

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	753	730	3%
	Admits	30	73	-59% ▼
	Discharges	212	59	259% ▲
	Service Hours	396	211	87% ▲
	S.Rehab/PHP/IOP	50	2,727	-98% ▼

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

Consumer Satisfaction Survey

(Based on 30 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
● Outcome		61%	80%	83%
● Recovery		52%	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	658	85.2%
	Case Management	88	11.4%
Addiction	Outpatient	26	3.4%

Client Demographics

Age	#	%	State Avg
18-25	23	3%	8%
26-34	110	15%	21%
35-44	121	16%	22%
45-54	182	24%	20%
55-64	217	29%	20%
65+	92	12%	9%

Gender	#	%	State Avg
Male	502	67%	58%
Female	249	33%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	512	68%	69%
Hispanic-Other	91	12%	8%
Hisp-Puerto Rican	81	11%	12%
Unknown	49	7%	11%
Hispanic-Mexican	15	2%	1%
Hispanic-Cuban	5	1%	0%

Race	#	%	State Avg
Black/African American	321	43%	▲ 16%
White/Caucasian	261	35%	▼ 63%
Other	110	15%	13%
Unknown	43	6%	5%
Multiple Races	10	1%	1%
Am. Indian/Native Alaskan	5	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

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	18	44% ▲
Admits	5	3	67% ▲
Discharges	2	5	-60% ▼
Service Hours	290	93	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid TEDS Data	100%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	17%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	46%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinance/Reduced Drug Use		14	54%	55%	41%	-1%
● Not Arrested		19	73%	75%	68%	-2%
● Employed		9	35%	50%	26%	-15% ▼
● Stable Living Situation		20	77%	95%	66%	-18% ▼
● Self Help		3	12%	60%	17%	-48% ▼
● Improved/Maintained Axis V GAF Score		2	12%	75%	34%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	45%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	100%	75%	58%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

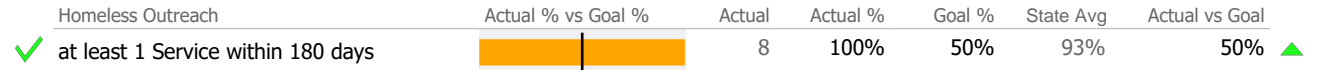
* State Avg based on 105 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

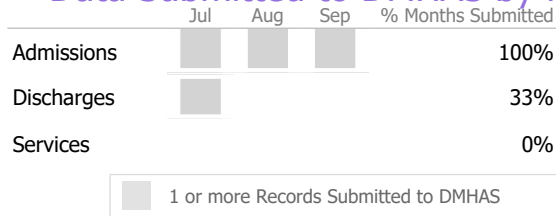
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	26	50% ▲
Admits	8	6	33% ▲
Discharges	1	9	-89% ▼
Service Hours	85	66	28% ▲

Service Engagement



Data Submitted to DMHAS by Month

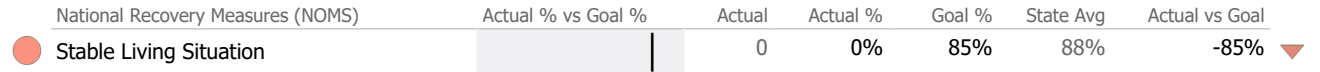


* State Avg based on 45 Active Outreach & Engagement Programs

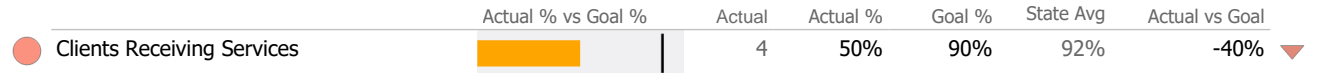
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	11	25	-55% ▼

Recovery



Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	15	▼
Admits	-	12	-100% ▼
Discharges	-	6	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	78%
Valid TEDS Data	N/A	82%
On-Time Periodic		
6 Month Updates	N/A	1%
Co-occurring		
MH Screen Complete	N/A	80%
SA Screen Complete	N/A	80%

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%	54%	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%	24%	-50% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
● Not Arrested		N/A	N/A	75%	78%	-75% ▼
● Self Help		N/A	N/A	60%	19%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	79%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	54%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 53 Active Standard IOP Programs

Senior Outreach

Family and Children's Agency Inc

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

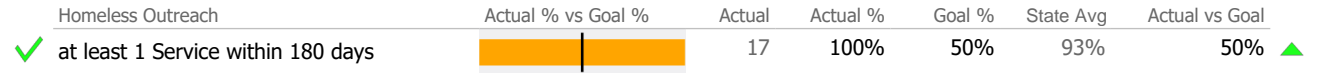
Program Quality Dashboard

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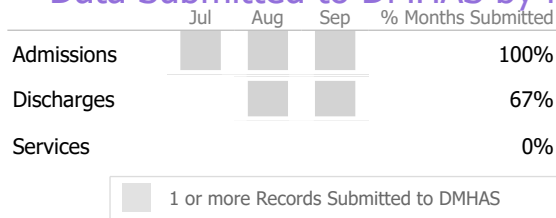
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	57	-26% ▼
Admits	17	26	-35% ▼
Discharges	21	37	-43% ▼
Service Hours	10	26	-62% ▼

Service Engagement



Data Submitted to DMHAS by Month



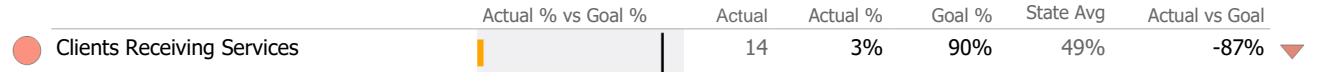
* State Avg based on 45 Active Outreach & Engagement Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	658	629	5%
Admits	-	25	-100% ▼
Discharges	188	-	
Service Hours	-	1	-100% ▼
Social Rehab/PHP/IOP Days	50	2,714	-98% ▼

Service Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 33 Active Social Rehabilitation Programs