

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	320	394	-19% ▼
	Admits	60	167	-64% ▼
	Discharges	117	136	-14% ▼
	Service Hours	2,434	3,112	-22% ▼
	Bed Days	3,766	3,853	-2%

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

### Consumer Satisfaction Survey

(Based on 118 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		86%	80%	83%
✓ Recovery		83%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	199	60.3%
	Case Management	104	31.5%
	Residential Services	16	4.8%
	Recovery Support	11	3.3%

### Client Demographics

Age	#	%	State Avg
18-25	57	18%	10%
26-34	52	16%	22%
35-44	75	23%	23%
45-54	62	19%	19%
55-64	66	21%	19%
65+	8	3%	8%

Gender	#	%	State Avg
Male	198	62%	58%
Female	120	38%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	274	86%	▲ 69%
Hispanic-Other	24	8%	8%
Hisp-Puerto Rican	19	6%	12%
Hispanic-Mexican	2	1%	0%
Unknown	1	0%	▼ 11%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	172	54%	▲ 17%
White/Caucasian	96	30%	▼ 62%
Other	37	12%	13%
Am. Indian/Native Alaskan	5	2%	0%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Unknown			6%

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

## Community Support Services - wrap around 256

Marrakech Day Services

Mental Health - Recovery Support - Specialing

Connecticut Dept of Mental Health and Addiction Services

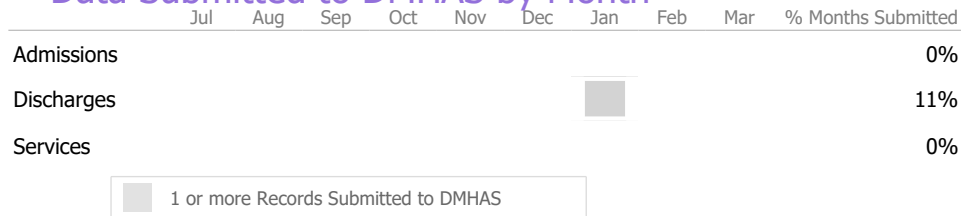
Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	13	-15% ▼
Admits	-	5	-100% ▼
Discharges	3	3	0%
Service Hours	-	28	-100% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 10 Active Specialing Programs

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

# Discretionary Discharge Fiduciary

Marrakech Day Services

Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

## 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 5 Active Fiduciary Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	5	5	0%
Discharges	1	4	-75% ▼
Bed Days	2,354	2,332	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
6 Month Updates	13%	86%
MH Screen Complete	78%	89%
SA Screen Complete	78%	74%
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	78%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

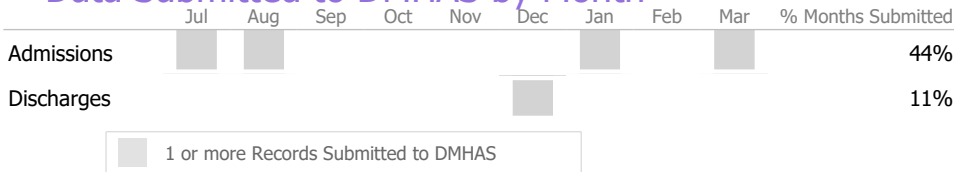
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	82%	60%	84%	22% ▲
Stable Living Situation		11	100%	95%	94%	5%
Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	400 days	0.4	86%	90%	93%	-4%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

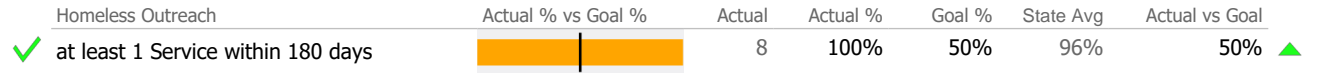
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

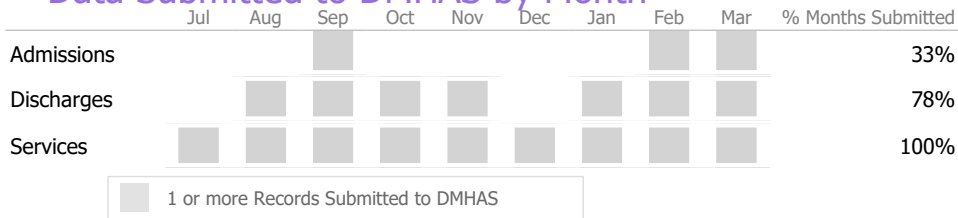
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	33	-27% ▼
Admits	8	14	-43% ▼
Discharges	14	12	17% ▲
Service Hours	385	338	14% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	2	3	-33% ▼
Discharges	1	3	-67% ▼
Bed Days	1,412	1,521	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	80%	89%
SA Screen Complete	80%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	78%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	86%	60%	84%	26% ▲
Stable Living Situation		7	100%	95%	94%	5%
Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	523 days	0.3	103%	90%	93%	13% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				■	■					22%
Discharges	■									11%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	36	-36% ▼
Admits	5	14	-64% ▼
Discharges	3	15	-80% ▼
Service Hours	119	215	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	17%	35%	42%	-18% ▼

### Service Utilization

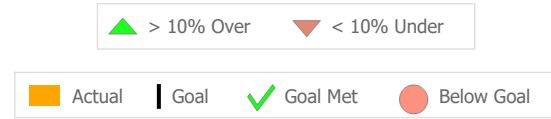
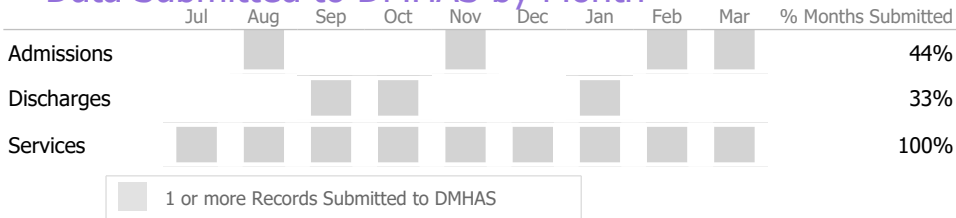
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	90%	90%	97%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

### Data Submitted to DMHAS by Month

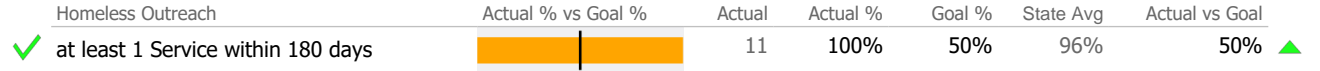


\* State Avg based on 39 Active Employment Services Programs

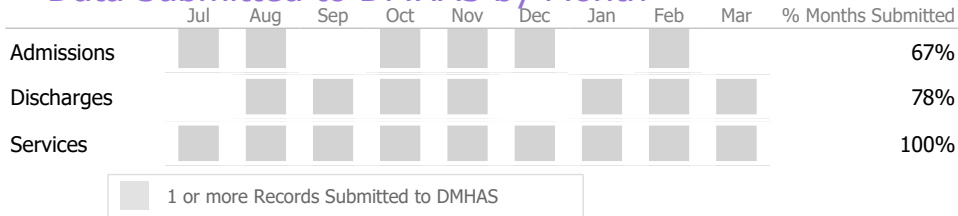
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	115	-24% ▼
Admits	11	47	-77% ▼
Discharges	50	39	28% ▲
Service Hours		3	-91% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	117	-23% ▼
Admits	9	46	-80% ▼
Discharges	15	29	-48% ▼
Service Hours	1,245	1,538	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		17	19%	35%	42%	-16% ▼

