

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	646	567	14%	▲
	Admits	43	98	-56%	▼
	Discharges	43	60	-28%	▼
	Service Hours	274	423	-35%	▼
	S.Rehab/PHP/IOP	2,096	2,144	-2%	

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

Consumer Satisfaction Survey (Based on 51 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Overall		90%	80%	91%
✓ Access		88%	80%	88%
● Outcome		76%	80%	83%
● Recovery		74%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	564	84.9%
	Case Management	67	10.1%
Addiction	Outpatient	33	5.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	35	6%	10%	Male	417	65%	58%
26-34	89	14%	22%	Female	226	35%	41%
35-44	99	16%	20%	Transgender			0%
45-54	171	27%	21%				
55-64	184	29%	19%				
65+	56	9%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	418	65%	71%	Black/African American	245	38%	▲ 16%
Hispanic-Other	81	13%	7%	White/Caucasian	231	36%	▼ 63%
Hisp-Puerto Rican	78	12%	13%	Other	102	16%	13%
Unknown	47	7%	8%	Unknown	50	8%	5%
Hispanic-Mexican	16	2%	1%	Multiple Races	8	1%	1%
Hispanic-Cuban	6	1%	0%	Am. Indian/Native Alaskan	7	1%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Asian	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	59	-44% ▼
Admits	7	23	-70% ▼
Discharges	19	32	-41% ▼
Service Hours	162	258	-37% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	58%	50%	53%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		26	76%	55%	46%	21% ▲
✓ Not Arrested		31	91%	75%	80%	16% ▲
● Stable Living Situation		31	91%	95%	77%	-4%
● Employed		14	41%	50%	39%	-9%
● Improved/Maintained Axis V GAF Score		15	48%	75%	37%	-27% ▼
● Self Help		10	29%	60%	28%	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
✓ Valid TEDS Data		90%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		19%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		96%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		96%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		6	86%	75%	64%	11% ▲

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

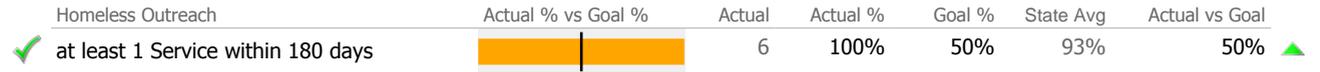
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

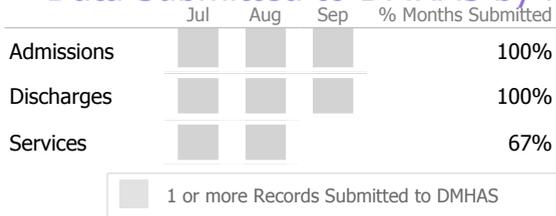
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	24	-21% ▼
Admits	6	10	-40% ▼
Discharges	4	6	-33% ▼
Service Hours	45	72	-38% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	45	27	70% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	78%	85%	85%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	26	▼
Admits	-	14	-100% ▼
Discharges	-	18	-100% ▼
Service Hours	-	66	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
Valid TEDS Data	N/A	97%
On-Time Periodic		
	Actual	State Avg
6 Month Updates	N/A	0%
Cooccurring		
	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	47%	-55% ▼
Employed		N/A	N/A	50%	22%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	46%	-75% ▼
Not Arrested		N/A	N/A	75%	82%	-75% ▼
Self Help		N/A	N/A	60%	42%	-60% ▼
Stable Living Situation		N/A	N/A	95%	80%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	34%	N/A ▼

▲ > 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

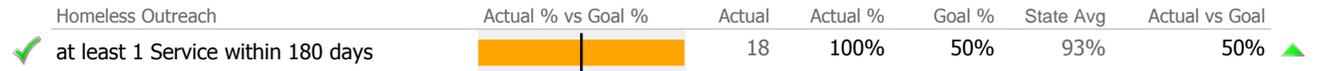
Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39		
Admits	18	-	
Discharges	20	-	
Service Hours	22	-	

Service Engagement



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

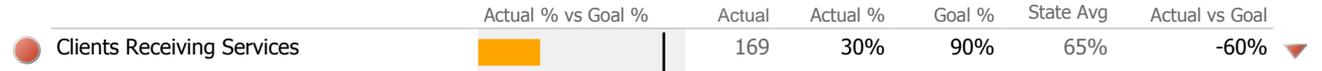
Actual | Goal Goal Met Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	564	477	18% ▲
Admits	12	51	-76% ▼
Discharges	-	2	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	2,096	1,909	10%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs