

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,855	3,313	16%	▲
	Admits	1,616	1,817	-11%	▼
	Discharges	1,775	1,406	26%	▲
	Service Hours	2,795	3,277	-15%	▼
	Bed Days	24,262	19,813	22%	▲

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

Consumer Satisfaction Survey

(Based on 684 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		90%	80%	91%
✓ Respect		89%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Access		86%	80%	88%
✓ Recovery		84%	80%	79%
✓ Outcome		83%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA	Forensics Community-based	2,593	65.2%
	Residential Services	765	19.2%
Addiction	Case Management	393	9.9%
	Outpatient	199	5.0%
	Case Management	26	0.7%
Mental Health			
	Case Management	26	0.7%

Client Demographics

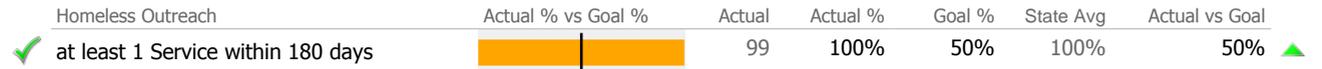
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	762	20%	12%	Male	2,805	73%	▲ 59%
26-34	1,119	30%	23%	Female	1,047	27%	▼ 41%
35-44	713	19%	20%	Transgender			0%
45-54	597	16%	22%				
55-64	408	11%	18%				
65+	126	3%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	2,924	76%	74%	White/Caucasian	2,907	75%	65%
Hispanic-Other	492	13%	7%	Other	584	15%	13%
Hisp-Puerto Rican	218	6%	13%	Black/African American	191	5%	▼ 16%
Unknown	176	5%	6%	Unknown	119	3%	3%
Hispanic-Mexican	40	1%	1%	Asian	38	1%	1%
Hispanic-Cuban	5	0%	0%	Am. Indian/Native Alaskan	7	0%	1%
				Hawaiian/Other Pacific Islander	6	0%	0%
				Multiple Races	3	0%	1%

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

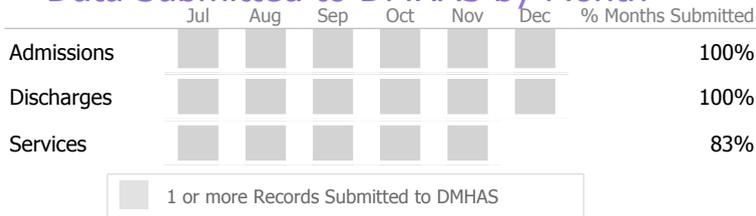
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	271	161	68% ▲
Admits	100	108	-7%
Discharges	77	20	285% ▲
Service Hours	662	840	-21% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	1	3200% ▲
Admits	32	1	3100% ▲
Discharges	13	-	
Service Hours	134	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	0%	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	31%	50%	76%	-19% ▼

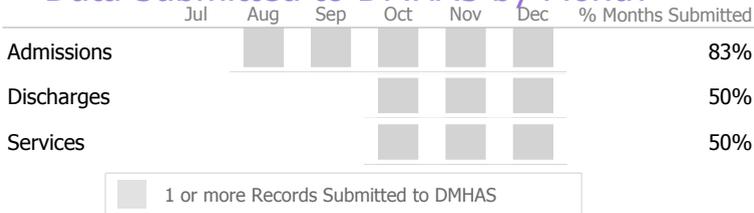
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	36%	20%	23%	16% ▲
Self Help		23	70%	60%	70%	10%
Stable Living Situation		28	85%	80%	84%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	100%	90%	77%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	76	-7%
Admits	49	66	-26% ▼
Discharges	38	63	-40% ▼
Service Hours	626	440	42% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	0%	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		23	61%	50%	51%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		60	78%	75%	84%	3%
● Abstinence/Reduced Drug Use		41	53%	55%	54%	-2%
● Stable Living Situation		68	88%	95%	83%	-7%
● Employed		31	40%	50%	41%	-10%
✓ Improved/Maintained Axis V GAF Score		40	89%	75%	53%	14% ▲
● Self Help		15	19%	60%	33%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	90%	90%	69%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		34	74%	75%	71%	-1%

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

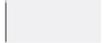
▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

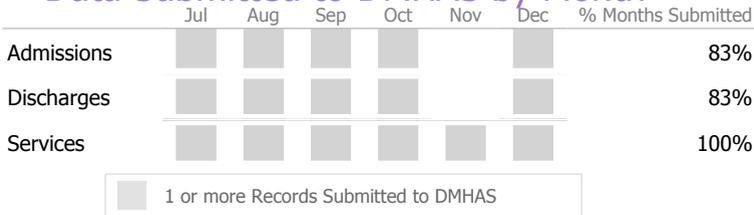
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	59	-42% ▼
Admits	12	25	-52% ▼
Discharges	13	23	-43% ▼
Service Hours	318	500	-36% ▼

