

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
| | Unique Clients | 3,118 | 2,941 | 6% |
| | Admits | 1,938 | 2,008 | -3% |
| | Discharges | 1,831 | 1,847 | -1% |
| | Service Hours | 44,247 | 42,529 | 4% |
| | Bed Days | 15,829 | 15,198 | 4% |
| | S.Rehab/PHP/IOP | 5,918 | 4,736 | 25% ▲ |

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

Consumer Satisfaction Survey

(Based on 714 FY23 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | | 91% | 80% | 93% |
| ✓ Participation in Treatment | | 91% | 80% | 92% |
| ✓ Respect | | 91% | 80% | 91% |
| ✓ General Satisfaction | | 90% | 80% | 92% |
| ✓ Overall | | 90% | 80% | 91% |
| ✓ Access | | 89% | 80% | 88% |
| ● Outcome | | 78% | 80% | 83% |
| ● Recovery | | 73% | 80% | 79% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|-------------------------------|---------------------------|-------|
| Mental Health | Outpatient | 2,669 | 61.0% |
| | Community Support | 365 | 8.3% |
| | Social Rehabilitation | 215 | 4.9% |
| | Case Management | 205 | 4.7% |
| | Employment Services | 144 | 3.3% |
| | Residential Services | 49 | 1.1% |
| | Forensic MH | Forensics Community-based | 297 |
| Addiction | Outpatient | 149 | 3.4% |
| | Medication Assisted Treatment | 95 | 2.2% |
| | Employment Services | 35 | 0.8% |
| | Case Management | 8 | 0.2% |
| Other | Other | 143 | 3.3% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg | |
|------------------|-------------------|-------|-----------|-------------|---------------------------------|-------|-----------|-------|
| 18-25 | 364 | 12% | 9% | Female | 1,586 | 51% | 40% ▲ | |
| 26-34 | 535 | 17% | 20% | Male | 1,529 | 49% | 60% ▼ | |
| 35-44 | 571 | 18% | 25% | Transgender | | | 0% | |
| 45-54 | 523 | 17% | 18% | Race | White/Caucasian | 2,429 | 78% | 58% ▲ |
| 55-64 | 670 | 22% | 18% | | Black/African American | 337 | 11% | 17% |
| 65+ | 450 | 14% | 9% | | Other | 193 | 6% | 12% |
| | | | | | Unknown | 101 | 3% | 9% |
| Ethnicity | Non-Hispanic | 2,487 | 80% | 64% ▲ | Asian | 27 | 1% | 1% |
| | Hispanic-Other | 236 | 8% | 11% | Am. Indian/Native Alaskan | 18 | 1% | 1% |
| | Hisp-Puerto Rican | 229 | 7% | 10% | Multiple Races | 10 | 0% | 1% |
| | Unknown | 144 | 5% | 15% | Hawaiian/Other Pacific Islander | 3 | 0% | 0% |
| | Hispanic-Mexican | 20 | 1% | 1% | | | | |
| Hispanic-Cuban | 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.

Better Choice Shorline

BH Care

Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10 | 9 | 11% ▲ |
| Admits | 8 | 8 | 0% |
| Discharges | 3 | 8 | -63% ▼ |
| Service Hours | 57 | 30 | 89% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 2 | 67% | 75% | 51% | -8% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 6 | 75% | 90% | 84% | -15% ▼ |

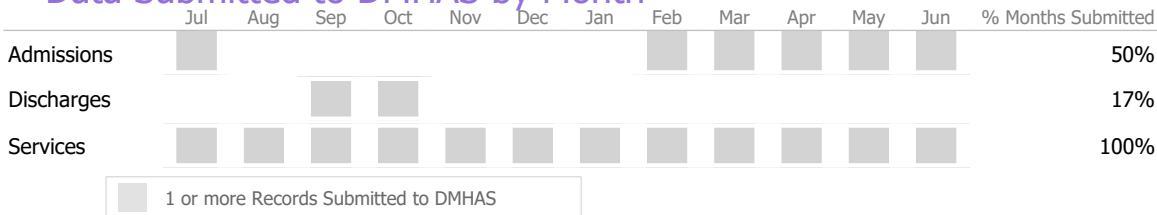
Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data | | 98% |
| ✓ Valid TEDS Data | | 29% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | | 76% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | | 99% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ 2 or more Services within 30 days | | 6 | 75% | 75% | 64% | 0% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 2 | 4 | -50% ▼ |
| Admits | 2 | 1 | 100% ▲ |
| Discharges | - | 4 | -100% ▼ |
| Service Hours | 4 | 16 | -78% ▼ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 51% | N/A |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 1 | 50% | 90% | 84% | -40% ▼ |

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% ▼ |

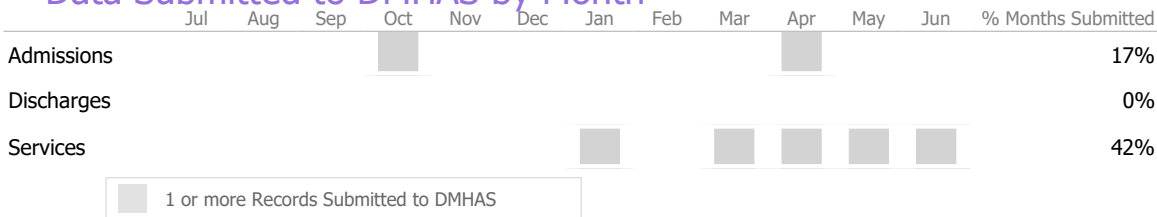
Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 98% |
| Valid TEDS Data | | 29% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 76% |

| Diagnosis | Actual | State Avg |
|------------------------|--------|-----------|
| Valid Axis I Diagnosis | | 99% |

Data Submitted to DMHAS by Month



▲ > 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 | 34 | 37 | -8% |
| Admits | - | 5 | -100% ▼ |
| Discharges | 4 | 3 | 33% ▲ |
| Service Hours | 404 | 403 | 0% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 33 | 97% | 85% | 85% | 12% ▲ |

Service Utilization

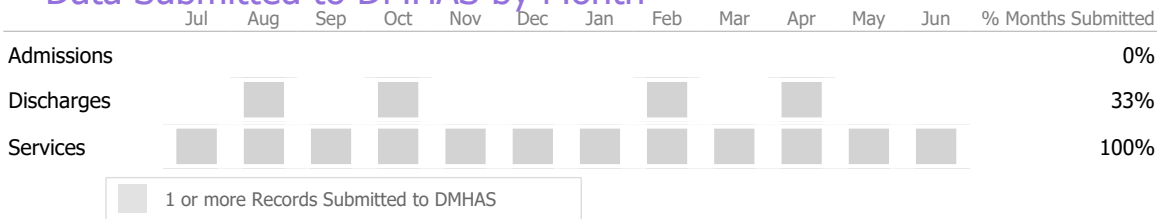
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 30 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 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 | 81 | 120 | -33% ▼ |
| Admits | 23 | 69 | -67% ▼ |
| Discharges | 49 | 64 | -23% ▼ |
| Service Hours | 383 | 759 | -50% ▼ |

Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|----------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Employed | | 45 | 53% | 35% | 41% | 18% ▲ |

Service Utilization

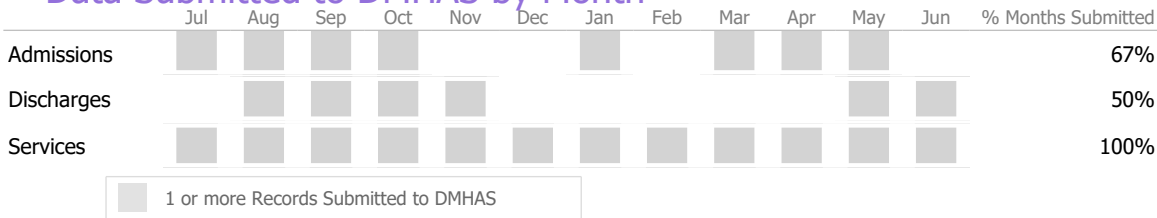
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Clients Receiving Services | | 35 | 97% | 90% | 97% | 7% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 93% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 87% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 98 | 271 | -64% ▼ |
| Admits | 17 | 72 | -76% ▼ |
| Discharges | 53 | 191 | -72% ▼ |
| Service Hours | 247 | 344 | -28% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 88% | 89% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 73% | 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 | | 34 | 64% | 50% | 45% | 14% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 84 | 83% | 60% | 66% | 23% ▲ |
| ● Employed | | 27 | 27% | 30% | 27% | -3% |
| ● Stable Living Situation | | 90 | 89% | 95% | 75% | -6% |
| ● Improved/Maintained Function Score | | 61 | 66% | 75% | 49% | -9% |

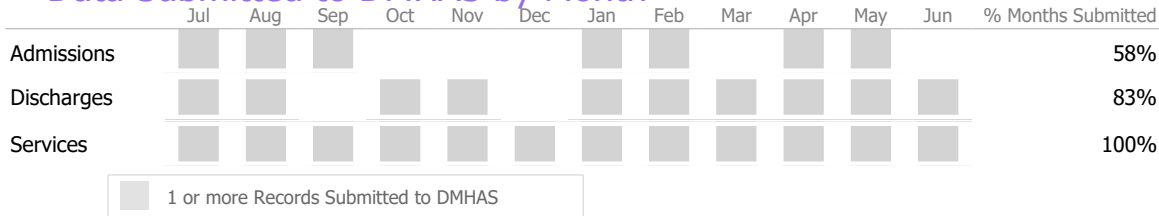
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 48 | 100% | 90% | 90% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days | | 2 | 12% | 75% | 68% | -63% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 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 | 8 | 9 | -11% ▼ |
| Admits | - | 1 | -100% ▼ |
| Discharges | 1 | 1 | 0% |
| Bed Days | 2,838 | 2,877 | -1% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 85% | 98% |
| On-Time Periodic | | |
| 6 Month Updates | 43% | 90% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 1 | 100% | 80% | 86% | 20% ▲ |
| ✓ No Re-admit within 30 Days of Discharge | | 1 | 100% | 85% | 90% | 15% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 1 | 100% | 90% | 82% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 7 | 88% | 60% | 83% | 28% ▲ |
| ✓ Stable Living Situation | | 8 | 100% | 90% | 100% | 10% |
| ○ Improved/Maintained Function Score | | 7 | 88% | 95% | 69% | -7% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 8 | 2,739 days | 0.3 | 97% | 90% | 83% | 7% |

