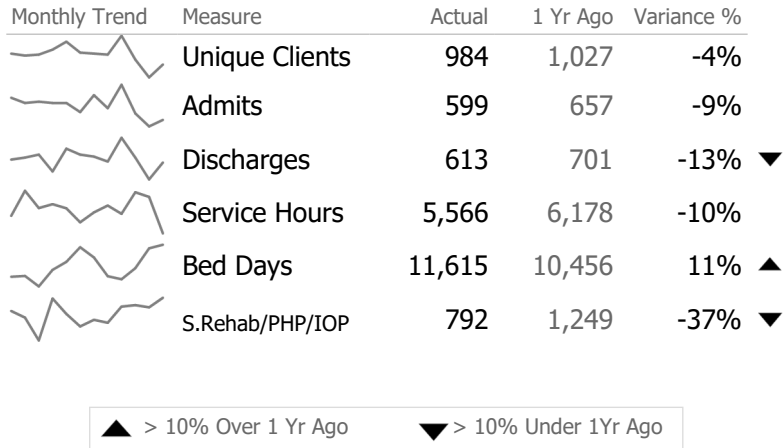
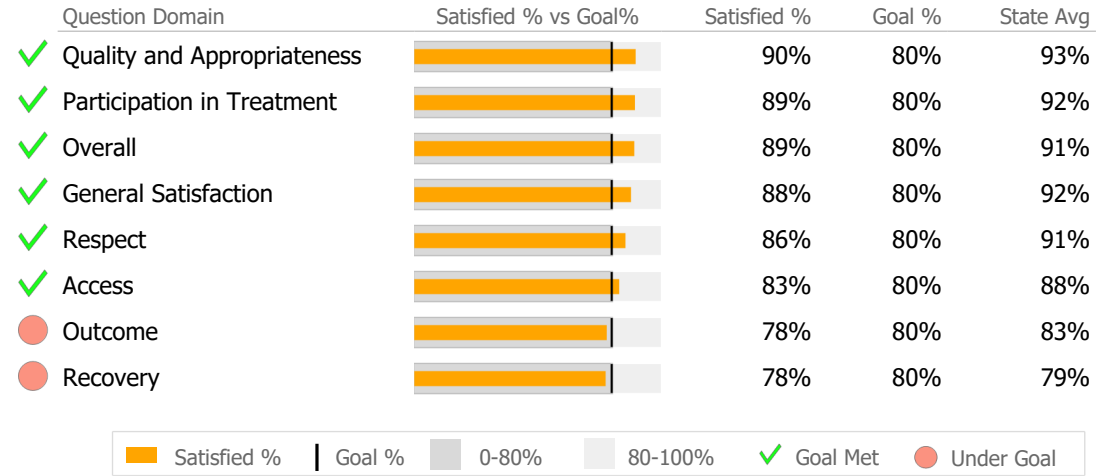


### Provider Activity

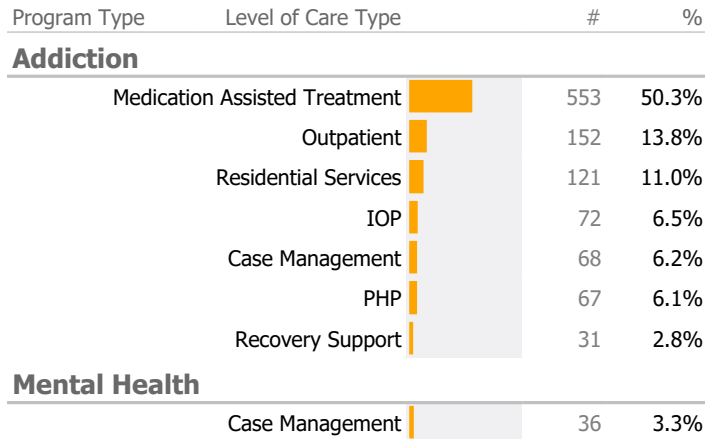


### Consumer Satisfaction Survey

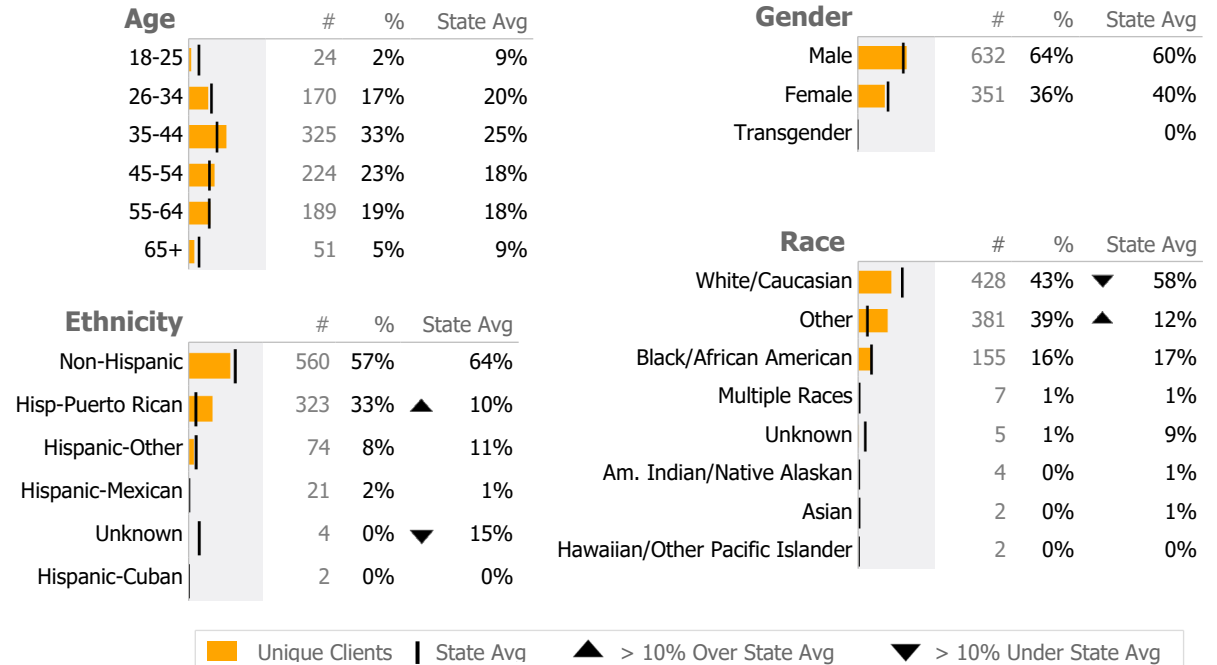
(Based on 313 FY23 Surveys)



### Clients by Level of Care



### Client Demographics



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

# Areyto Apartments

Chemical Abuse Services Agency (CASA)

Mental Health - Case Management - Supportive Housing – Development

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 | 21     | 23       | -9%        |
| Admits         | 2      | 3        | -33% ▼     |
| Discharges     | 1      | 4        | -75% ▼     |
| Service Hours  | 218    | 210      | 4%         |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 21     | 100%     | 85%    | 93%       | 15% ▲          |

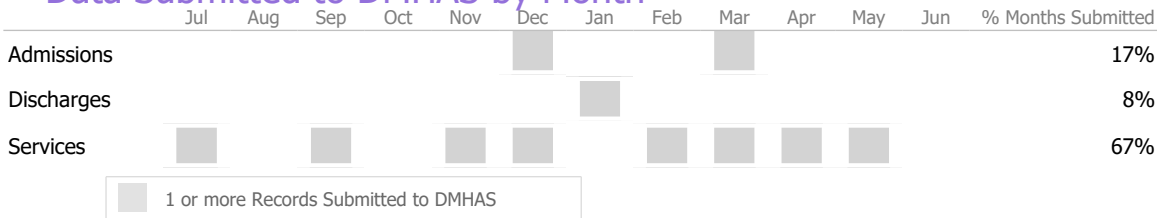
## Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 20     | 100%     | 90%    | 98%       | 10%            |

## 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

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 13     | 3        | 333% ▲     |
| Admits         | 13     | -        |            |
| Discharges     | 6      | 3        | 100% ▲     |
| Service Hours  | 202    | 146      | 38% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 90%       |
| Valid TEDS Data        | 100%   | 66%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | N/A    | 10%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 99%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 1      | 17%      | 50%    | 53%       | -33% ▼         |

### Recovery

| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Not Arrested                       |                    | 13     | 100%     | 75%    | 61%       | 25% ▲          |
| Employed                           |                    | 8      | 62%      | 50%    | 32%       | 12% ▲          |
| Abstinence/Reduced Drug Use        |                    | 8      | 62%      | 55%    | 34%       | 7% ▲           |
| Stable Living Situation            |                    | 13     | 100%     | 95%    | 62%       | 5% ▲           |
| Improved/Maintained Function Score |                    | 6      | 100%     | 75%    | 52%       | 25% ▲          |
| Self Help                          |                    | 0      | 0%       | 60%    | 18%       | -60% ▼         |

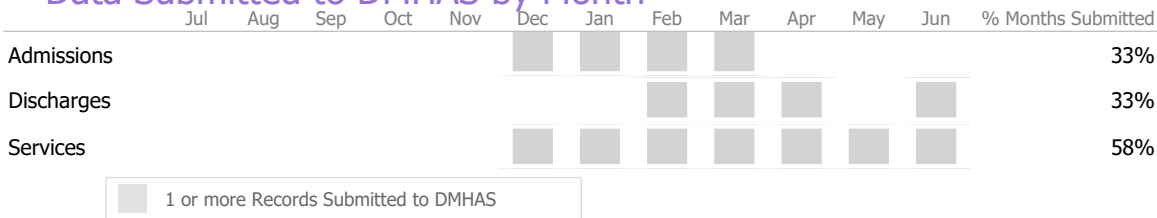
### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 7      | 100%     | 90%    | 45%       | 10% ▲          |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 12     | 92%      | 75%    | 46%       | 17% ▲          |

### Data Submitted to DMHAS by Month



▲ > 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            | 53     | 43       | 23% ▲      |
| Admits                    | 47     | 37       | 27% ▲      |
| Discharges                | 48     | 38       | 26% ▲      |
| Service Hours             | -      | -        |            |
| Social Rehab/PHP/IOP Days | 0      | 0        |            |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 27%       |
| Valid TEDS Data        | 100%   | 19%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 0%     | 0%        |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 100%      |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | 19     | 40%      | 50%    | 40%       | -10% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 43     | 90%      | 85%    | 89%       | 5%             |
| Follow-up within 30 Days of Discharge   |                    | 14     | 74%      | 90%    | 67%       | -16% ▼         |

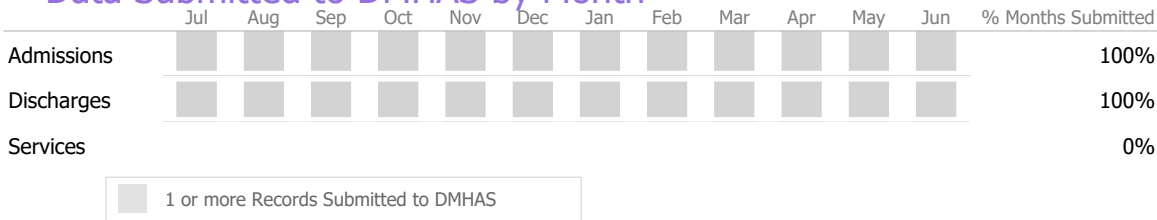
### Recovery

| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Function Score |                    | 47     | 96%      | 75%    | 94%       | 21% ▲          |
| Stable Living Situation            |                    | 46     | 82%      | 95%    | 85%       | -13% ▼         |
| Employed                           |                    | 11     | 20%      | 50%    | 19%       | -30% ▼         |
| Self Help                          |                    | 6      | 11%      | 60%    | 22%       | -49% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 0      | 0%       | 90%    | 41%       | N/A ▼          |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 9 Active Partial Hospitalization Services Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 20     | 39       | -49% ▼     |
| Admits         | 17     | 38       | -55% ▼     |
| Discharges     | 17     | 38       | -55% ▼     |
| Bed Days       | 987    | 1,752    | -44% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 90%       |
| Valid TEDS Data        | 100%   | 99%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | N/A    | N/A       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 100%      |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | 12     | 71%      | 85%    | 70%       | -14% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 12     | 71%      | 85%    | 88%       | -14% ▼         |
| Follow-up within 30 Days of Discharge   |                    | 9      | 75%      | 90%    | 69%       | -15% ▼         |

### Recovery

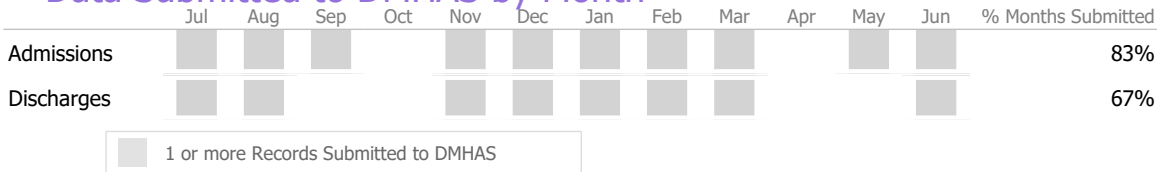
| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use        |                    | 15     | 75%      | 70%    | 86%       | 5%             |
| Improved/Maintained Function Score |                    | 16     | 94%      | 75%    | 78%       | 19% ▲          |
| Employed                           |                    | 1      | 5%       | 60%    | 46%       | -55% ▼         |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 6    | 72 days | 0.2      | 45%      | 90%    | 92%       | -45% ▼         |

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

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

### Program Activity

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 72     | 60       | 20% ▲      |
| Admits                    | 67     | 55       | 22% ▲      |
| Discharges                | 56     | 51       | 10%        |
| Service Hours             | 27     | 35       | -22% ▼     |
| Social Rehab/PHP/IOP Days | 648    | 850      | -24% ▼     |

### Data Submission Quality

| Data Entry              | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data         | 100%   | 86%       |
| Valid TEDS Data         | 100%   | 85%       |
| <b>On-Time Periodic</b> |        |           |
| 6 Month Updates         | 0%     | 1%        |
| <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      |                    | 33     | 59%      | 50%    | 54%       | 9%             |
| ✓ Follow-up within 30 Days of Discharge |                    | 30     | 91%      | 90%    | 54%       | 1%             |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Not Arrested                       |                    | 79     | 99%      | 75%    | 81%       | 24% ▲          |
| ✓ Abstinence/Reduced Drug Use        |                    | 61     | 76%      | 55%    | 58%       | 21% ▲          |
| ✓ Stable Living Situation            |                    | 79     | 99%      | 95%    | 84%       | 4%             |
| ● Improved/Maintained Function Score |                    | 48     | 72%      | 75%    | 76%       | -3%            |
| ● Employed                           |                    | 10     | 12%      | 50%    | 28%       | -38% ▼         |
| ● Self Help                          |                    | 8      | 10%      | 60%    | 35%       | -50% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services |                    | 13     | 54%      | 90%    | 59%       | -36% ▼         |

### 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 60 Active Standard IOP Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 546    | 567      | -4%        |
| Admits         | 159    | 170      | -6%        |
| Discharges     | 181    | 188      | -4%        |
| Service Hours  | 3,549  | 3,434    | 3%         |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 98%       |
| Valid TEDS Data        | 100%   | 98%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 90%    | 77%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 99%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 96     | 53%      | 50%    | 58%       | 3%             |

### Recovery

| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use        |                    | 491    | 86%      | 50%    | 65%       | 36% ▲          |
| Self Help                          |                    | 507    | 89%      | 60%    | 47%       | 29% ▲          |
| Not Arrested                       |                    | 564    | 99%      | 75%    | 93%       | 24% ▲          |
| Stable Living Situation            |                    | 551    | 96%      | 90%    | 86%       | 6%             |
| Improved/Maintained Function Score |                    | 436    | 84%      | 75%    | 59%       | 9%             |
| Employed                           |                    | 152    | 27%      | 40%    | 36%       | -13% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 381    | 97%      | 90%    | 82%       | 7%             |

### Service Engagement

| Medication Assisted Treatment | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Length of Stay over 1 Year    |                    | 382    | 70%      | 50%    | 66%       | 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 38 Active Methadone 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 | 73     | 111      | -34% ▼     |
| Admits         | 50     | 85       | -41% ▼     |
| Discharges     | 57     | 90       | -37% ▼     |
| Service Hours  | 688    | 1,025    | -33% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 90%       |
| Valid TEDS Data        | 100%   | 66%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 50%    | 10%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 99%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 38     | 67%      | 50%    | 53%       | 17% ▲          |

### Recovery

| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Not Arrested                       |                    | 78     | 100%     | 75%    | 61%       | 25% ▲          |
| Abstinence/Reduced Drug Use        |                    | 59     | 76%      | 55%    | 34%       | 21% ▲          |
| Self Help                          |                    | 55     | 71%      | 60%    | 18%       | 11% ▲          |
| Stable Living Situation            |                    | 78     | 100%     | 95%    | 62%       | 5%             |
| Improved/Maintained Function Score |                    | 55     | 82%      | 75%    | 52%       | 7%             |
| Employed                           |                    | 26     | 33%      | 50%    | 32%       | -17% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 20     | 95%      | 90%    | 45%       | 5%             |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 35     | 71%      | 75%    | 46%       | -4%            |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   |     | ■   | ■   | 92%                |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   |     |     | 83%                |
| Services   | ■   | ■   | ■   | ■   | ■   |     | ■   | ■   | ■   |     | ■   | ■   | 83%                |

■ 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            | 14     | 24       | -42% ▼     |
| Admits                    | 12     | 22       | -45% ▼     |
| Discharges                | 5      | 22       | -77% ▼     |
| Service Hours             | 65     | 87       | -26% ▼     |
| Social Rehab/PHP/IOP Days | 144    | 399      | -64% ▼     |

### Data Submission Quality

| Data Entry                       | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data                  | 100%   | 27%       |
| Valid TEDS Data                  | 100%   | 19%       |
| On-Time Periodic 6 Month Updates | N/A    | 0%        |
| Diagnosis                        | Actual | State Avg |
| Valid Axis I Diagnosis           | 100%   | 100%      |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | 2      | 40%      | 50%    | 40%       | -10% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 4      | 80%      | 85%    | 89%       | -5%            |
| Follow-up within 30 Days of Discharge   |                    | 0      | 0%       | 90%    | 67%       | -90% ▼         |

### Recovery

| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation            |                    | 14     | 100%     | 95%    | 85%       | 5%             |
| Self Help                          |                    | 9      | 64%      | 60%    | 22%       | 4%             |
| Employed                           |                    | 2      | 14%      | 50%    | 19%       | -36% ▼         |
| Improved/Maintained Function Score |                    | 4      | 80%      | 75%    | 94%       | 5%             |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 7      | 78%      | 90%    | 41%       | -12% ▼         |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 9 Active Partial Hospitalization Services Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 80     | 88       | -9%        |
| Admits         | 82     | 86       | -5%        |
| Discharges     | 76     | 84       | -10%       |
| Bed Days       | 4,085  | 3,109    | 31% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 88%       |
| Valid TEDS Data        | 100%   | 94%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | N/A    | N/A       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 100%      |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | 47     | 62%      | 80%    | 75%       | -18% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 73     | 96%      | 85%    | 87%       | 11% ▲          |
| Follow-up within 30 Days of Discharge   |                    | 36     | 77%      | 90%    | 60%       | -13% ▼         |

### Recovery

| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Function Score |                    | 74     | 97%      | 75%    | 83%       | 22% ▲          |
| Self Help                          |                    | 2      | 2%       | 60%    | 73%       | -58% ▼         |
| Abstinence/Reduced Drug Use        |                    | 6      | 7%       | 70%    | 45%       | -63% ▼         |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 10   | 60 days | 0.1      | 112%     | 90%    | 92%       | 22% ▲          |

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 | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

# Harrison Apartments

Chemical Abuse Services Agency (CASA)

Mental Health - Case Management - Supportive Housing – Development

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      | 7        | -14% ▼     |
| Admits         | 2      | 1        | 100% ▲     |
| Discharges     | 1      | 3        | -67% ▼     |
| Service Hours  | 44     | 96       | -55% ▼     |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 6      | 100%     | 85%    | 93%       | 15% ▲          |

## Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 5      | 100%     | 90%    | 98%       | 10%            |

## 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 | 14     | 15       | -7%        |
| Admits         | 5      | 7        | -29% ▼     |
| Discharges     | 4      | 6        | -33% ▼     |
| Bed Days       | 3,465  | 3,175    | 9%         |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 99%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 0%     | 65%       |

### Discharge Outcomes

| Measure                               | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully      |                    | 0      | 0%       | 85%    | 50%       | -85% ▼         |
| Follow-up within 30 Days of Discharge |                    | N/A    | N/A      | 90%    | 18%       | N/A            |

### Recovery

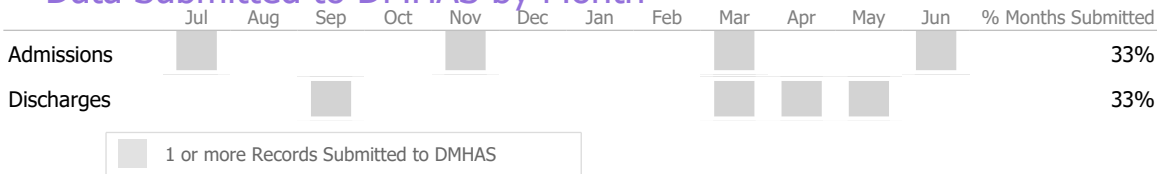
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Self Help                         |                    | 4      | 29%      | 60%    | 50%       | -31% ▼         |

### Bed Utilization

| Measure              | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 10   | 532 days | 0.2      | 95%      | 90%    | 88%       | 5%             |

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual    Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 3 Active AIDS Residential 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 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 23 Active Outreach & Engagement Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 31     | 41       | -24% ▼     |
| Admits         | 19     | 30       | -37% ▼     |
| Discharges     | 19     | 28       | -32% ▼     |
| Service Hours  | 472    | 839      | -44% ▼     |

### Data Submission Quality

| Data Entry              | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data         | 100%   | 90%       |
| Valid TEDS Data         | 97%    | 66%       |
| <b>On-Time Periodic</b> |        |           |
| 6 Month Updates         | 0%     | 10%       |
| <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 |                    | 7      | 37%      | 50%    | 53%       | -13% ▼         |

### Recovery

| National Recovery Measures (NOMS)  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Not Arrested                       |                    | 31     | 97%      | 75%    | 61%       | 22% ▲          |
| Employed                           |                    | 22     | 69%      | 50%    | 32%       | 19% ▲          |
| Abstinence/Reduced Drug Use        |                    | 18     | 56%      | 55%    | 34%       | 1%             |
| Stable Living Situation            |                    | 31     | 97%      | 95%    | 62%       | 2%             |
| Improved/Maintained Function Score |                    | 19     | 76%      | 75%    | 52%       | 1%             |
| Self Help                          |                    | 1      | 3%       | 60%    | 18%       | -57% ▼         |

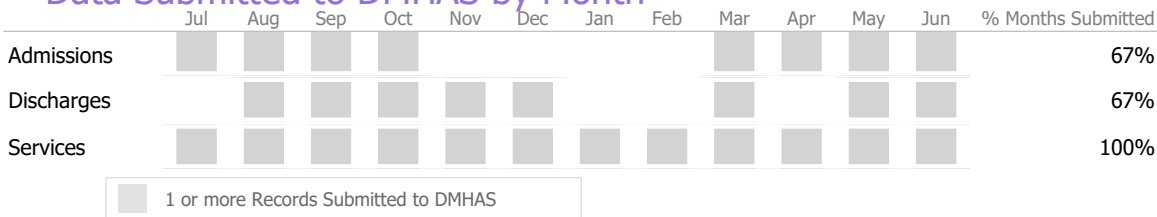
### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 13     | 100%     | 90%    | 45%       | 10%            |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 13     | 72%      | 75%    | 46%       | -3%            |

### Data Submitted to DMHAS by Month



▲ > 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.