Valid TEDS Data  N/A NaN

Cooccurring	Actual	State Avg
✓ MH Screen Complete 	100%	100%
✓ SA Screen Complete 	100%	100%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis 	100%	100%
✓ Valid Axis V GAF Score 	100%	100%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

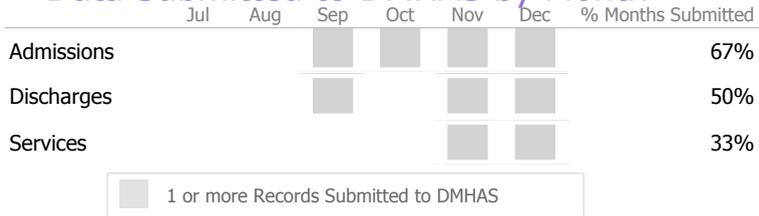
 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 1 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31		
Admits	32	-	
Discharges	20	-	
Service Hours	60	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	198	-1%
Admits	183	178	3%
Discharges	180	177	2%
Bed Days	5,812	4,007	45% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
Valid TEDS Data	99%	100%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
MH Screen Complete	98%	98%
SA Screen Complete	98%	98%
Diagnosis		
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		128	71%	80%	77%	-9%
No Re-admit within 30 Days of Discharge		163	91%	85%	92%	6%
Follow-up within 30 Days of Discharge		72	56%	90%	60%	-34%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		171	95%	75%	84%	20%
Self Help		129	64%	60%	78%	4%
Abstinence/Reduced Drug Use		25	12%	70%	61%	-58%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		42	23 days	0.2	125%	90%	102%	35%	▲	

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	155	-16% ▼
Admits	87	103	-16% ▼
Discharges	87	96	-9%
Service Hours	609	815	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
Valid TEDS Data	97%	93%
On-Time Periodic		
6 Month Updates	0%	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		49	56%	50%	51%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		114	83%	75%	84%	8%
Employed		68	50%	50%	41%	0%
Abstinence/Reduced Drug Use		73	53%	55%	54%	-2%
Improved/Maintained Axis V GAF Score		85	91%	75%	53%	16%
Stable Living Situation		76	55%	95%	83%	-40%
Self Help		21	15%	60%	33%	-45%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	82%	90%	69%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		41	49%	75%	71%	-26%

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

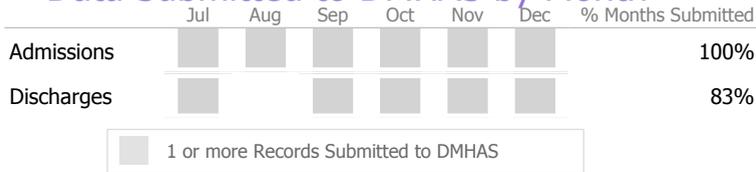
Actual Goal Goal Met Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	265	200	33% ▲
Admits	51	70	-27% ▼
Discharges	48	18	167% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

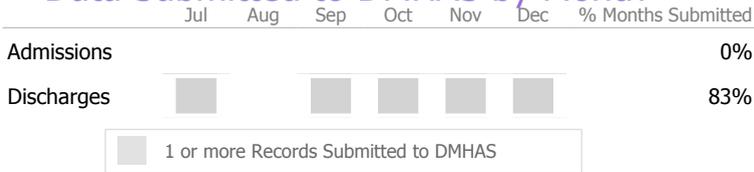
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	77	-22% ▼
Admits	-	40	-100% ▼
Discharges	10	18	-44% ▼

Data Submitted to DMHAS by Month

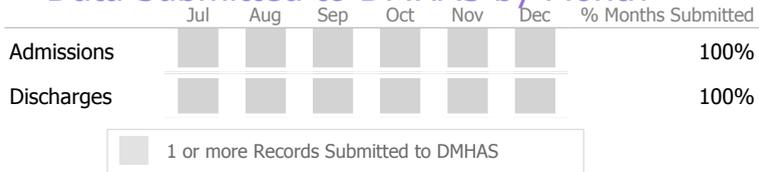


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,401	1,175	19% ▲
Admits	195	228	-14% ▼
Discharges	332	69	381% ▲

Data Submitted to DMHAS by Month

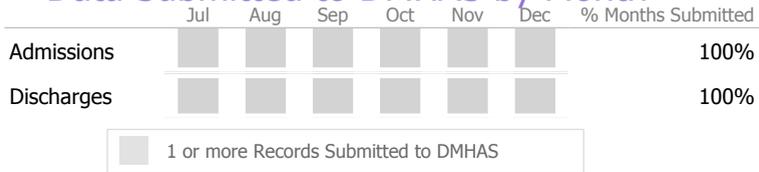


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	898	765	17% ▲
Admits	151	158	-4%
Discharges	198	53	274% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Residential Detox 945353

Midwestern CT Council on Alcoholism (MCCA)