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | | | | | | | 0% |
| Discharges | | | | | | | | | | ■ | | | 8% |

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 22 Active Group Home Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 23 | 29 | -21% ▼ |
| Admits | 1 | 7 | -86% ▼ |
| Discharges | 2 | 7 | -71% ▼ |
| Service Hours | 714 | 628 | 14% ▲ |
| Bed Days | 8,084 | 7,585 | 7% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 88% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 92% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 60% | 69% | -60% ▼ |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 84% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 19 | 83% | 60% | 87% | 23% ▲ |
| Stable Living Situation | | 23 | 100% | 95% | 95% | 5% |
| Improved/Maintained Function Score | | 22 | 100% | 95% | 66% | 5% |
| Employed | | 2 | 9% | 25% | 13% | -16% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 21 | 2,366 days | 0.2 | 105% | 90% | 89% | 15% ▲ |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

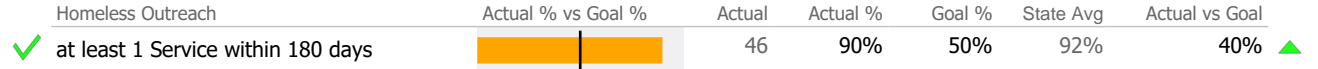
* State Avg based on 83 Active Supervised Apartments Programs

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

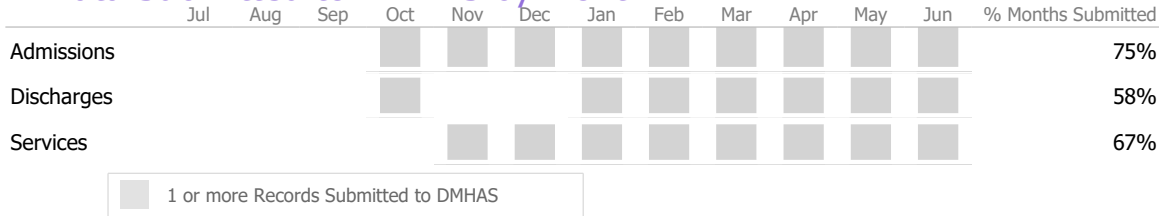
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 51 | | |
| Admits | 53 | - | |
| Discharges | 15 | - | |
| Service Hours | 115 | - | |

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 60 Active Outreach & Engagement Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16 | 16 | 0% |
| Admits | - | 1 | -100% ▼ |
| Discharges | 1 | - | |
| Service Hours | 189 | 229 | -17% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 16 | 100% | 85% | 85% | 15% ▲ |

Service Utilization

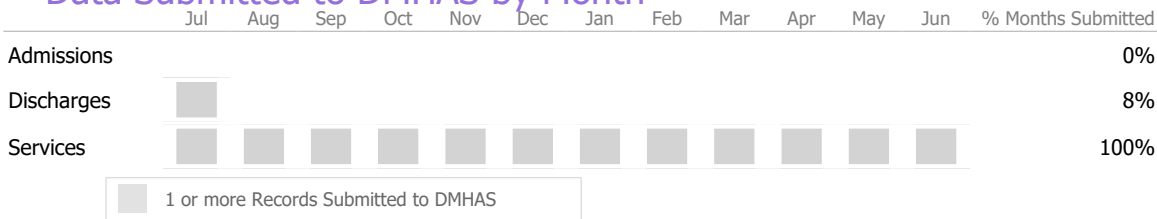
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 15 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 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 | 20 | 21 | -5% |
| Admits | - | 4 | -100% ▼ |
| Discharges | 3 | 1 | 200% ▲ |
| Service Hours | 292 | 280 | 4% |

Recovery

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

Service Utilization

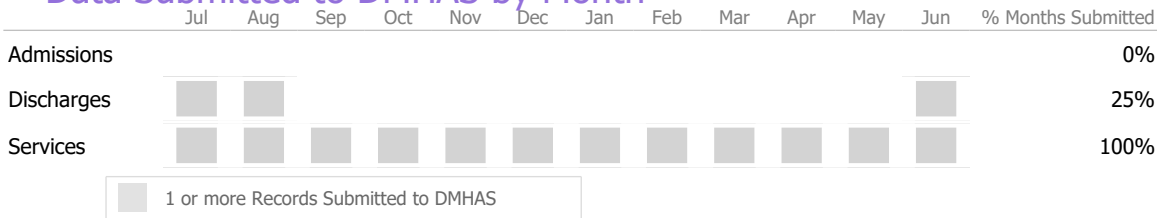
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 17 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

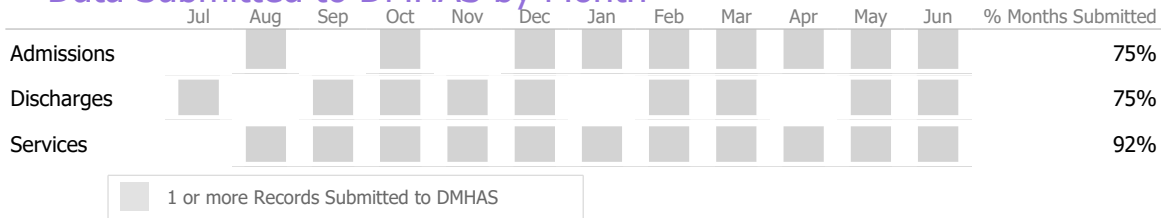
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 102 | 97 | 5% |
| Admits | 21 | 18 | 17% ▲ |
| Discharges | 32 | 17 | 88% ▲ |
| Service Hours | 85 | 82 | 3% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

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

Program Activity

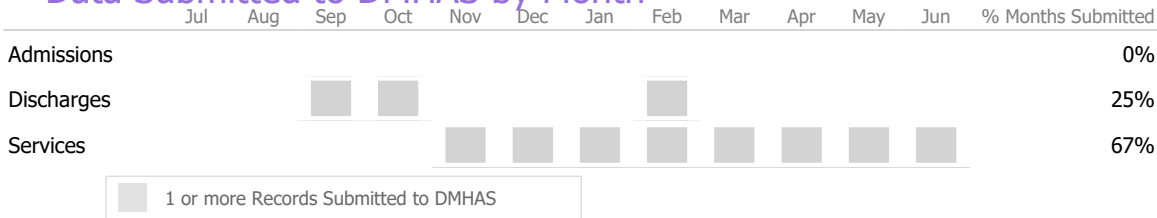
| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 41 | 42 | -2% |
| Admits | - | 39 | -100% ▼ |
| Discharges | 4 | 1 | 300% ▲ |
| Service Hours | 29 | | |

Data Submission Quality

Data Entry Actual State Avg

| Diagnosis | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid Axis I Diagnosis | 100% | 85% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

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

Options SR

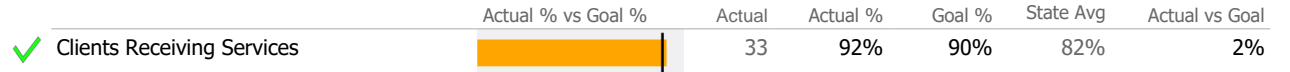
BH Care

Mental Health - Social Rehabilitation - Social Rehabilitation

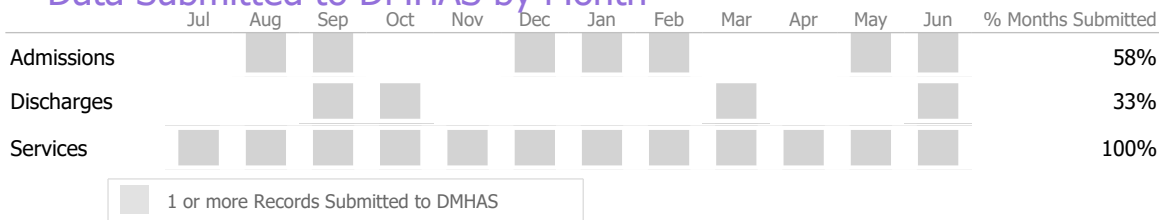
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 71 | 58 | 22% ▲ |
| Admits | 17 | 9 | 89% ▲ |
| Discharges | 36 | 3 | 1100% ▲ |
| Service Hours | | 4 | -92% ▼ |
| Social Rehab/PHP/IOP Days | 1,422 | 1,165 | 22% ▲ |

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Options Vocational Program

BH Care

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

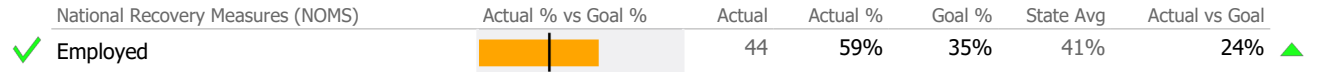
Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

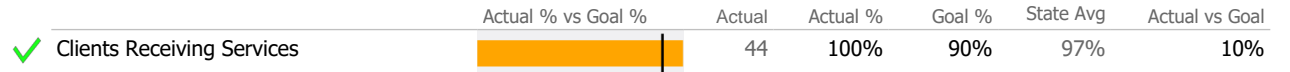
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 64 | 68 | -6% |
| Admits | 51 | 26 | 96% ▲ |
| Discharges | 30 | 46 | -35% ▼ |
| Service Hours | 450 | 259 | 74% ▲ |

Recovery



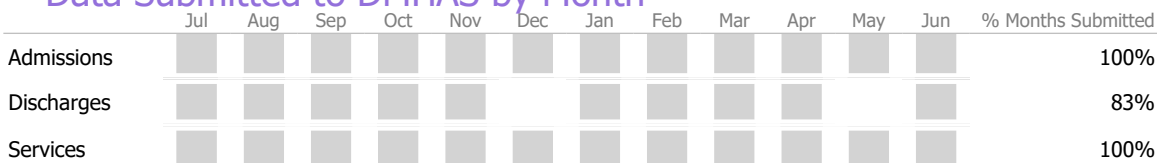
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

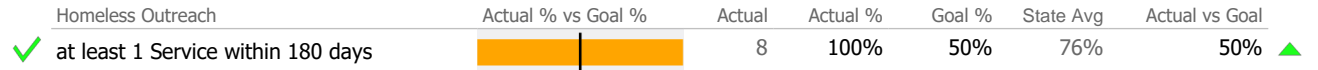
* State Avg based on 37 Active Employment Services Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 8 | | |
| Admits | 8 | - | |
| Discharges | 4 | - | |
| Service Hours | 31 | - | |

