

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	195	210	-7%
	Admits	123	135	-9%
	Discharges	140	128	9%
	Service Hours	1,107	1,172	-6%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	128	61.8%
	Medication Assisted Treatment	79	38.2%

Consumer Satisfaction Survey

(Based on 148 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Access		90%	80%	88%
✓ Participation in Treatment		90%	80%	92%
✓ Outcome		89%	80%	83%
✓ Recovery		84%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	4	2%	9%
26-34	49	25%	20%
35-44	62	32%	25%
45-54	35	18%	18%
55-64	39	20%	19%
65+	6	3%	10%

Gender	#	%	State Avg
Female	101	52%	▲ 40%
Male	94	48%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	93	48%	▼ 64%
Hisp-Puerto Rican	72	37%	▲ 10%
Hispanic-Other	24	12%	10%
Unknown	4	2%	▼ 14%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	95	49%	59%
Other	46	24%	▲ 12%
Black/African American	45	23%	17%
Unknown	6	3%	9%
Am. Indian/Native Alaskan	3	2%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Latino Outreach

The Village for Families and Children Inc.

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

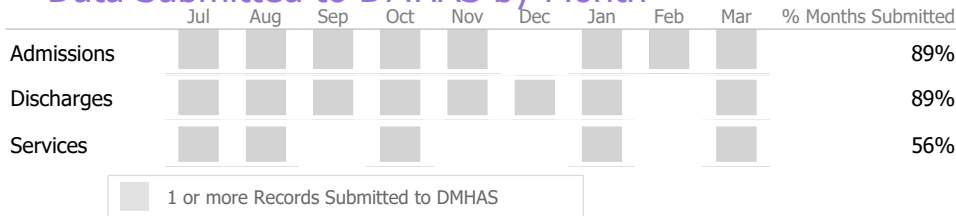
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	29	69% ▲
Admits	38	29	31% ▲
Discharges	40	16	150% ▲
Service Hours	198	76	159% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		33	92%	50%	77%	42% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	11	-45% ▼
Admits	2	3	-33% ▼
Discharges	3	6	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	8%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

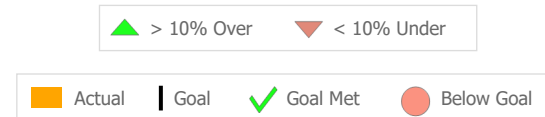
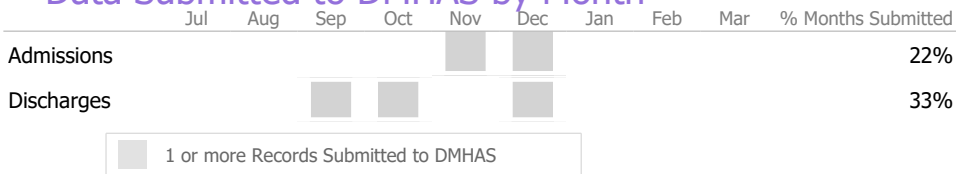
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	42%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		5	83%	55%	41%	28% ▲
✓ Not Arrested		6	100%	75%	64%	25% ▲
✓ Employed		4	67%	50%	36%	17% ▲
✓ Self Help		4	67%	60%	41%	7%
✓ Stable Living Situation		6	100%	95%	57%	5%
○ Improved/Maintained Function Score		1	25%	75%	28%	-50% ▼

Data Submitted to DMHAS by Month



* State Avg based on 6 Active Naltrexone Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	75	-3%
Admits	33	33	0%
Discharges	28	37	-24% ▼
Service Hours	431	517	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
Valid TEDS Data	99%	63%
On-Time Periodic		
6 Month Updates	83%	37%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	32%	50%	47%	-18% ▼

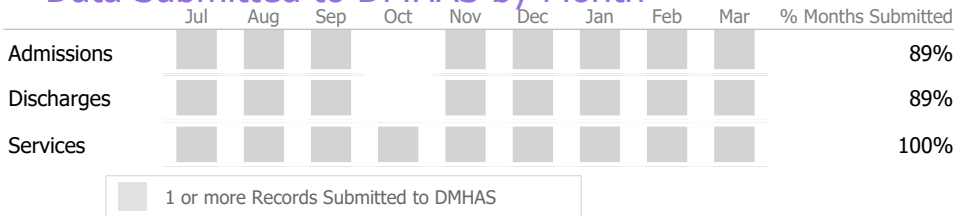
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		73	99%	75%	69%	24% ▲
Abstinence/Reduced Drug Use		56	76%	55%	54%	21% ▲
Self Help		52	70%	60%	23%	10%
Stable Living Situation		68	92%	95%	64%	-3%
Employed		29	39%	50%	30%	-11% ▼
Improved/Maintained Function Score		24	42%	75%	32%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	83%	90%	53%	-7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

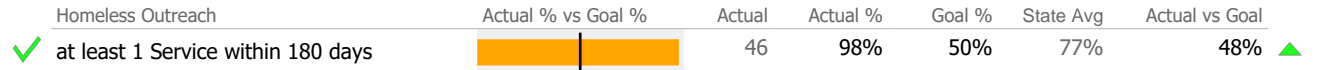
* State Avg based on 19 Active Buprenorphine Maintenance Programs

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

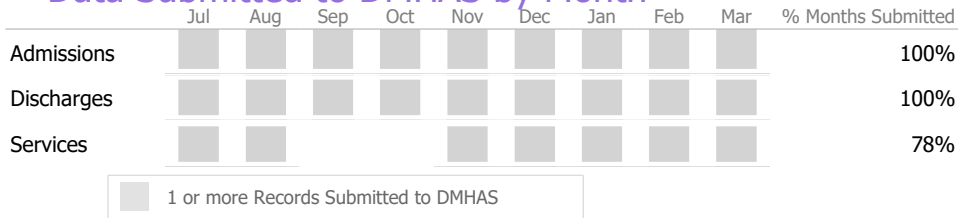
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	108	-27% ▼
Admits	50	70	-29% ▼
Discharges	69	69	0%
Service Hours	478	579	-18% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs