

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,446	1,418	2%
	Admits	593	683	-13%
	Discharges	358	525	-32%
	Service Hours	583	5,306	-89%
	Bed Days	153	264	-42%

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

## Consumer Satisfaction Survey

(Based on 86 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Outcome		91%	80%	83%
✓ Recovery		91%	80%	79%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		87%	80%	92%
✓ Overall		86%	80%	91%
✓ Access		85%	80%	88%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>			
	Outpatient	1,291	86.7%
<b>Mental Health</b>			
	Case Management	81	5.4%
	Outpatient	33	2.2%
<b>Forensic SA</b>			
	Case Management	81	5.4%
<b>Forensic MH</b>			
	Crisis Services	3	0.2%

## Client Demographics

Age	#	%	State Avg
18-25	89	6%	10%
26-34	372	26%	22%
35-44	427	30%	23%
45-54	292	20%	18%
55-64	203	14%	18%
65+	62	4%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	646	45%	68%
Unknown	302	21%	12%
Hisp-Puerto Rican	285	20%	11%
Hispanic-Other	205	14%	9%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	3	0%	0%

Gender	#	%	State Avg
Male	1,140	79%	59%
Female	305	21%	41%
Transgender			0%

Race	#	%	State Avg
Black/African American	430	30%	17%
Other	407	28%	13%
Unknown	276	19%	6%
White/Caucasian	274	19%	61%
Asian	35	2%	1%
Multiple Races	12	1%	1%
Am. Indian/Native Alaskan	9	1%	0%
Hawaiian/Other Pacific Islander	3	0%	0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	33	39	-15%	▼
Admits	7	13	-46%	▼
Discharges	4	13	-69%	▼
Service Hours	2	520	-100%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	88%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	4%	49%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	25%	50%	41%	-25% ▼
<b>Recovery</b>						
✓ Social Support		27	82%	60%	62%	22% ▲
✓ Stable Living Situation		32	97%	95%	73%	2%
● Employed		9	27%	30%	26%	-3%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	3%	90%	84%	-87% ▼

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	79%	-75% ▼

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	3	4	-25%	▼
Admits	2	2	0%	
Discharges	2	3	-33%	▼
Service Hours	7	9	-19%	▼
Bed Days	153	264	-42%	▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15%
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	74 days	1.0	14%	90%	50%	-76%

## Data Submission Quality

Data Entry

Actual State Avg

Co-occurring

MH Screen Complete



Actual State Avg

50% 96%

SA Screen Complete



Actual State Avg

50% 96%

Diagnosis

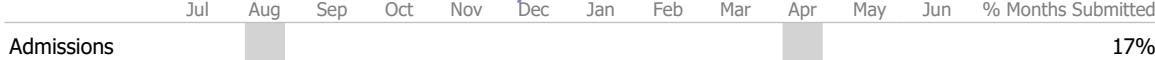
Valid Axis I Diagnosis



Actual State Avg

100% 43%

## Data Submitted to DMHAS by Month



17%



17%



25%

&gt; 10% Over &lt; 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 7 Active Respite Bed Programs

1 or more Records Submitted to DMHAS

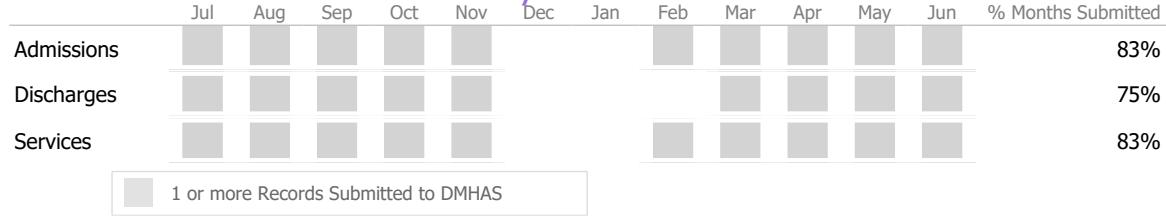
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	140	-49% ▼
Admits	47	27	74% ▲
Discharges	30	117	-74% ▼
Service Hours	106	65	64% ▲

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		47	100%	50%	93%	50% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

 Actual     Goal     Goal Met     Below Goal

\* State Avg based on 50 Active Outreach & Engagement Programs

## Next Steps - Pilots

Community Renewal Team (CRT)

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	2	1	100%	▲
Discharges	2	1	100%	▲
Service Hours	242	422	-43%	▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	10	100%	85%	87%	15% ▲

### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	8	100%	90%	97%	10% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	88%	85%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

# Post-Release Transitional Forensic Case Management

Community Renewal Team (CRT)

Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	16	331% <span style="color: green;">▲</span>
Admits	61	13	369% <span style="color: green;">▲</span>
Discharges	38	8	375% <span style="color: green;">▲</span>
Service Hours	177	32	