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

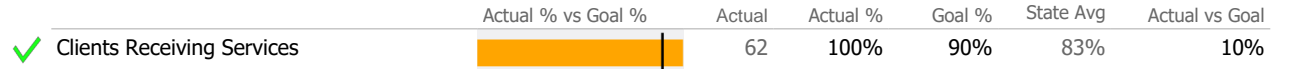
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

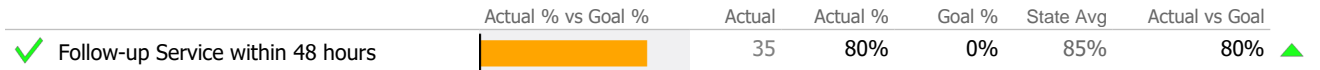
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 226 | 224 | 1% |
| Admits | 185 | 195 | -5% |
| Discharges | 194 | 178 | 9% |
| Service Hours | 688 | 695 | -1% |

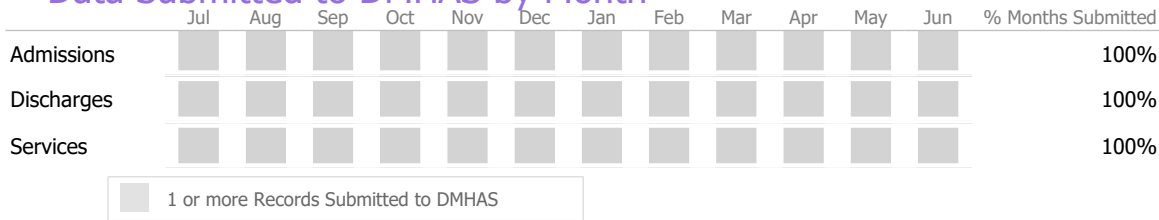
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 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 | 201 | 179 | 12% ▲ |
| Admits | 84 | 96 | -13% ▼ |
| Discharges | 83 | 65 | 28% ▲ |
| Service Hours | 1,726 | 1,468 | 18% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 86% | 91% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 6% | 89% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 28 | 34% | 65% | 53% | -31% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 158 | 77% | 60% | 80% | 17% ▲ |
| Improved/Maintained Function Score | | 136 | 79% | 65% | 58% | 14% ▲ |
| Employed | | 37 | 18% | 20% | 16% | -2% |
| Stable Living Situation | | 158 | 77% | 80% | 86% | -3% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 121 | 99% | 90% | 99% | 9% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 35 Active CSP Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 97 | 85 | 14% ▲ |
| Admits | 30 | 11 | 173% ▲ |
| Discharges | 15 | 16 | -6% |
| Service Hours | 1,113 | 921 | 21% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 89% |
| On-Time Periodic | | |
| 6 Month Updates | 94% | 54% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 5 | 33% | 50% | 45% | -17% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 98 | 98% | 60% | 66% | 38% ▲ |
| Employed | | 37 | 37% | 30% | 27% | 7% |
| Stable Living Situation | | 98 | 98% | 95% | 75% | 3% |
| Improved/Maintained Function Score | | 5 | 5% | 75% | 49% | -70% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 82 | 96% | 90% | 90% | 6% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 23 | 77% | 75% | 68% | 2% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■ | ■ | ■ | ■ | ■ | | | | | ■ | ■ | ■ | 67% |
| Discharges | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | | ■ | 92% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

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

Shoreline PILOTS & Next Steps

BH Care

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6 | 6 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 48 | 76 | -37% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 6 | 100% | 85% | 85% | 15% ▲ |

Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 6 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 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 | 138 | 159 | -13% ▼ |
| Admits | 112 | 115 | -3% |
| Discharges | 115 | 129 | -11% ▼ |
| Service Hours | 701 | 896 | -22% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 86% | 90% |
| Valid TEDS Data | 79% | 66% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 29% | 10% |
| 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 | | 37 | 32% | 50% | 53% | -18% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Function Score | | 126 | 95% | 75% | 52% | 20% ▲ |
| Employed | | 73 | 48% | 50% | 32% | -2% |
| Stable Living Situation | | 133 | 88% | 95% | 62% | -7% |
| Abstinence/Reduced Drug Use | | 59 | 39% | 55% | 34% | -16% ▼ |
| Not Arrested | | 87 | 58% | 75% | 61% | -17% ▼ |
| Self Help | | 43 | 28% | 60% | 18% | -32% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 35 | 97% | 90% | 45% | 7% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 90 | 89% | 75% | 46% | 14% ▲ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 100 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 | 1,308 | 1,205 | 9% |
| Admits | 610 | 615 | -1% |
| Discharges | 525 | 505 | 4% |
| Service Hours | 13,492 | 13,527 | 0% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 85% | 89% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 41% | 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 | | 226 | 43% | 50% | 45% | -7% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 923 | 66% | 60% | 66% | 6% |
| Employed | | 479 | 34% | 30% | 27% | 4% |
| Improved/Maintained Function Score | | 1,076 | 93% | 75% | 49% | 18% ▲ |
| Stable Living Situation | | 1,191 | 86% | 95% | 75% | -9% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 860 | 99% | 90% | 90% | 9% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 535 | 94% | 75% | 68% | 19% ▲ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 79 Active Standard Outpatient Programs

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

SOR - Employment

BH Care

Addiction - Employment Services - Employment Services

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 35 | 40 | -13% ▼ |
| Admits | 22 | 26 | -15% ▼ |
| Discharges | 16 | 27 | -41% ▼ |
| Service Hours | 50 | 98 | -49% ▼ |

Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|----------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Employed | | 22 | 63% | 35% | 30% | 28% ▲ |

Service Utilization

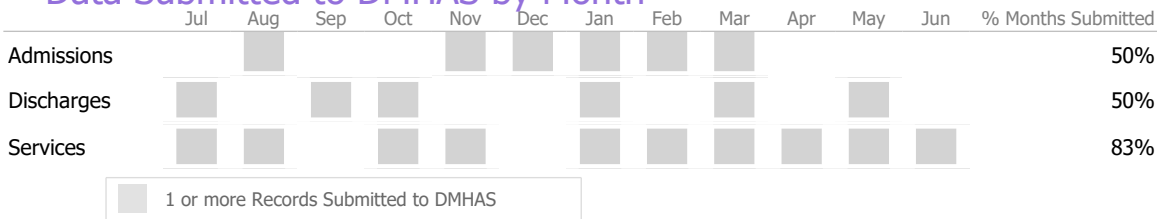
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Clients Receiving Services | | 18 | 95% | 90% | 97% | 5% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|------------|
| Valid NOMS Data | | 80% vs 91% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-------------|
| ✓ 6 Month Updates | | 100% vs 77% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Employment Services Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 95 | 76 | 25% ▲ |
| Admits | 40 | 60 | -33% ▼ |
| Discharges | 32 | 23 | 39% ▲ |
| Service Hours | 1,087 | 1,252 | -13% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 97% |
| Valid TEDS Data | 95% | 64% |
| On-Time Periodic | | |
| 6 Month Updates | 94% | 39% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 20 | 62% | 50% | 50% | 12% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Abstinence/Reduced Drug Use | | 70 | 74% | 55% | 55% | 19% ▲ |
| ✓ Not Arrested | | 84 | 88% | 75% | 72% | 13% ▲ |
| ✓ Improved/Maintained Function Score | | 79 | 96% | 75% | 36% | 21% ▲ |
| ● Employed | | 41 | 43% | 50% | 30% | -7% |
| ● Stable Living Situation | | 83 | 87% | 95% | 66% | -8% |
| ● Self Help | | 35 | 37% | 60% | 25% | -23% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 62 | 98% | 90% | 59% | 8% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 83% |
| 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 19 Active Buprenorphine Maintenance Programs

Variances 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 | - | - | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | | N/A 99% |
| Valid TEDS Data | | N/A 92% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | | N/A 17% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 43% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use | | N/A | N/A | 55% | 45% | -55% ▼ |
| Employed | | N/A | N/A | 50% | 38% | -50% ▼ |
| Improved/Maintained Function Score | | N/A | N/A | 75% | 32% | -75% ▼ |
| Not Arrested | | N/A | N/A | 75% | 71% | -75% ▼ |
| Self Help | | N/A | N/A | 60% | 45% | -60% ▼ |
| Stable Living Situation | | N/A | N/A | 95% | 62% | -95% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | N/A | N/A | 90% | 46% | N/A ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 6 Active Naltrexone Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 3 | 3 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Bed Days | 1,098 | 1,095 | 0% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | N/A | 98% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 0% | 90% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 100% |

Discharge Outcomes

| Measure | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 80% | 86% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 90% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 82% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 3 | 100% | 90% | 100% | 10% |
| Social Support | | 2 | 67% | 60% | 83% | 7% |
| Improved/Maintained Function Score | | 1 | 33% | 95% | 69% | -62% |

Bed Utilization

| 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| | 3 | 5,139 days | 0.3 | 100% | 90% | 83% | 10% |



Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 22 Active Group Home Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 164 | 173 | -5% |
| Admits | 32 | 29 | 10% |
| Discharges | 24 | 42 | -43% ▼ |
| Service Hours | 3,410 | 2,940 | 16% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 97% | 91% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 70% | 89% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 99% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 20 | 83% | 65% | 53% | 18% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 147 | 90% | 60% | 80% | 30% ▲ |
| Improved/Maintained Function Score | | 140 | 99% | 65% | 58% | 34% ▲ |
| Stable Living Situation | | 157 | 96% | 80% | 86% | 16% ▲ |
| Employed | | 20 | 12% | 20% | 16% | -8% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 139 | 99% | 90% | 99% | 9% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■ | ■ | | | | ■ | ■ | ■ | ■ | ■ | ■ | | 67% |
| Discharges | ■ | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | 92% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active CSP Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5 | 5 | 0% |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | - | |
| Bed Days | 1,830 | 1,762 | 4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 88% |
| On-Time Periodic | | |
| 6 Month Updates | 80% | 92% |
| 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 | 60% | 69% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 84% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Function Score | | 5 | 100% | 95% | 66% | 5% |
| Stable Living Situation | | 5 | 100% | 95% | 95% | 5% |
| Social Support | | 3 | 60% | 60% | 87% | 0% |
| Employed | | 1 | 20% | 25% | 13% | -5% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 5 | 3,024 days | 0.3 | 100% | 90% | 89% | 10% |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | | | | | | | 0% |
| Discharges | | | | | | | | | | | | | 0% |

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

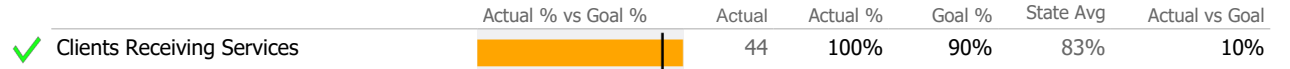
Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

