

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,754	2,710	2%
	Admits	1,768	1,903	-7%
	Discharges	2,023	1,835	10%
	Service Hours	2,609	2,516	4%
	Bed Days	13,869	15,340	-10%

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

### Consumer Satisfaction Survey

(Based on 1,274 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Respect		85%	80%	91%
✓ Overall		85%	80%	91%
✓ General Satisfaction		82%	80%	92%
● Access		79%	80%	88%
● Outcome		78%	80%	83%
● Recovery		78%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Forensic SA</b>	Forensics Community-based	1,951	67.6%
<b>Addiction</b>	Residential Services	570	19.8%
	Outpatient	237	8.2%
	Case Management	75	2.6%
	Forensics Community-based	33	1.1%
<b>Mental Health</b>	Case Management	20	0.7%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	324	12%	9%	Male	1,950	71%	▲ 58%
26-34	856	31%	▲ 20%	Female	803	29%	▼ 42%
35-44	704	26%	24%	Transgender			0%
45-54	403	15%	18%	<b>Race</b>			
55-64	338	12%	20%	White/Caucasian	2,202	80%	▲ 62%
65+	108	4%	9%	Black/African American	256	9%	17%
<b>Ethnicity</b>				Other	195	7%	13%
Non-Hispanic	2,075	75%	69%	Unknown	74	3%	6%
Hispanic-Other	406	15%	8%	Asian	21	1%	1%
Hisp-Puerto Rican	113	4%	11%	Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	98	4%	11%	Multiple Races	2	0%	1%
Hispanic-Mexican	59	2%	1%	Am. Indian/Native Alaskan	1	0%	1%
Hispanic-Cuban	3	0%	0%				

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

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

# Danbury Case Management

Midwestern CT Council on Alcoholism (MCCA)

Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	96	-22% ▼
Admits	25	59	-58% ▼
Discharges	54	64	-16% ▼
Service Hours	279	326	-15% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	60%	39%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		47	87%	50%	66%	37% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		74	97%	60%	47%	37% ▲
✓ Stable Living Situation		67	88%	80%	72%	8%
● Employed		12	16%	20%	24%	-4%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	95%	90%	70%	5%

## 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 13 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	20	-70% ▼
Admits	-	4	-100% ▼
Discharges	4	15	-73% ▼
Service Hours	31	89	-65% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	100%	80%
On-Time Periodic		
6 Month Updates	50%	15%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	43%	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		6	100%	75%	65%	25% ▲
✓ Abstinence/Reduced Drug Use		4	67%	55%	33%	12% ▲
✓ Employed		3	50%	50%	30%	0%
● Stable Living Situation		5	83%	95%	65%	-12% ▼
● Self Help		1	17%	60%	15%	-43% ▼

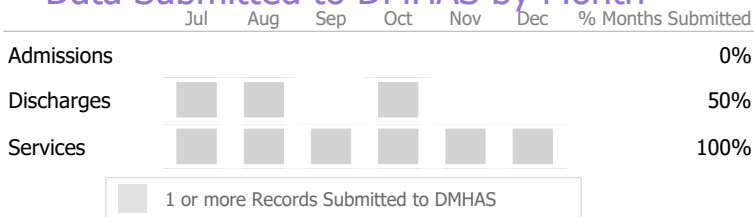
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	52%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	64%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 111 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	93	85	9%
Admits	28	22	27% ▲
Discharges	22	21	5%
Service Hours	947	827	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
Valid TEDS Data	35%	22%
<b>On-Time Periodic</b>		
6 Month Updates	57%	61%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	45%	75%	53%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	99%	90%	89%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		18	67%	75%	66%	-8%

### 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

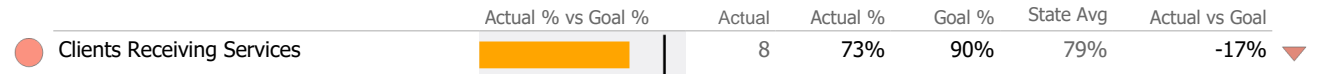
\* State Avg based on 7 Active Gambling Outpatient Programs

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

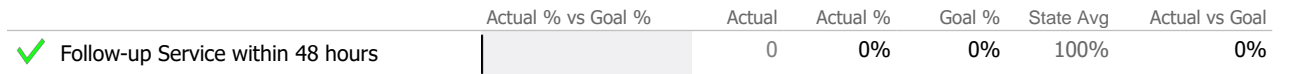
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	34	-24% ▼
Admits	16	17	-6%
Discharges	15	17	-12% ▼
Service Hours	32	34	-6%

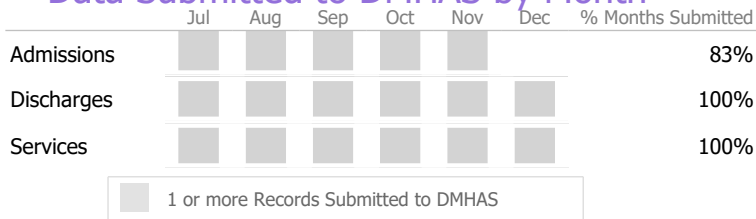
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	169	168	1%
Admits	156	161	-3%
Discharges	168	164	2%
Bed Days	3,010	3,298	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Valid TEDS Data	97%	94%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		111	66%	80%	68%	-14% ▼
No Re-admit within 30 Days of Discharge		151	90%	85%	90%	5%
Follow-up within 30 Days of Discharge		69	62%	90%	61%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		157	90%	60%	65%	30% ▲
Abstinence/Reduced Drug Use		54	31%	70%	31%	-39% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	21 days	0.1	82%	90%	79%	-8%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	139	116	20% ▲
Admits	102	94	9%
Discharges	72	83	-13% ▼
Service Hours	804	801	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	95%	80%
On-Time Periodic		
6 Month Updates	46%	15%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		50	69%	50%	43%	19% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		82	56%	50%	30%	6%
✓ Not Arrested		119	81%	75%	65%	6%
✓ Stable Living Situation		140	95%	95%	65%	0%
● Abstinence/Reduced Drug Use		77	52%	55%	33%	-3%
● Self Help		29	20%	60%	15%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		65	87%	90%	52%	-3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		73	74%	75%	64%	-1%

### 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

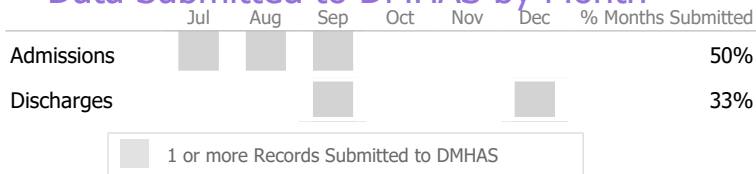
\* State Avg based on 111 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	23	-57% ▼
Admits	4	6	-33% ▼
Discharges	3	14	-79% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

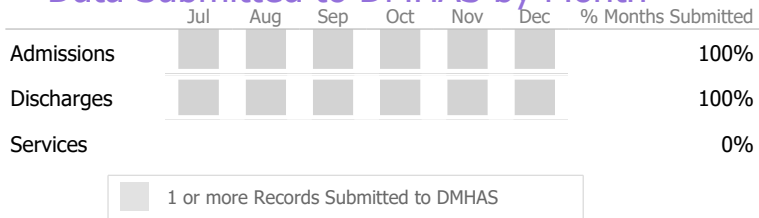
Variances in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	162	220	-26% ▼
Admits	94	124	-24% ▼
Discharges	115	122	-6%
Service Hours	-	-	

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

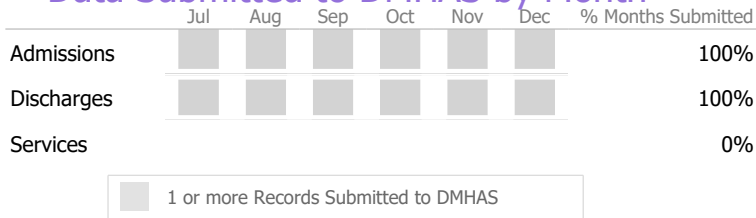
\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	445	473	-6%
Admits	255	328	-22% ▼
Discharges	301	212	42% ▲
Service Hours	-	-	

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

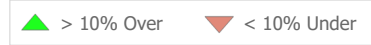
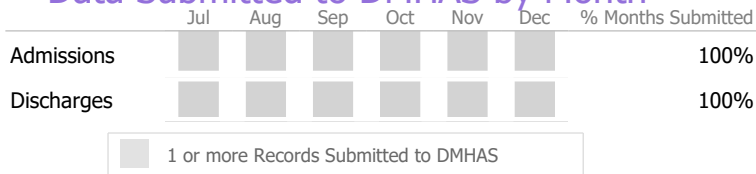
\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	844	630	34% ▲
Admits	332	239	39% ▲
Discharges	418	190	120% ▲

### Data Submitted to DMHAS by Month



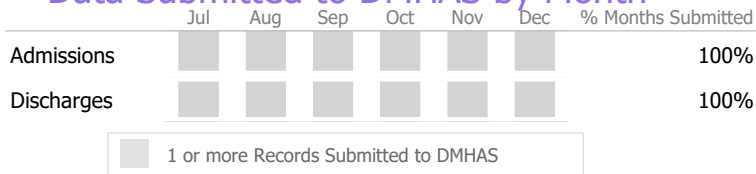
\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	411	401	2%
Admits	104	141	-26% ▼
Discharges	177	122	45% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	374	379	-1%
Admits	438	447	-2%
Discharges	442	461	-4%
Bed Days	1,904	2,092	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	87%
✓ Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		294	67%	80%	71%	-13% ▼
● No Re-admit within 30 Days of Discharge		356	81%	85%	77%	-4%
● Follow-up within 30 Days of Discharge		179	61%	90%	49%	-29% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	4 days	0.0	74%	90%	75%	-16% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

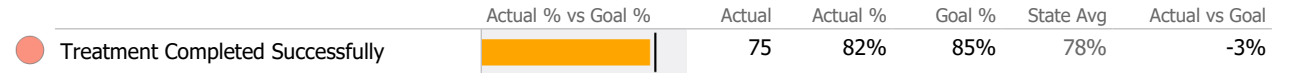
\* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

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

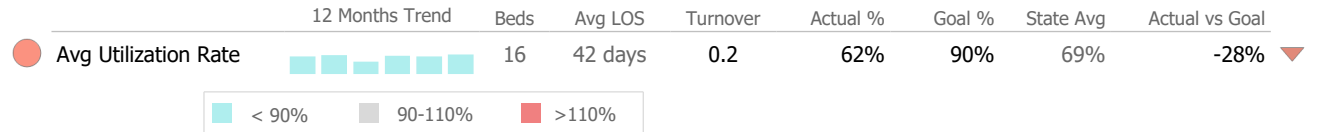
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	142	-37% ▼
Admits	91	143	-36% ▼
Discharges	91	148	-39% ▼
Bed Days	1,838	1,914	-4%

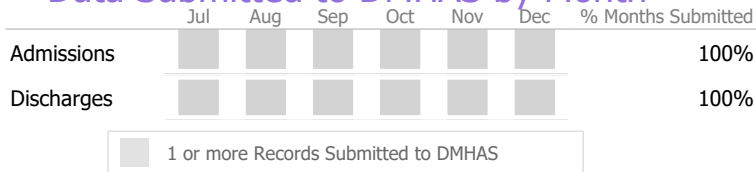
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



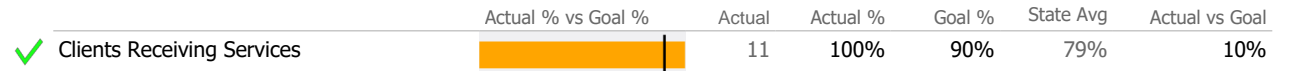
\* State Avg based on 12 Active Recovery House Programs

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

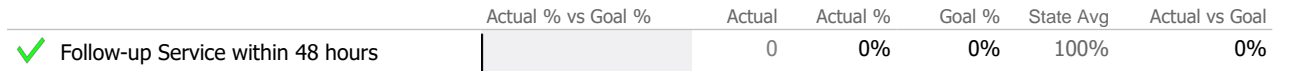
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	50	20% ▲
Admits	43	35	23% ▲
Discharges	51	32	59% ▲
Service Hours	96	68	41% ▲

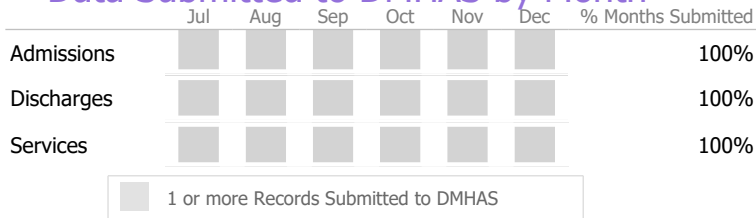
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	26	-23% ▼
Admits	4	9	-56% ▼
Discharges	4	11	-64% ▼
Service Hours	348	370	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	100%	85%	96%	15% ▲

### Service Utilization

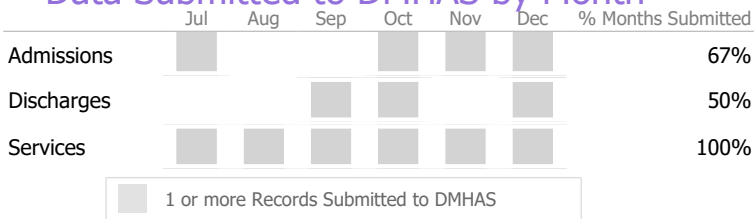
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 64 Active Supportive Housing – Development Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33		
Admits	37	-	
Discharges	30	-	
Service Hours	73	-	

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	64%	10%

### Data Submission Quality

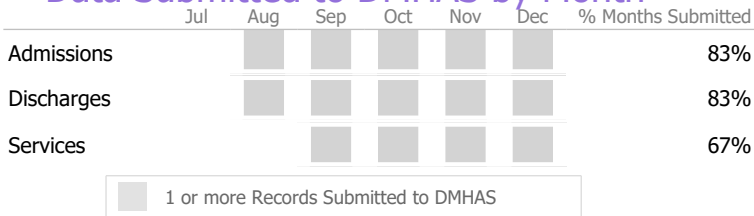
Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	0%	0%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 3 Active Court Liaison-Jail Diversion Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	14	15	-7%
Discharges	15	18	-17% ▼
Bed Days	1,844	1,595	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	0%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	67%	60%	80%	7%
● No Re-admit within 30 Days of Discharge		9	60%	85%	68%	-25% ▼
● Follow-up within 30 Days of Discharge		6	60%	90%	47%	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		19	76%	70%	85%	6%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		11	121 days	0.3	91%	90%	77%	1%		

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 2 Active Long Term Care 3.3 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	83	-27% ▼
Admits	25	56	-55% ▼
Discharges	41	53	-23% ▼
Bed Days	5,273	6,441	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	0%	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		35	85%	60%	80%	25% ▲
● No Re-admit within 30 Days of Discharge		29	71%	85%	68%	-14% ▼
● Follow-up within 30 Days of Discharge		15	43%	90%	47%	-47% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		54	87%	70%	85%	17% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		39	148 days	0.4	73%	90%	77%	-17% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 2 Active Long Term Care 3.3 Programs

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