**PILOTS**

Chemical Abuse Services Agency (CASA)

Mental Health - Case Management - Supportive Housing – Development

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 | 9      | 12       | -25% ▼     |
| Admits         | 6      | 9        | -33% ▼     |
| Discharges     | 5      | 10       | -50% ▼     |
| Service Hours  | 6      | 9        | -36% ▼     |

**Recovery**

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 9      | 100%     | 85%    | 93%       | 15% ▲          |

**Service Utilization**

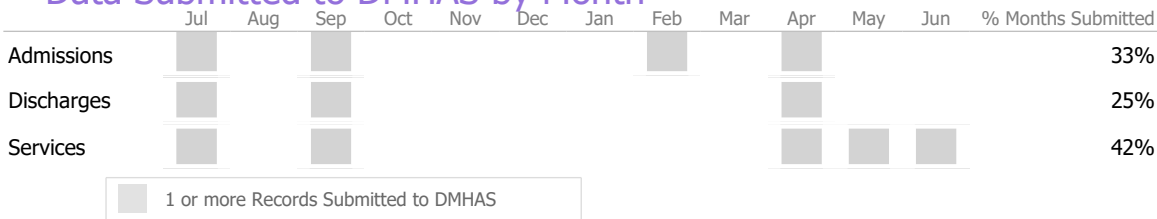
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services      |                    | 3      | 75%      | 90%    | 98%       | -15% ▼         |

**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 | 35     | 41       | -15% ▼     |
| Admits         | 32     | 38       | -16% ▼     |
| Discharges     | 39     | 32       | 22% ▲      |
| Service Hours  | 298    | 298      | 0%         |

### Data Submission Quality

| Data Entry              | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data         | 100%   | 90%       |
| Valid TEDS Data         | 100%   | 66%       |
| <b>On-Time Periodic</b> |        |           |
| 6 Month Updates         | 0%     | 10%       |
| <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 |                    | 32     | 82%      | 50%    | 53%       | 32% ▲          |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Abstinence/Reduced Drug Use        |                    | 37     | 86%      | 55%    | 34%       | 31% ▲          |
| ✓ Not Arrested                       |                    | 43     | 100%     | 75%    | 61%       | 25% ▲          |
| ✓ Improved/Maintained Function Score |                    | 34     | 85%      | 75%    | 52%       | 10%            |
| ✓ Stable Living Situation            |                    | 42     | 98%      | 95%    | 62%       | 3%             |
| ● Employed                           |                    | 7      | 16%      | 50%    | 32%       | -34% ▼         |
| ● Self Help                          |                    | 9      | 21%      | 60%    | 18%       | -39% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 4      | 100%     | 90%    | 45%       | 10%            |

### Service Engagement

| Outpatient                          | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ 2 or more Services within 30 days |                    | 24     | 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 | █   | █   | █   | █   | █   | █   | █   | █   | █   | █   | █   | █   | 92%                |
| 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 100 Active Standard Outpatient Programs

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



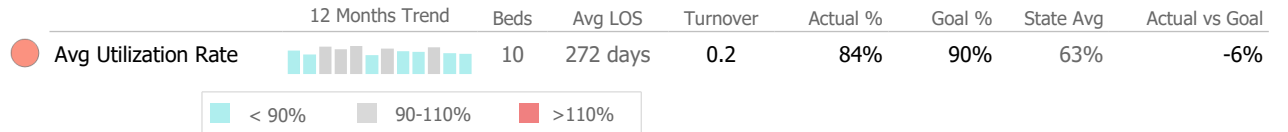
### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 37     | 30       | 23% ▲      |
| Admits         | 31     | 27       | 15% ▲      |
| Discharges     | 28     | 26       | 8%         |
| Bed Days       | 3,078  | 2,420    | 27% ▲      |

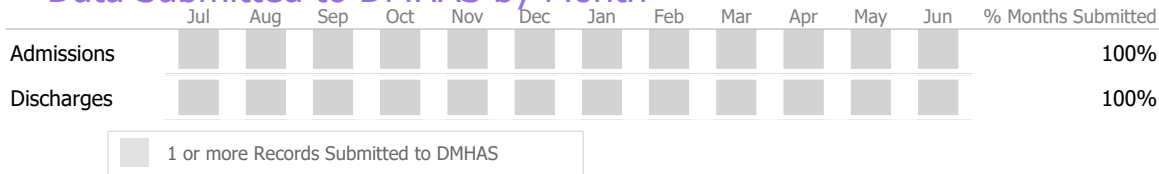
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month







\* State Avg based on 12 Active Recovery House Programs


### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7      | 7        | 0%         |
| Admits         | -      | -        |            |
| Discharges     | -      | -        |            |
| Service Hours  | -      | -        |            |

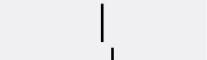
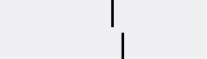
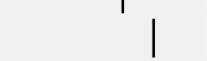
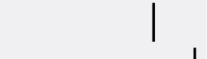
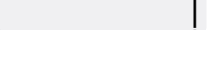

### Data Submission Quality

| Data Entry             | Actual  | State Avg |
|------------------------|---|-----------|
| Valid NOMS Data        |  | N/A 97%   |
| Valid TEDS Data        |  | N/A 64%   |
| On-Time Periodic       | Actual  | State Avg |
| 6 Month Updates        |  | 0% 39%    |
| Diagnosis              | Actual  | State Avg |
| Valid Axis I Diagnosis |  | 100% 100% |

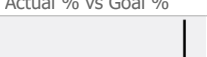
### Discharge Outcomes

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

### Recovery


| National Recovery Measures (NOMS)  | Actual % vs Goal %  | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|---|--------|----------|--------|-----------|----------------|
| Employed                           |  | 0      | 0%       | 50%    | 30%       | -50% ▼         |
| Abstinence/Reduced Drug Use        |  | 0      | 0%       | 55%    | 55%       | -55% ▼         |
| Self Help                          |  | 0      | 0%       | 60%    | 25%       | -60% ▼         |
| Improved/Maintained Function Score |  | 0      | 0%       | 75%    | 36%       | -75% ▼         |
| Not Arrested                       |  | 0      | 0%       | 75%    | 72%       | -75% ▼         |
| Stable Living Situation            |  | 0      | 0%       | 95%    | 66%       | -95% ▼         |

### Service Utilization

|                            | Actual % vs Goal %  | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|---|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |  | 0      | 0%       | 90%    | 59%       | 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%                 |
| Services   |     |     |     |     |     |     |     |     |     |     |     |     | 0%                 |

 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

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  | -      | -        |            |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  |        | N/A 90%   |
| Valid TEDS Data  |        | N/A 66%   |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  |        | N/A 10%   |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | N/A    | N/A      | 50%    | 53%       | 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%    | 34%       | -55% ▼         |
| Employed                           |                    | N/A    | N/A      | 50%    | 32%       | -50% ▼         |
| Improved/Maintained Function Score |                    | N/A    | N/A      | 75%    | 52%       | -75% ▼         |
| Not Arrested                       |                    | N/A    | N/A      | 75%    | 61%       | -75% ▼         |
| Self Help                          |                    | N/A    | N/A      | 60%    | 18%       | -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%    | 45%       | 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%                 |

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

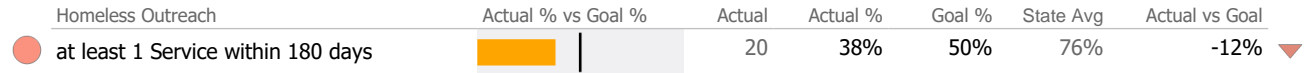
\* State Avg based on 100 Active Standard Outpatient Programs

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

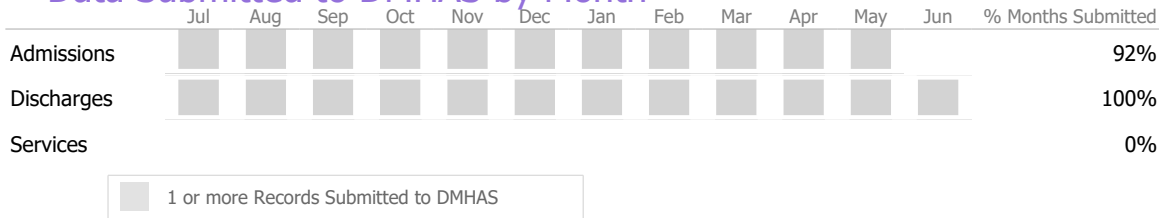
### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 68     | 58       | 17% ▲      |
| Admits         | 55     | 49       | 12% ▲      |
| Discharges     | 70     | 41       | 71% ▲      |
| Service Hours  | -      | -        |            |

### 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