

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	824	707	17%	▲
	Admits	226	253	-11%	▼
	Discharges	253	121	109%	▲
	Service Hours	661	1,301	-49%	▼
	S.Rehab/PHP/IOP	7,052	7,498	-6%	

▲ > 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	644	75.2%
	Case Management	166	19.4%
Addiction	Outpatient	46	5.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	41	5%	12%	Male	500	61%	60%
26-34	114	14%	24%	Female	321	39%	40%
35-44	117	14%	21%	Transgender			0%
45-54	204	25%	20%				
55-64	216	27%	17%				
65+	118	15%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	542	66%	71%	White/Caucasian	319	39%	63%
Hispanic-Other	108	13%	7%	Black/African American	303	37%	16%
Hisp-Puerto Rican	97	12%	13%	Other	123	15%	14%
Unknown	52	6%	9%	Unknown	59	7%	5%
Hispanic-Mexican	17	2%	1%	Multiple Races	10	1%	1%
Hispanic-Cuban	8	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	46	88	-48% ▼
Admits	25	61	-59% ▼
Discharges	37	63	-41% ▼
Service Hours	300	889	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	25%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	54%	50%	54%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		39	75%	55%	51%	20% ▲
✓ Not Arrested		50	96%	75%	83%	21% ▲
● Stable Living Situation		49	94%	95%	81%	-1%
● Employed		15	29%	50%	41%	-21% ▼
● Improved/Maintained Axis V GAF Score		23	50%	75%	57%	-25% ▼
● Self Help		15	29%	60%	31%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	60%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		21	91%	75%	65%	16% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■			78%
Discharges	■	■	■	■	■	■	■			78%
Services	■	■	■	■	■	■	■			78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

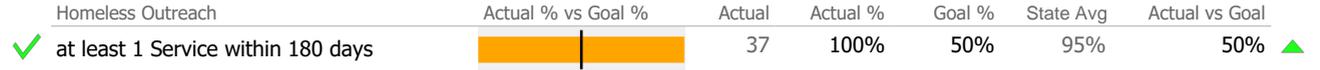
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

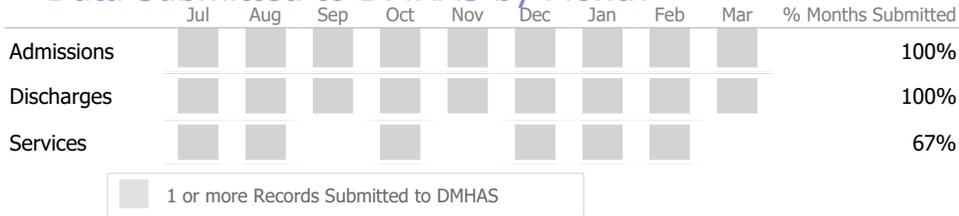
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	30	60% ▲
Admits	37	16	131% ▲
Discharges	32	23	39% ▲
Service Hours	175	186	-6%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	14	-21% ▼
Admits	2	5	-60% ▼
Discharges	2	5	-60% ▼
Service Hours	87	111	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		9	82%	85%	86%	-3%

Service Utilization

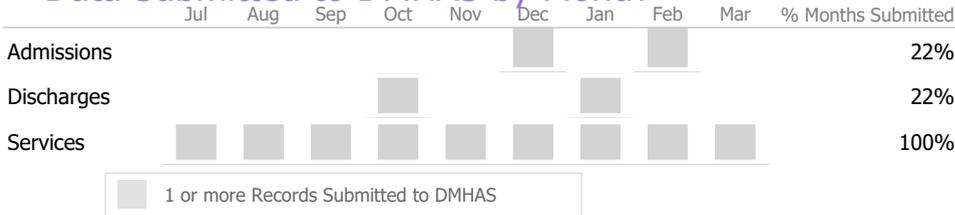
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 96 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%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	62%	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%	64%	-55% ▼
● Employed		N/A	N/A	50%	28%	-50% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	59%	-75% ▼
● Not Arrested		N/A	N/A	75%	77%	-75% ▼
● Self Help		N/A	N/A	60%	42%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	87%	-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 0%
Cooccurring	Actual	State Avg
MH Screen Complete		N/A 91%
SA Screen Complete		N/A 91%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	63%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 48 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

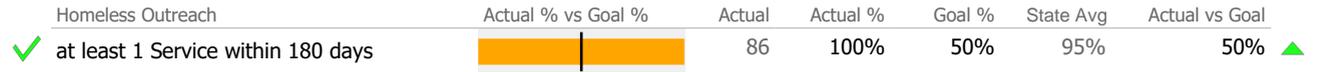
Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

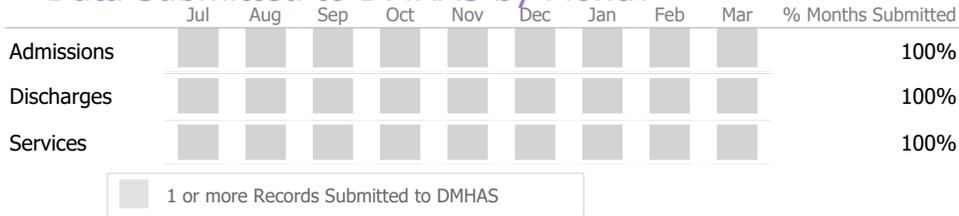
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	14	664% ▲
Admits	86	14	514% ▲
Discharges	86	-	
Service Hours	99	21	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

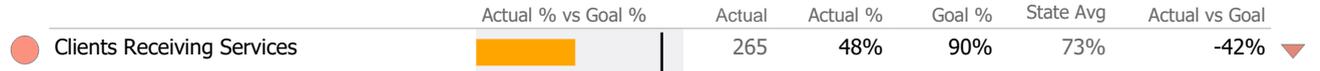
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

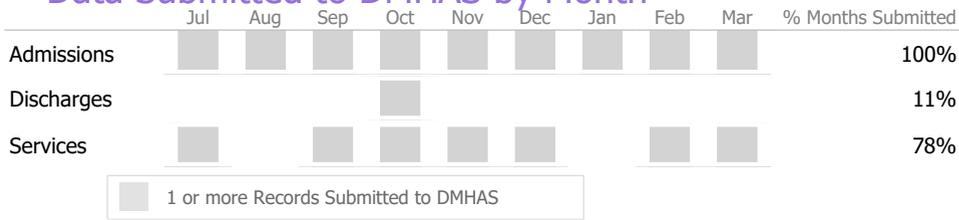
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	644	581	11% ▲
Admits	76	142	-46% ▼
Discharges	96	2	4700% ▲
Service Hours	-		-100% ▼
Social Rehab/PHP/IOP Days	7,052	7,198	-2%

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs