

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,247	1,200	4%
	Admits	277	189	47% ▲
	Discharges	146	229	-36% ▼
	Service Hours	779	814	-4%
	Bed Days	172	133	29% ▲

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

Consumer Satisfaction Survey

(Based on 57 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		89%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		84%	80%	88%
● Recovery		73%	80%	79%
● Outcome		69%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,049	82.5%
	Case Management	104	8.2%
Mental Health	Outpatient	20	1.6%
	Case Management	96	7.6%
Forensic SA	Case Management	96	7.6%
	Crisis Services	2	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	58	5%	8%	Male	994	80%	59% ▲
26-34	280	22%	19%	Female	253	20%	41% ▼
35-44	379	30%	24%	Transgender			0%
45-54	241	19%	18%				
55-64	201	16%	19%				
65+	87	7%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	573	46%	65% ▼	Black/African American	380	30%	17% ▲
Unknown	255	20%	14%	Other	316	25%	12% ▲
Hisp-Puerto Rican	213	17%	10%	White/Caucasian	278	22%	60% ▼
Hispanic-Other	198	16%	10%	Unknown	222	18%	8%
Hispanic-Mexican	5	0%	1%	Asian	29	2%	1%
Hispanic-Cuban	3	0%	0%	Am. Indian/Native Alaskan	10	1%	1%
				Multiple Races	10	1%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

■ 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.

Asian Family Service OP 627210

Community Renewal Team (CRT)

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	25	-20% ▼
Admits	16	1	1500% ▲
Discharges	-	1	-100% ▼
Service Hours	15	3	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic		
6 Month Updates	50%	52%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	90%	60%	63%	30% ▲
✓ Stable Living Situation		20	100%	95%	72%	5%
✓ Employed		6	30%	30%	25%	0%
● Improved/Maintained Function Score		0	0%	75%	41%	-75% ▼

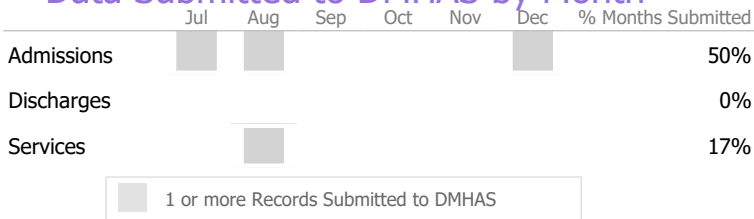
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	85%	90%	84%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	6%	75%	61%	-69% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 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	2	3	-33% ▼
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	-	-	
Bed Days	172	133	29% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	121 days	1.0	31%	90%	35%	-59% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submission Quality

Data Entry	Actual	State Avg
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Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	64%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■				17%
Discharges			■				17%
Services							0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

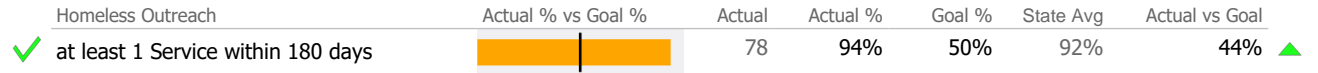
* State Avg based on 6 Active Respite Bed Programs

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

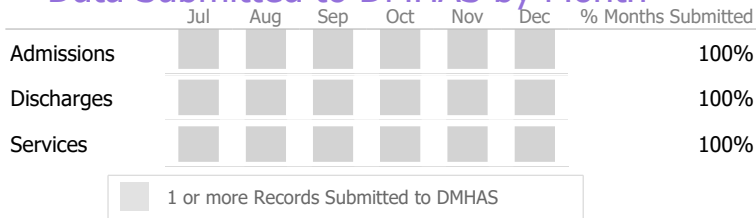
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	59	63% ▲
Admits	83	18	361% ▲
Discharges	35	37	-5%
Service Hours	87	27	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	138	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	91%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	96	-5%
Admits	64	66	-3%
Discharges	57	69	-17% ▼
Service Hours	514	493	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	18%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		36	63%	50%	77%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		46	50%	20%	28%	30% ▲
✓ Social Support		77	84%	60%	81%	24% ▲
✓ Self Help		61	66%	60%	65%	6%
✓ Stable Living Situation		78	85%	80%	62%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	70%	10%

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 8 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	12	20	-40% ▼
Admits	8	16	-50% ▼
Discharges	10	14	-29% ▼
Service Hours	23	24	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	18%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	50%	77%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	92%	60%	81%	32% ▲
✓ Self Help		9	75%	60%	65%	15% ▲
● Employed		1	8%	20%	28%	-12% ▼
● Stable Living Situation		8	67%	80%	62%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	70%	10%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	86%	-85% ▼

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	91%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,049	1,018	3%
Admits	105	85	24% ▲
Discharges	43	105	-59% ▼
Service Hours	140	129	8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	88%
✓ Valid TEDS Data	86%	75%
On-Time Periodic		
● 6 Month Updates	3%	10%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	35%	50%	53%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		144	14%	50%	28%	-36% ▼
● Abstinence/Reduced Drug Use		146	14%	55%	28%	-41% ▼
● Not Arrested		286	27%	75%	53%	-48% ▼
● Self Help		6	1%	60%	15%	-59% ▼
● Improved/Maintained Function Score		32	3%	75%	41%	-72% ▼
● Stable Living Situation		240	23%	95%	55%	-72% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		87	9%	90%	37%	-81% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	3%	75%	45%	-72% ▼

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 101 Active Standard Outpatient Programs

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