and Childrens Agency Inc

Mental Health - Case Management - Outreach & Engagement

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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

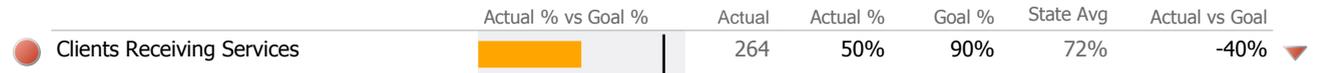
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

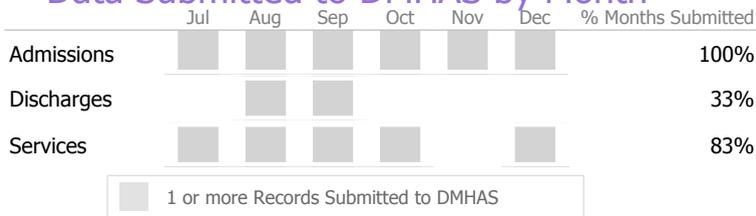
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	527	494	7%
Admits	103	109	-6%
Discharges	2	-	
Service Hours		-	
Social Rehab/PHP/IOP Days	4,538	4,306	5%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs