

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	733	635	15%	▲
	Admits	135	181	-25%	▼
	Discharges	185	103	80%	▲
	Service Hours	495	827	-40%	▼
	S.Rehab/PHP/IOP	4,326	4,838	-11%	▼

▲ > 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	606	79.8%
	Case Management	110	14.5%
Addiction	Outpatient	43	5.7%

Client Demographics

Age	#	%	State Avg
18-25	39	5%	11%
26-34	105	15%	23%
35-44	110	15%	21%
45-54	186	26%	21%
55-64	202	28%	18%
65+	79	11%	6%

Gender	#	%	State Avg
Male	457	63%	59%
Female	273	37%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	477	65%	71%
Hispanic-Other	93	13%	7%
Hisp-Puerto Rican	89	12%	13%
Unknown	50	7%	9%
Hispanic-Mexican	17	2%	1%
Hispanic-Cuban	7	1%	0%

Race	#	%	State Avg
Black/African American	276	38%	▲ 16%
White/Caucasian	271	37%	▼ 63%
Other	116	16%	13%
Unknown	52	7%	5%
Multiple Races	8	1%	1%
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	43	74	-42% ▼
Admits	21	44	-52% ▼
Discharges	33	47	-30% ▼
Service Hours	272	523	-48% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	55%	50%	55%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		36	75%	55%	48%	20% ▲
✓ Not Arrested		45	94%	75%	84%	19% ▲
● Stable Living Situation		45	94%	95%	80%	-1%
● Employed		15	31%	50%	41%	-19% ▼
● Improved/Maintained Axis V GAF Score		21	50%	75%	50%	-25% ▼
● Self Help		13	27%	60%	30%	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	93%
✓ Valid TEDS Data	100%	88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	21%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	99%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	97%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	56%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		18	90%	75%	63%	15% ▲

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

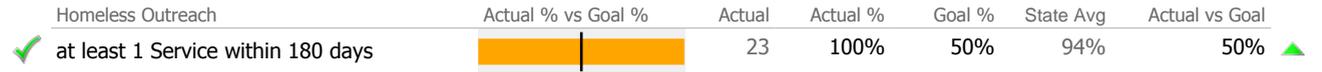
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

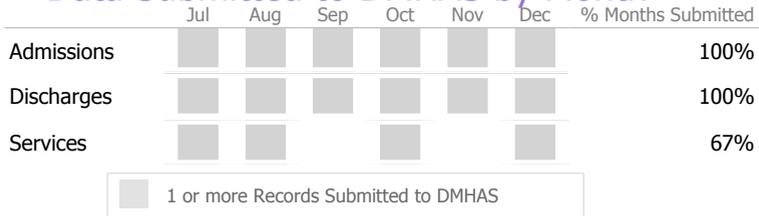
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	30	13%	▲
Admits	23	16	44%	▲
Discharges	14	21	-33%	▼
Service Hours	105	146	-28%	▼

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	10	12	-17% ▼
Admits	1	3	-67% ▼
Discharges	-	5	-100% ▼
Service Hours	70	63	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	80%	85%	85%	-5%

Service Utilization

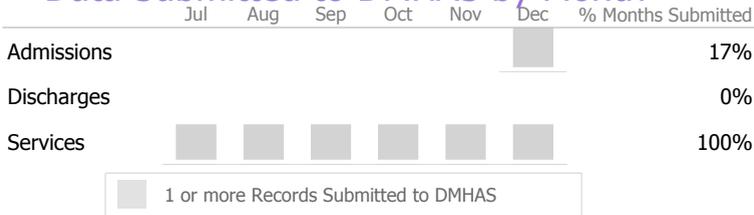
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		88%

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	-	15	-100% ▼
Discharges	-	28	-100% ▼
Service Hours	-	94	-100% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	56%	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%	60%	-55% ▼
Employed		N/A	N/A	50%	29%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	55%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	41%	-60% ▼
Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

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 4%
Cooccurring	Actual	State Avg
MH Screen Complete		N/A 91%
SA Screen Complete		N/A 92%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	65%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

> 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

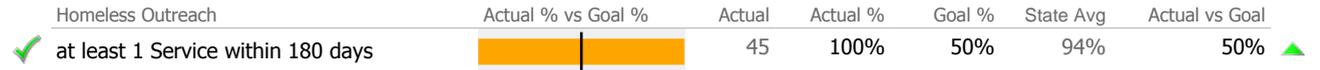
Program Quality Dashboard

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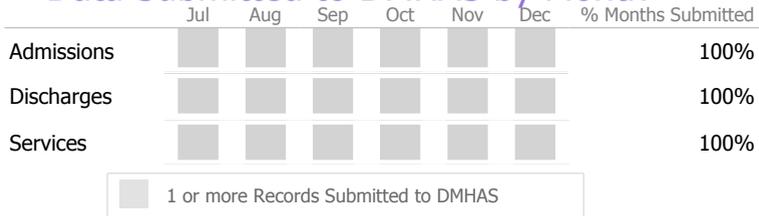
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66		
Admits	45	-	
Discharges	42	-	
Service Hours	49	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

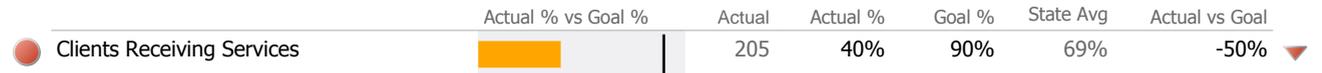
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

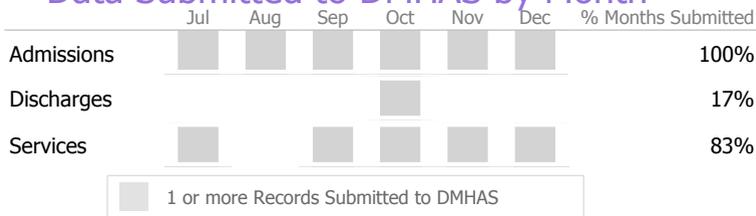
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	606	537	13% ▲
Admits	45	103	-56% ▼
Discharges	96	2	4700% ▲
Service Hours	-		-100% ▼
Social Rehab/PHP/IOP Days	4,326	4,538	-5%

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Social Rehabilitation Programs