

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	109	119	-8%
	Admits	31	15	107% ▲
	Discharges	21	16	31% ▲
	Service Hours	646	938	-31% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	109	98.2%
	Case Management	2	1.8%

Consumer Satisfaction Survey (Based on 76 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		92%	80%	91%
✓ Recovery		84%	80%	79%
✓ Outcome		84%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	4	4%	11%
26-34	27	25%	22%
35-44	25	23%	19%
45-54	23	21%	22%
55-64	27	25%	19%
65+	2	2%	6%

Gender	#	%	State Avg
Male	69	64%	58%
Female	39	36%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	92	84%	74%
Hisp-Puerto Rican	13	12%	13%
Hispanic-Other	3	3%	7%
Unknown	1	1%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	49	45%	▲ 16%
White/Caucasian	44	40%	▼ 65%
Other	10	9%	13%
Multiple Races	5	5%	1%
Asian	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6		
Admits	6	-	
Discharges	-	-	
Service Hours	22	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	35%	44%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	67%	90%	94%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	95%

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	80	96	-17% ▼
Admits	18	13	38% ▲
Discharges	13	15	-13% ▼
Service Hours	440	708	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	40%	35%	44%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		68	97%	90%	94%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	5	2	150% ▲
Discharges	7	1	600% ▲
Service Hours	185	229	-19% ▼

Recovery



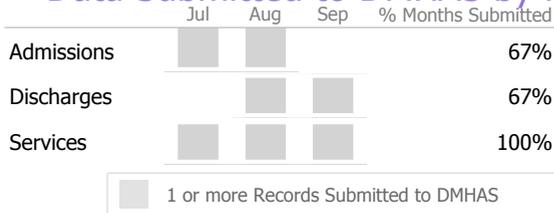
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



* State Avg based on 41 Active Employment Services Programs

TIC - Urban Initiative 323

Easter Seal Goodwill Ind. Rehab. Center Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		2	100%	50%	92%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				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