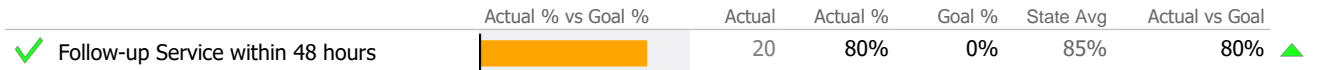
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 77 | 90 | -14% ▼ |
| Admits | 43 | 46 | -7% |
| Discharges | 34 | 59 | -42% ▼ |
| Service Hours | 318 | 310 | 3% |

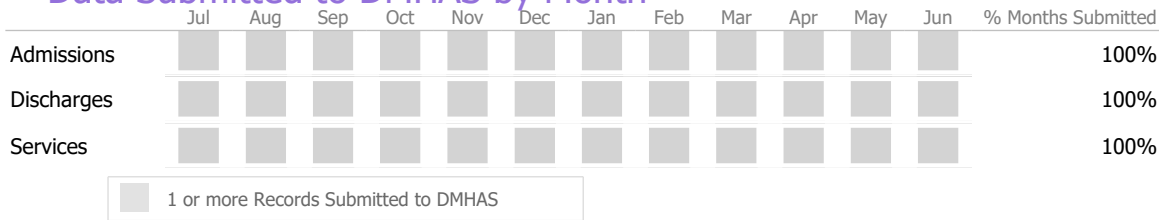
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 19 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 | 18 | 17 | 6% |
| Admits | 3 | 3 | 0% |
| Discharges | 1 | 2 | -50% ▼ |
| Service Hours | 217 | 178 | 22% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 16 | 89% | 85% | 93% | 4% |

Service Utilization

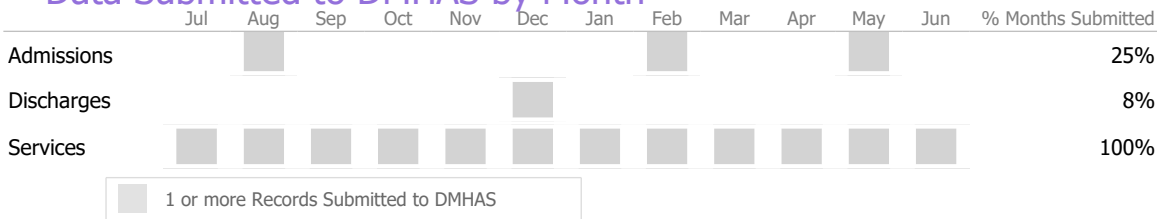
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 15 | 88% | 90% | 98% | -2% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 99% |

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 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 | 1,223 | 1,112 | 10% |
| Admits | 488 | 472 | 3% |
| Discharges | 483 | 357 | 35% ▲ |
| Service Hours | 15,338 | 14,702 | 4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 97% | 89% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 39% | 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 | | 296 | 61% | 50% | 45% | 11% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 969 | 75% | 60% | 66% | 15% ▲ |
| Improved/Maintained Function Score | | 1,057 | 95% | 75% | 49% | 20% ▲ |
| Employed | | 447 | 35% | 30% | 27% | 5% |
| Stable Living Situation | | 1,077 | 84% | 95% | 75% | -11% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 801 | 100% | 90% | 90% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 440 | 95% | 75% | 68% | 20% ▲ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 79 Active Standard Outpatient Programs

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

Valley PILOTS & Next Steps

BH Care

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5 | 7 | -29% ▼ |
| Admits | - | - | |
| Discharges | - | 2 | -100% ▼ |
| Service Hours | 82 | 70 | 17% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 5 | 100% | 85% | 85% | 15% ▲ |

Service Utilization

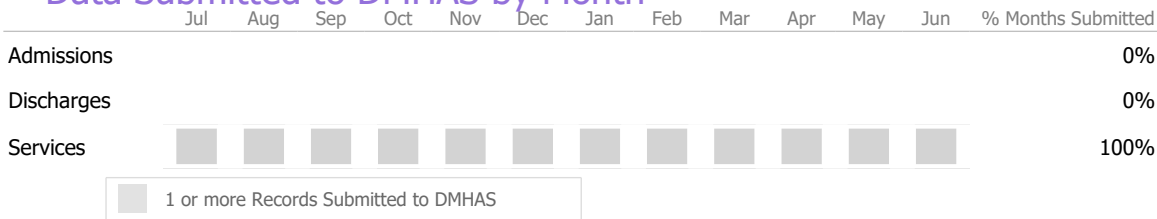
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 5 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

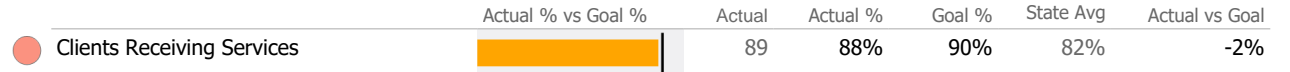
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

