**Advanced Behavioral Health**
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 1,997 | 1,627 | 23% | ▲ |
| | Admits | 1,670 | 1,201 | 39% | ▲ |
| | Discharges | 1,305 | 1,245 | 5% | |
| | Service Hours | 17,759 | 23,561 | -25% | ▼ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Addiction** | | | | |
| | Case Management | | 1,353 | 66.6% |
| | Intake | | 663 | 32.6% |
| **Mental Health** | | | | |
| | Case Management | | 15 | 0.7% |

## Consumer Satisfaction Survey   (Based on 146 FY17 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Quality and Appropriateness | | 99% | 80% | 93% |
| ✓ | General Satisfaction | | 99% | 80% | 92% |
| ✓ | Overall | | 99% | 80% | 91% |
| ✓ | Access | | 99% | 80% | 88% |
| ✓ | Participation in Treatment | | 98% | 80% | 92% |
| ✓ | Respect | | 98% | 80% | 91% |
| ✓ | Outcome | | 95% | 80% | 83% |
| ✓ | Recovery | | 94% | 80% | 79% |

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

## Client Demographics

### Age

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 190 | 10% | 13% |
| 26-34 | 670 | 34% | 24% |
| 35-44 | 465 | 23% | 20% |
| 45-54 | 457 | 23% | 21% |
| 55-64 | 203 | 10% | 16% |
| 65+ | 10 | 1% | 5% |

### Gender

| Gender | # | % | State Avg |
|---|---|---|---|
| Male | 1,213 | 61% | 60% |
| Female | 780 | 39% | 40% |
| Transgender | | | 0% |

### Ethnicity

| Ethnicity | # | % | | State Avg |
|---|---|---|---|---|
| Non-Hispanic | 972 | 49% | ▼ | 72% |
| Unknown | 886 | 44% | ▲ | 7% |
| Hispanic-Other | 94 | 5% | | 7% |
| Hisp-Puerto Rican | 43 | 2% | | 12% |
| Hispanic-Cuban | 1 | 0% | | 0% |
| Hispanic-Mexican | 1 | 0% | | 1% |

### Race

| Race | # | % | | State Avg |
|---|---|---|---|---|
| Unknown | 914 | 46% | ▲ | 4% |
| White/Caucasian | 831 | 42% | ▼ | 64% |
| Black/African American | 168 | 8% | | 17% |
| Other | 53 | 3% | | 13% |
| Multiple Races | 18 | 1% | | 1% |
| Asian | 8 | 0% | | 1% |
| Hawaiian/Other Pacific Islander | 3 | 0% | | 0% |
| Am. Indian/Native Alaskan | 2 | 0% | | 1% |

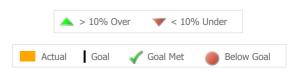| Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg |
|---|---|---|---|

**Access Center**
Advanced Behavioral Health
Addiction - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 663 | | |
| Admits | 690 | - | |
| Discharges | 405 | - | |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 58% |
| Discharges | | | | | | | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 50% |

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual  | Goal  ✔ Goal Met  ● Below Goal

* State Avg based on 0 Active Central Intake Programs

**ERSC-SA CM780724**
Advanced Behavioral Health
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
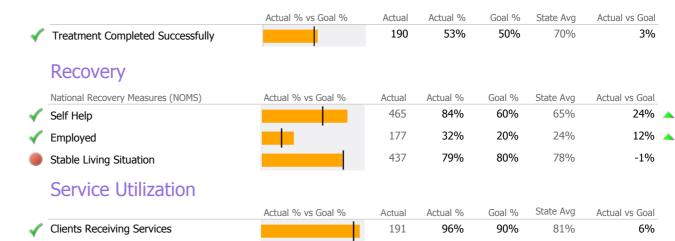Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 523 | 536 | -2% |
| Admits | 382 | 400 | -5% |
| Discharges | 356 | 385 | -8% |
| Service Hours | 6,543 | 8,499 | -23% ▼ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 190 | 53% | 50% | 70% | 3% |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Self Help | | 465 | 84% | 60% | 65% | 24% ▲ |
| ✓ | Employed | | 177 | 32% | 20% | 24% | 12% ▲ |
| 🔴 | Stable Living Situation | | 437 | 79% | 80% | 78% | -1% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 97% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 65% | 28% |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 191 | 96% | 90% | 81% | 6% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 100% |
| Discharges | | | | | | | | | | | | | 92% |
| Services | | | | | | | | | | | | | 100% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 14 Active Standard Case Management Programs

**GAInten.Case Mgmt780725**
Advanced Behavioral Health
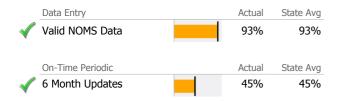Addiction - Case Management - Intensive Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 637 | 830 | -23% | ▼ |
| Admits | 468 | 646 | -28% | ▼ |
| Discharges | 412 | 681 | -40% | ▼ |
| Service Hours | 11,216 | 15,062 | -26% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Abstinence/Reduced Drug Use | | 510 | 75% | 50% | 77% | 25% | ▲ |
| ✓ | Self Help | | 462 | 68% | 60% | 69% | 8% | |
| 🔴 | Employed | | 117 | 17% | 20% | 18% | -3% | |
| 🔴 | Stable Living Situation | | 411 | 61% | 80% | 62% | -19% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| 🔴 | Clients Receiving Services | | 232 | 88% | 90% | 88% | -2% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 93% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 45% | 45% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 1 Active Intensive Case Management Programs

**NHDTP**
Advanced Behavioral Health
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 15 | 15 | 0% | |
| Admits | - | 6 | -100% | ▼ |
| Discharges | - | - | | |
| Service Hours | - | - | | |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 50% | 60% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 15 | 100% | 80% | 84% | 20% | ▲ |
| 🔴 Employed | | 1 | 7% | 20% | 11% | -13% | ▼ |
| 🔴 Social Support | | 4 | 27% | 60% | 71% | -33% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | N/A | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 0% | 66% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 0 | 0% | 90% | 71% | N/A | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 30 Active Standard Case Management Programs

**Womens Recovery Spec 780733**
Advanced Behavioral Health
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018  (Data as of Sep 18, 2018)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 234 | 275 | -15% | ▼ |
| Admits | 130 | 149 | -13% | ▼ |
| Discharges | 132 | 179 | -26% | ▼ |

## Data Submission Quality

| Data Entry | Actual % vs Goal | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 74% | 98% |

| On-Time Periodic | Actual % vs Goal | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 51% | 28% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 32 | 24% | 50% | 70% | -26% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Employed | | 12 | 5% | 20% | 24% | -15% | ▼ |
| 🔴 Self Help | | 40 | 17% | 60% | 65% | -43% | ▼ |
| 🔴 Stable Living Situation | | 82 | 34% | 80% | 78% | -46% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 14 Active Standard Case Management Programs