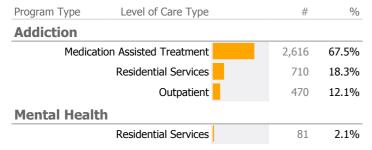


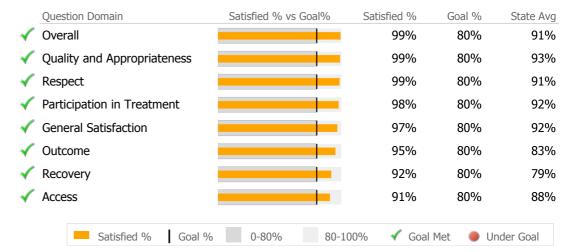
> 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Clients by Level of Care



Consumer Satisfaction Survey (Based on 272 FY16 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	378	11%	14%	Male Male	2,303	65%	60%
26-34	978	28%	24%	Female	1,215	35%	40%
35-44	817	23%	20%	Transgender			0%
45-54	827	24%	22%				
55-64	453	13%	16%				
65+	65	2%	5%	Race	#	%	State Avg
				White/Caucasian	2,189	62%	65%
Ethnicity	#	%	State Avg	Other 📙	654	19%	13%
Non-Hispanic	2,573	73%	74%	Black/African American	629	18%	16%
Hisp-Puerto Rican	590	17%	13%	Unknown	14	0%	3%
Hispanic-Other	290	8%	7%	Multiple Races	11	0%	1%
Unknown	45	1%	6%	Asian	10	0%	1%
, I				Am. Indian/Native Alaskan	8	0%	1%
Hispanic-Mexican	12	0%	1%	Hawaiian/Other Pacific Islander	5	0%	0%
Hispanic-Cuban	10	0%	0%				
,							
	Unique C	lients	State Avg	ightarrow > 10% Over State Avg $ ightarrow$	> 10% L	Inder St	ate Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Bed Days	2,555	637	301% 🔺

Data Submission Quality

Data Entry	Actual	State Avg
🗸 Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
🞻 6 Month Updates	86%	84%
Cooccurring	Actual	State Avg
Cooccurring ✓ MH Screen Complete	Actual	State Avg 86%
		5
MH Screen Complete	100%	86%

Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	100%
🗸 Valid Axis V GAF Score	100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	60%	68%	N/A	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
<	Social Support		7	100%	60%	86%	40%	
«	Improved/Maintained Axis V GAF Score		7	100%	95%	69%	5%	
√	Stable Living Situation		7	100%	95%	97%	5%	
	Employed		0	0%	25%	7%	-25%	-

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
«	Avg Utilization Rate		7	7,669 days	0.3	100%	90%	94%	10%
	<	90% 90-110%		>110%					

Data Submitted to Sep Oct Nov Dec Jan Feb

1 or more Records Submitted to DMHAS





* State Avg based on 70 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	41	-10%
Admits	3	3	0%
Discharges	5	7	-29% 🔻
Bed Days	11,582	13,650	-15% 🔻

Data Submission Quality

Valid Axis V GAF Score

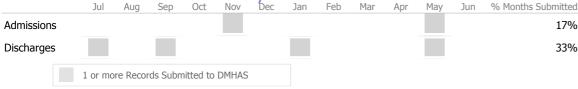
	Data Entry	Actua	State Avg
\checkmark	Valid NOMS Data	100%	99%
	On-Time Periodic	Actua	State Avg
\checkmark	6 Month Updates	100%	98%
,			
	Cooccurring	Actua	State Avg
	MH Screen Complete	75%	90%
\checkmark	SA Screen Complete	100%	89%
·			
	Diagnosis	Actua	State Avg
\checkmark	Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

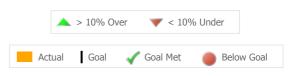
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		4	80%	50%	87%	30%	1
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		35	95%	60%	88%	35%	
Stable Living Situation		37	100%	85%	94%	15%	
Improved/Maintained Axis V GAF Score		32	91%	95%	79%	-4%	
Employed	<mark>-</mark>	5	14%	25%	11%	-11%	
Bed Utilization							
12 Months Trend	Beds Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate	29 3,744 days	0.2	109%	90%	107%	19%	
< 90% 90-110%	>110%						

Data Submitted to DMHAS by Month

100%



98%

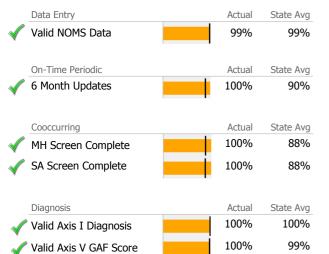


* State Avg based on 39 Active Residential Support Programs

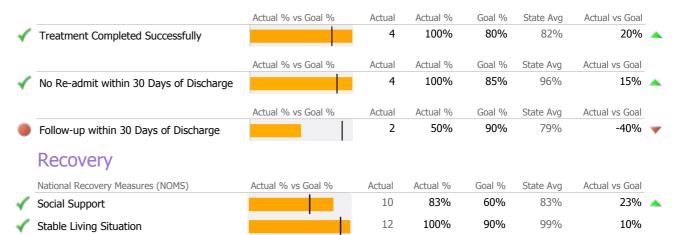
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	9	33%	
Admits	4	1	300%	
Discharges	4	1	300%	
Bed Days	2,679	2,831	-5%	

Data Submission Quality



Discharge Outcomes



9

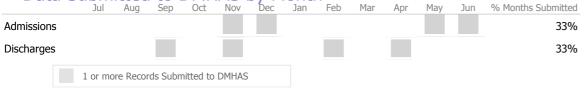
90%

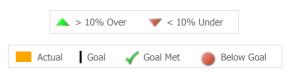
Bed Utilization

Improved/Maintained Axis V GAF Score

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		8	1,038 days	0.2	92%	90%	95%	2%
	<	90% 90-110%		>110%					

Data Submitted to DMHAS by Month





* State Avg based on 24 Active Group Home Programs

95%

71%

-5%

Addiction - Medication Assisted Treatment - Methadone Maintenance

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,299	1,362	-5%
Admits	449	470	-4%
Discharges	494	535	-8%
Service Hours	16,278	17,328	-6%

Data Submission Quality

Valid Axis V GAF Score

Admissions Discharges

Services

Jul

Aug

Data Entry	Actual	State Avg
< Valid NOMS Data	100%	99%
🖌 Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
🞻 6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
√ MH Screen Complete	100%	97%
🞻 SA Screen Complete	100%	97%
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

92%

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Treatment Completed Successfully		238	48%	50%	47%	-2%
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
•	Not Arrested		1,329	96%	75%	96%	21%
Þ	Abstinence/Reduced Drug Use		939	68%	50%	74%	18%
Þ	Self Help		1,098	79%	60%	55%	19%
2	Improved/Maintained Axis V GAF Score		1,200	97%	75%	90%	22%
•	Employed		680	49%	40%	44%	9%
-	Stable Living Situation	· ·	1,367	98%	90%	96%	8%
•	Clients Receiving Services	Actual % vs Goal %	Actual 894	Actual % 100%	Goal % 90%	State Avg 83%	Actual vs Goal
	Service Engagement						
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Length of Stay over 1 Year		853	66%	50%	65%	16%

1 or more Records Submitted to DMHAS

Data Submitted to DMHAS by Month

Oct

Sep

100%

Nov

Dec

100%

Jan

Feb

Mar

* State Avg based on 27 Active Methadone Maintenance Programs

Recovery Network of Programs Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7 Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	223	216	3%
Admits	217	209	4%
Discharges	218	209	4%
Bed Days	5,292	5,234	1%

Data Submission Quality

Valid Axis I DiagnosisValid Axis V GAF Score

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
🗸 Valid TEDS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	50%
Cooccurring	Actual	State Avg
Cooccurring MH Screen Complete	Actual	State Avg 96%
		5
MH Screen Complete	100%	96%
MH Screen Complete	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		189	87%	80%	78%	7%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		189	87%	85%	91%	2%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		151	80%	90%	64%	-10%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		217	94%	60%	80%	34%
Abstinence/Reduced Drug Use		217	94%	70%	65%	24%

Bed Utilization

Improved/Maintained Axis V GAF Score

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		15	25 days	0.1	97%	90%	97%	7%
	<	90% 90-110%		>110%					

216

99%

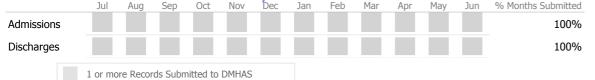
75%

89%

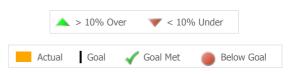
24% 🔺

Data Submitted to DMHAS by Month

100%



100%



* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,441	1,344	7%	
Admits	787	712	11% 🔺	
Discharges	702	676	4%	
Service Hours	18,159	18,648	-3%	

Data Submission Quality

Valid Axis V GAF Score

Data Entry	Actual	State Avg
🗸 Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
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		349	50%	50%	47%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,528	96%	75%	96%	21%
Abstinence/Reduced Drug Use		960	60%	50%	74%	10%
Improved/Maintained Axis V GAF Score		1,318	98%	75%	90%	23%
Stable Living Situation	i	1,477	93%	90%	96%	3%
Employed	·	587	37%	40%	44%	-3%
Self Help		757	47%	60%	55%	-13%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		895	100%	90%	83%	10%
Service Engagement						
Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		675	47%	50%	65%	-3%
Apr May Jun % Months Submitted			> 10% Over	▼ < 10	% Under	
100%				÷ -•		
100%		Actual	Goal 🖌	Goal Met	Below	v Goal