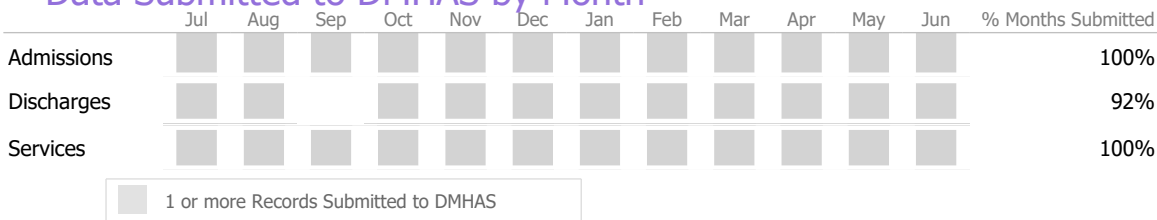
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 145 | 114 | 27% ▲ |
| Admits | 57 | 41 | 39% ▲ |
| Discharges | 48 | 23 | 109% ▲ |
| Service Hours | 37 | 81 | -54% ▼ |
| Social Rehab/PHP/IOP Days | 4,496 | 3,571 | 26% ▲ |

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 42 | 42 | 0% |
| Admits | 18 | 21 | -14% ▼ |
| Discharges | 16 | 20 | -20% ▼ |
| Service Hours | 2,077 | 1,379 | 51% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 100% | 94% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 72% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 9 | 56% | 50% | 61% | 6% |

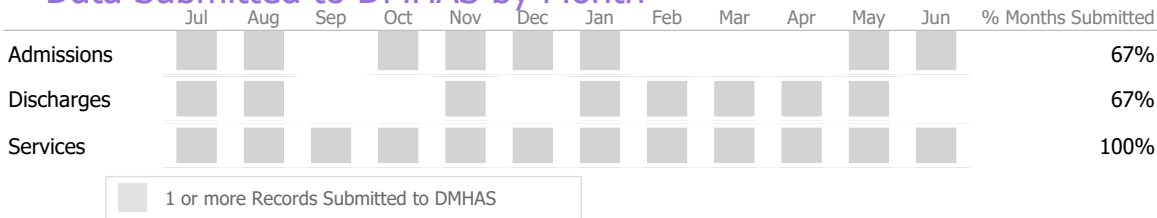
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 41 | 98% | 60% | 73% | 38% ▲ |
| ✓ Employed | | 16 | 38% | 20% | 17% | 18% ▲ |
| ✓ Stable Living Situation | | 40 | 95% | 80% | 82% | 15% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 26 | 100% | 90% | 91% | 10% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 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 | 11 | 12 | -8% |
| Admits | 6 | 6 | 0% |
| Discharges | 5 | 7 | -29% ▼ |
| Bed Days | 1,979 | 1,879 | 5% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 88% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 92% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 1 | 20% | 60% | 69% | -40% ▼ |
| ✓ Follow-up within 30 Days of Discharge | | 1 | 100% | 90% | 84% | 10% |

Recovery

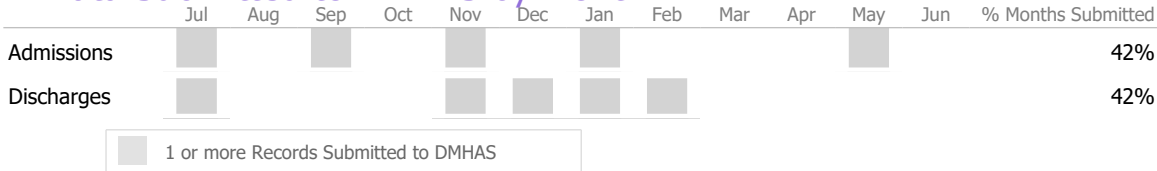
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 10 | 91% | 60% | 87% | 31% ▲ |
| ✓ Stable Living Situation | | 11 | 100% | 95% | 95% | 5% |
| ● Employed | | 2 | 18% | 25% | 13% | -7% |
| ✓ Improved/Maintained Function Score | | 9 | 100% | 95% | 66% | 5% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 6 | 339 days | 0.2 | 90% | 90% | 89% | 0% |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14 | 24 | -42% ▼ |
| Admits | 7 | 3 | 133% ▲ |
| Discharges | 3 | 17 | -82% ▼ |
| Service Hours | 864 | 758 | 14% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 98% | 94% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 72% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 33% | 50% | 61% | -17% ▼ |

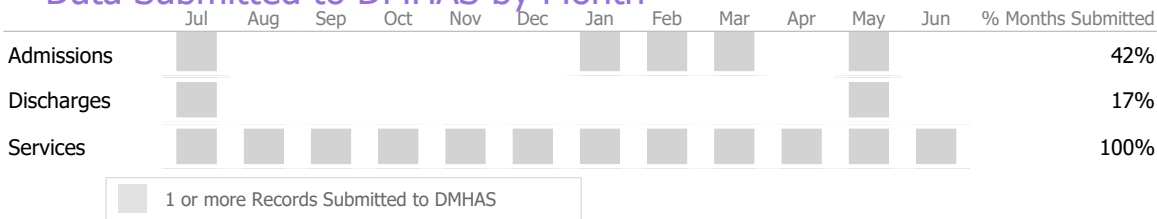
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 13 | 93% | 60% | 73% | 33% ▲ |
| Employed | | 6 | 43% | 20% | 17% | 23% ▲ |
| Stable Living Situation | | 14 | 100% | 80% | 82% | 20% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 11 | 100% | 90% | 91% | 10% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

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