### Service Utilization

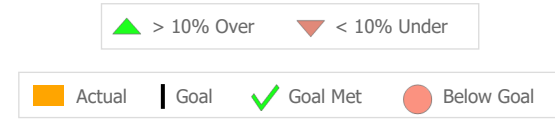
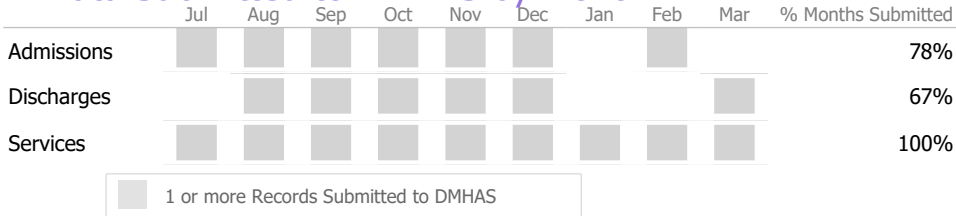
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	100%	90%	97%	10% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	79	-15% ▼
Admits	12	29	-59% ▼
Discharges	20	26	-23% ▼
Service Hours	554	788	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	7%	35%	42%	-28% ▼

### Service Utilization

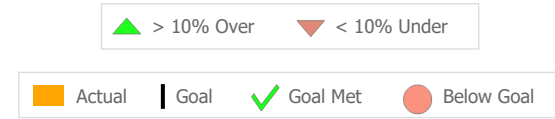
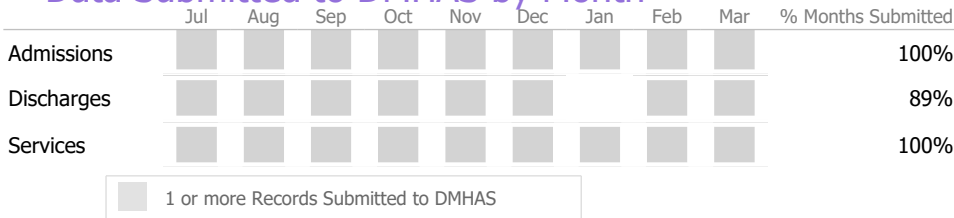
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	100%	90%	97%	10% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

### Data Submitted to DMHAS by Month




\* State Avg based on 39 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### 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 5 Active Fiduciary Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### 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

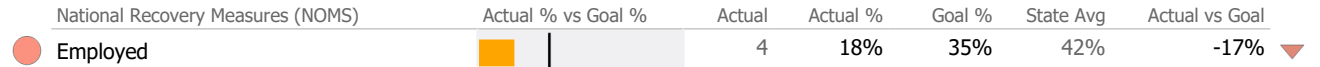
 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 5 Active Fiduciary Programs

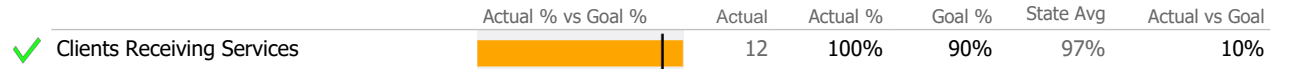
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	18	22% ▲
Admits	8	4	100% ▲
Discharges	10	5	100% ▲
Service Hours	130	204	-36% ▼

### Recovery



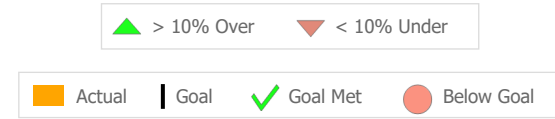
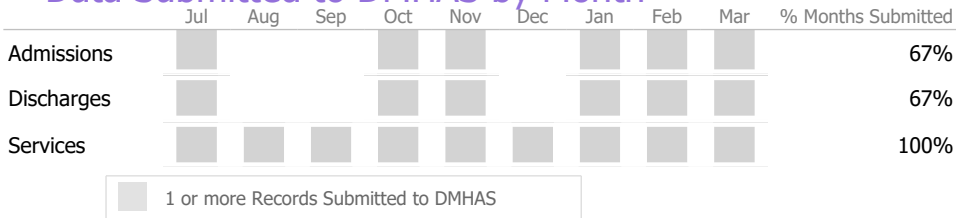
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Employment Services Programs