

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,535	1,265	21%	▲
	Admits	625	271	131%	▲
	Discharges	249	316	-21%	▼
	Service Hours	1,249	1,169	7%	
	Bed Days	263	137	92%	▲

▲ > 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	#	%
<b>Addiction</b>	Outpatient	1,298	81.2%
<b>Mental Health</b>	Case Management	159	9.9%
	Outpatient	22	1.4%
<b>Forensic SA</b>	Case Management	117	7.3%
<b>Forensic MH</b>	Crisis Services	2	0.1%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	67	4%	9%	Male	1,252	82%	59%
26-34	353	23%	20%	Female	283	18%	40%
35-44	470	31%	25%	Transgender			0%
45-54	307	20%	18%				
55-64	235	15%	19%				
65+	101	7%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	702	46%	64%	Black/African American	458	30%	17%
Unknown	309	20%	14%	Other	364	24%	12%
Hisp-Puerto Rican	262	17%	10%	White/Caucasian	344	22%	59%
Hispanic-Other	252	16%	10%	Unknown	315	21%	9%
Hispanic-Mexican	6	0%	1%	Asian	30	2%	1%
Hispanic-Cuban	4	0%	0%	Am. Indian/Native Alaskan	12	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	25	-12% ▼
Admits	18	1	1700% ▲
Discharges	2	4	-50% ▼
Service Hours	20	3	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	61%	54%
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		0	0%	50%	42%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	91%	60%	65%	31% ▲
Stable Living Situation		22	100%	95%	74%	5% ▲
Employed		6	27%	30%	26%	-3% ▼
Improved/Maintained Function Score		2	10%	75%	46%	-65% ▼

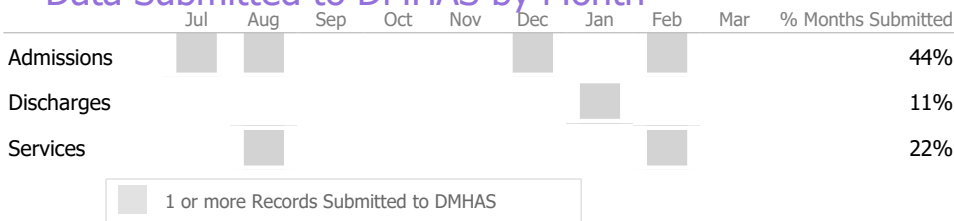
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	85%	90%	89%	-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%	66%	-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	3	-67% ▼
Service Hours	-	-	
Bed Days	263	137	92% ▲

### 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%	55%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	180 days	0.8	32%	90%	41%	-58% ▼

■ < 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%	61%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■							11%
Discharges			■							11%
Services										0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

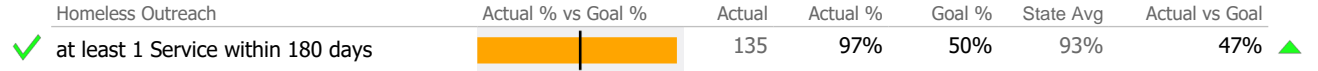
\* State Avg based on 7 Active Respite Bed Programs

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

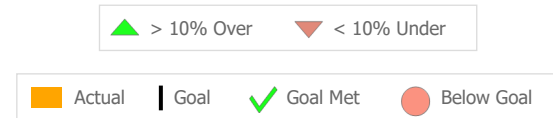
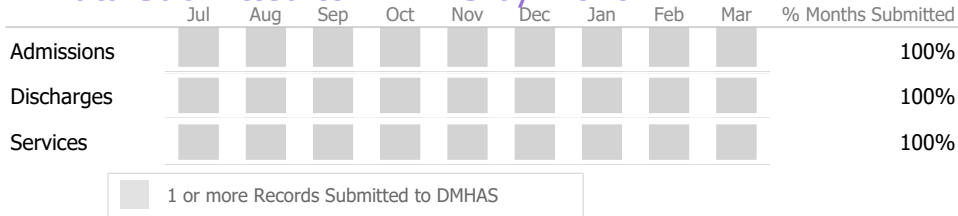
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	67	125% ▲
Admits	140	27	419% ▲
Discharges	88	48	83% ▲
Service Hours	156	52	199% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 58 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 - March 2024 (Data as of Jun 10, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	206	-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%	94%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

1 or more Records Submitted to DMHAS

\* 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	112	125	-10% ▼
Admits	86	95	-9%
Discharges	76	99	-23% ▼
Service Hours	698	675	3%

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		42	55%	50%	80%	5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		55	48%	20%	28%	28% ▲
✓ Social Support		97	85%	60%	84%	25% ▲
✓ Stable Living Situation		100	88%	80%	70%	8%
✓ Self Help		73	64%	60%	69%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	97%	90%	76%	7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	13	26	-50% ▼
Admits	9	22	-59% ▼
Discharges	11	22	-50% ▼
Service Hours	25	32	-23% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	100%	50%	80%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	92%	60%	84%	32% ▲
✓ Self Help		10	77%	60%	69%	17% ▲
● Employed		1	8%	20%	28%	-12% ▼
● Stable Living Situation		8	62%	80%	70%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	76%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■		■			67%
Discharges	■	■	■	■	■	■	■			78%
Services	■		■	■	■	■	■	■		78%

■ 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

### 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	<div style="width: 0%;"></div>	N/A	N/A	85%	86%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 0%;"></div>	N/A	N/A	90%	94%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 0%;"></div>	98%
On-Time Periodic		
6 Month Updates	<div style="width: 0%;"></div>	84%

### 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 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	1,298	1,052	23% ▲
Admits	371	123	202% ▲
Discharges	71	139	-49% ▼
Service Hours	351	201	75% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Valid TEDS Data	89%	67%
<b>On-Time Periodic</b>		
6 Month Updates	2%	9%
<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		19	27%	50%	52%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		254	19%	50%	30%	-31% ▼
Not Arrested		553	42%	75%	58%	-33% ▼
Abstinence/Reduced Drug Use		283	22%	55%	32%	-33% ▼
Self Help		10	1%	60%	16%	-59% ▼
Stable Living Situation		438	33%	95%	59%	-62% ▼
Improved/Maintained Function Score		57	5%	75%	46%	-70% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		213	17%	90%	41%	-73% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	4%	75%	45%	-71% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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.