Addiction - Residential Services - Medically Monitored Detox 3.7D

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	397	448	-11% ▼
Admits	446	500	-11% ▼
Discharges	443	500	-11% ▼
Bed Days	3,240	2,502	29% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		341	77%	80%	74%	-3%
✓ No Re-admit within 30 Days of Discharge		379	86%	85%	81%	1%
● Follow-up within 30 Days of Discharge		191	56%	90%	57%	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	98%
✓ Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	99%
✓ SA Screen Complete	100%	99%

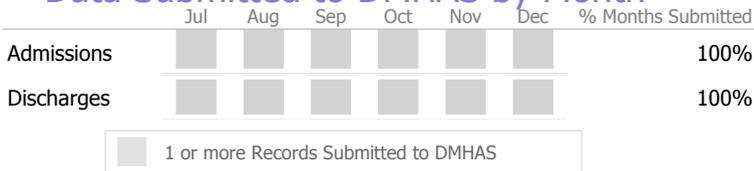
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		26	5 days	0.1	123%	90%	90%	33% ▲



Data Submitted to DMHAS by Month



* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	66	36% ▲
Admits	12	49	-76% ▼
Discharges	46	8	475% ▲
Service Hours	104	337	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	64%	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		45	98%	50%	76%	48% ▲

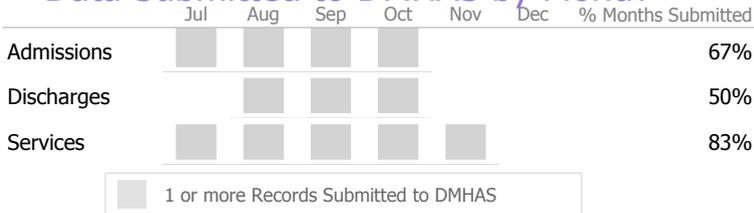
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		64	71%	60%	70%	11% ▲
✓ Stable Living Situation		80	89%	80%	84%	9%
● Employed		3	3%	20%	23%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	32%	90%	77%	-58% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

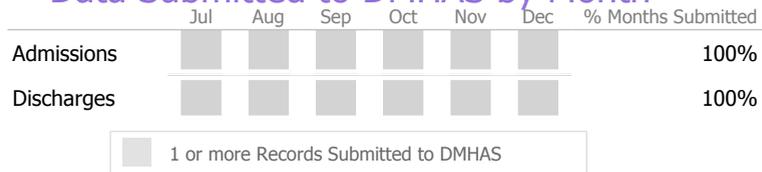
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	197	244	-19% ▼
Admits	182	243	-25% ▼
Discharges	182	247	-26% ▼
Bed Days	2,989	2,946	1%

Data Submitted to DMHAS by Month



* State Avg based on 13 Active Recovery House Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%
Valid TEDS Data	N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	72%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	97%

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 5 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	22	18% ▲
Admits	10	7	43% ▲
Discharges	10	8	25% ▲
Service Hours	282	345	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	88%	85%	90%	3%

Service Utilization

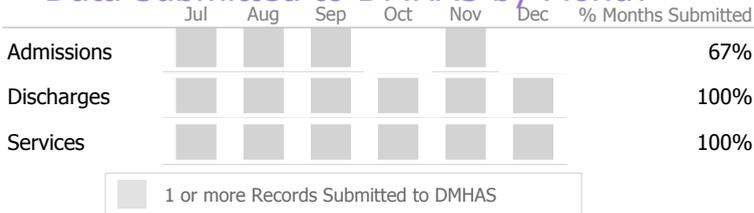
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	93%	10%

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	29	21	38% ▲
Admits	21	10	110% ▲
Discharges	20	10	100% ▲
Bed Days	1,865	2,056	-9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	40%	60%	46%	-20% ▼
● No Re-admit within 30 Days of Discharge		10	50%	85%	59%	-35% ▼
● Follow-up within 30 Days of Discharge		5	62%	90%	50%	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	98%
✓ Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	N/A	100%
Cooccurring		
✓ MH Screen Complete	100%	100%
✓ SA Screen Complete	100%	100%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		15	75%	75%	87%	0%
● Abstinence/Reduced Drug Use		8	27%	70%	41%	-43% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		11	116 days	0.3	92%	90%	114%	2%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Long Term Care 3.3 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	76	17% ▲
Admits	51	31	65% ▲
Discharges	57	38	50% ▲
Bed Days	10,356	8,302	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	100%
Cooccurring		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis		
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		28	49%	60%	46%	-11% ▼
No Re-admit within 30 Days of Discharge		36	63%	85%	59%	-22% ▼
Follow-up within 30 Days of Discharge		13	46%	90%	50%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		54	92%	75%	87%	17% ▲
Abstinence/Reduced Drug Use		40	44%	70%	41%	-26% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		89	151 days	0.7	119%	90%	114%	29% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Long Term Care 3.3 Programs