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 23%;"><div style="width: 61%;"></div></div>	23	61%	50%	79%	11% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 61%;"><div style="width: 88%;"></div></div>	61	88%	60%	84%	28% <span style="color: green;">▲</span>
✓ Employed	<div style="width: 22%;"><div style="width: 32%;"></div></div>	22	32%	20%	33%	12% <span style="color: green;">▲</span>
✓ Self Help	<div style="width: 43%;"><div style="width: 62%;"></div></div>	43	62%	60%	65%	2% <span style="color: green;">▲</span>
● Stable Living Situation	<div style="width: 27%;"><div style="width: 39%;"></div></div>	27	39%	80%	62%	-41% <span style="color: red;">▼</span>

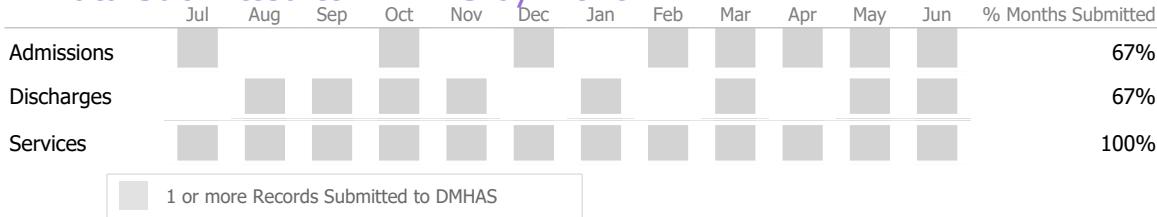
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 36%;"><div style="width: 100%;"></div></div>	36	100%	90%	76%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%;"><div style="width: 99%;"></div></div>	99% <span style="color: green;">▲</span>
On-Time Periodic		
6 Month Updates	N/A	0%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

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

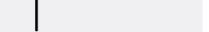
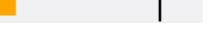
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	21	43%	▲
Admits	27	19	42%	▲
Discharges	26	18	44%	▲
Service Hours	33	36	-9%	

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	54%	50%	79%	4%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	83%	60%	84%	23% 
● Employed		0	0%	20%	33%	-20% 
● Self Help		9	30%	60%	65%	-30% 
● Stable Living Situation		3	10%	80%	62%	-70% 

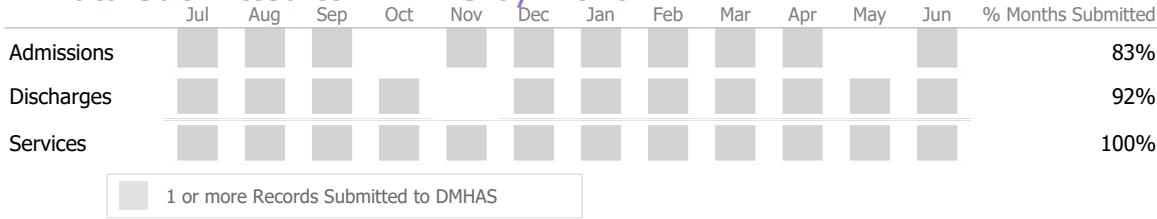
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	76%	10%

## Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		98%	99%
On-Time Periodic 6 Month Updates		N/A	0%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,291	1,227	5%
Admits	447	608	-26% ▼
Discharges	256	365	-30% ▼
Service Hours	17	4,224	-100% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
Valid TEDS Data	88%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%
Co-occurring	Actual	State Avg
MH Screen Complete	91%	91%
SA Screen Complete	89%	93%
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		43	17%	50%	48%	-33% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,117	84%	75%	77%	9%
Abstinence/Reduced Drug Use		717	54%	55%	42%	-1%
Employed		460	35%	50%	33%	-15% ▼
Stable Living Situation		858	65%	95%	76%	-30% ▼
Self Help		50	4%	60%	16%	-56% ▼

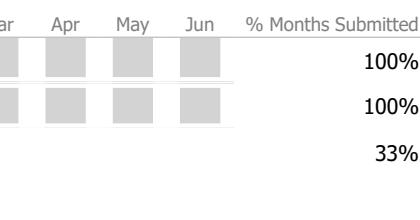
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	1%	90%	58%	-89% ▼

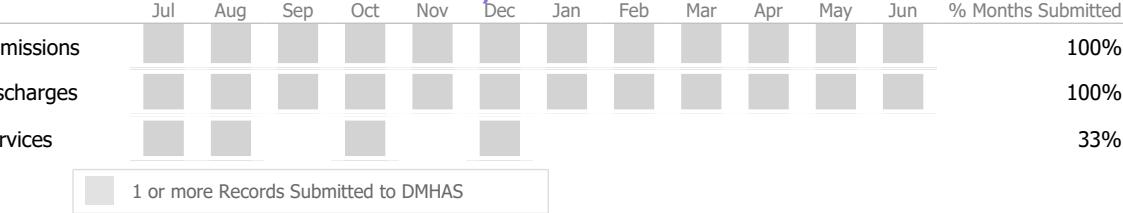
## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		0	0%	75%	63%	-75% ▼

## 2 or more Services within 30 days



## Data Submitted to DMHAS by Month

> 10% Over  < 10% UnderActual  Goal  Goal Met  Below Goal 

\* State Avg based on 117 Active Standard Outpatient Programs