

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	643	1,473	-56%	▼
	Admits	454	974	-53%	▼
	Discharges	361	1,278	-72%	▼
	Service Hours	894	717	25%	▲
	Bed Days	27,369	17,093	60%	▲

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

Consumer Satisfaction Survey

(Based on 220 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		95%	80%	91%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Recovery		91%	80%	79%
✓ Outcome		90%	80%	83%
✓ Access		83%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	415	64.4%
	Outpatient	229	35.6%

Client Demographics

Age	#	%	State Avg
18-25	51	8%	9%
26-34	150	23%	20%
35-44	199	31%	25%
45-54	132	21%	18%
55-64	96	15%	18%
65+	13	2%	9%

Gender	#	%	State Avg
Male	555	86%	▲ 60%
Female	87	14%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	494	77%	▲ 64%
Hispanic-Other	75	12%	11%
Hisp-Puerto Rican	59	9%	10%
Unknown	9	1%	▼ 15%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	3	0%	1%

Race	#	%	State Avg
White/Caucasian	374	58%	58%
Black/African American	174	27%	17%
Other	84	13%	12%
Asian	7	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Unknown	2	0%	9%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

CTR - Better Choice

Connecticut Renaissance Inc.

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	41	44	-7%
Admits	12	28	-57% ▼
Discharges	6	15	-60% ▼
Service Hours	363	290	25% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	75%	51%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		30	86%	90%	84%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
✓ Valid TEDS Data		27%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	25%	75%	64%	-50% ▼

On-Time Periodic	Actual	State Avg
● 6 Month Updates		64%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													42%
Services													92%

1 or more Records Submitted to DMHAS

> 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	158	144	10%
Admits	153	141	9%
Discharges	139	140	-1%
Bed Days	7,136	6,176	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	96%
Valid TEDS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
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		98	71%	50%	79%	21% ▲
✓ No Re-admit within 30 Days of Discharge		122	88%	85%	91%	3%
● Follow-up within 30 Days of Discharge		75	77%	90%	54%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		137	96%	75%	96%	21% ▲
● Abstinence/Reduced Drug Use		86	50%	70%	61%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	60 days	0.1	97%	90%	84%	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	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active SA Intensive Residential - Enhanced Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	188	139	35% ▲
Admits	56	76	-26% ▼
Discharges	14	9	56% ▲
Service Hours	531	427	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	90%
Valid TEDS Data	80%	66%
On-Time Periodic		
6 Month Updates	0%	10%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	64%	50%	53%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		64	34%	50%	32%	-16% ▼
● Abstinence/Reduced Drug Use		55	29%	55%	34%	-26% ▼
● Improved/Maintained Function Score		91	54%	75%	52%	-21% ▼
● Stable Living Situation		125	66%	95%	62%	-29% ▼
● Not Arrested		73	39%	75%	61%	-36% ▼
● Self Help		2	1%	60%	18%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		71	41%	90%	45%	-49% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		16	29%	75%	46%	-46% ▼

Data Submitted to DMHAS by Month

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

■ 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	269	207	30% ▲
Admits	233	180	29% ▲
Discharges	201	165	22% ▲
Bed Days	20,233	10,917	85% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	92%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	15%	20%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		161	80%	70%	75%	10% ▲
✓ No Re-admit within 30 Days of Discharge		190	95%	85%	90%	10%
● Follow-up within 30 Days of Discharge		76	47%	90%	56%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		172	62%	70%	78%	-8%
✓ Improved/Maintained Function Score		207	97%	95%	92%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		88	89 days	0.2	119%	90%	75%	29% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

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 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

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