* State Avg based on 27 Active Methadone Maintenance Programs

Data Submitted to DMHAS by Month

100%



100%

Program Activity

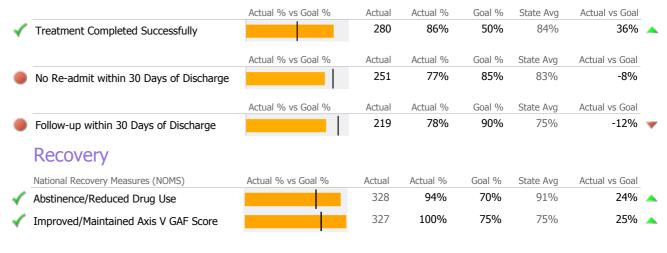
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	329	346	-5%
Admits	326	334	-2%
Discharges	327	335	-2%
Bed Days	7,991	8,239	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
🗸 Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
v		
Diagnosis	Actual	State Ava

Diagnosis	Actual	State Avy
🞸 Valid Axis I Diagnosis	100%	100%
🗸 Valid Axis V GAF Score	100%	100%

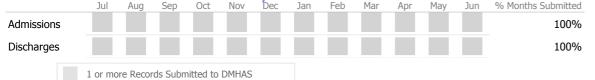
Discharge Outcomes

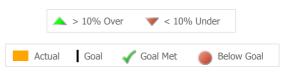


Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Avg Utilization Rate		23	25 days	0.1	95%	90%	99%	5%
		< 90% 90-110%		>110%					

Data Submitted to DMHAS by Month





* State Avg based on 2 Active SA Intensive Residential - Enhanced Programs

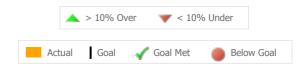
Program Activity

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



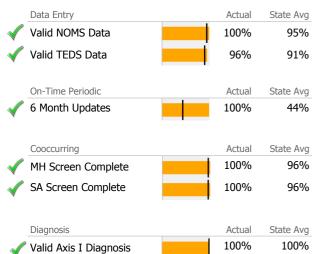
* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	312	301	4%
Admits	265	248	7%
Discharges	233	259	-10%
Service Hours	2,842	2,845	0%

Data Submission Quality

Valid Axis V GAF Score



Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V	Treatment Completed Successfully		131	56%	50%	54%	6%
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
ſ	Abstinence/Reduced Drug Use		304	89%	55%	58%	34%
(Self Help		290	85%	60%	30%	25%
ſ	Not Arrested		325	95%	75%	87%	20%
ſ	Stable Living Situation	· · · · ·	326	96%	95%	88%	1%
	Improved/Maintained Axis V GAF Score		245	92%	75%	69%	17%
	Employed		162	48%	50%	44%	-2%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Clients Receiving Services		106	98%	90%	81%	8%
	Service Engagement						
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	2 or more Services within 30 days		202	81%	75%	75%	6%

Actual

Goal

Data Submitted to DMHAS by Month Sep Oct Nov Dec Jul Aug Jan Feb

100%

Admissions	100%
Discharges	100%
Services	92%
1 or more Records Submitted to DMHAS	

96%



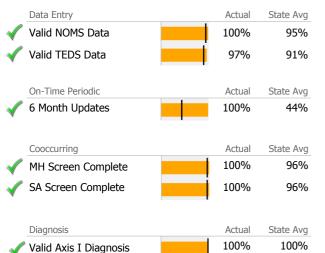
Below Goal

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	158	141	12%	
Admits	145	123	18%	
Discharges	128	133	-4%	
Service Hours	1,454	1,341	8%	

Data Submission Quality

Valid Axis V GAF Score



Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		81	63%	50%	54%	13%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		162	95%	75%	87%	20%
Abstinence/Reduced Drug Use		109	64%	55%	58%	9%
Improved/Maintained Axis V GAF Score		131	100%	75%	69%	25%
Self Help		106	62%	60%	30%	2%
Stable Living Situation		171	100%	95%	88%	5%
Employed		70	41%	50%	44%	-9%
Service Utilization	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	94%	90%	81%	4%
Service Engagement						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
² 2 or more Services within 30 days		123	91%	75%	75%	16%
Apr May Jun % Months Submitted			> 10% Over	V < 10 ⁰	% Under	
100%						

Actual

Goal

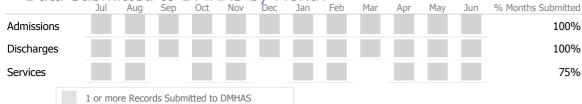
* State Avg based on 113 Active Standard Outpatient Programs

🗹 Goal Met

Below Goal

Data Submitted to DMHAS by Month

100%

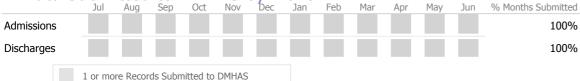


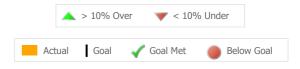
96%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	167	209	-20% 🔻
Admits	141	194	-27% 🔻
Discharges	137	192	-29% 🔻
Bed Days	13,761	11,363	21% 🔺

Data Submitted to DMHAS by Month





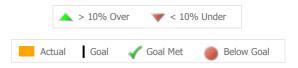
* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	58	10% 🔺
Admits	56	47	19% 🔺
Discharges	55	47	17% 🔺
Bed Days	3,987	3,818	4%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	5													100%
Discharges	;													100%
	1	or mo	re Recor	ds Subr	nitted to	DMHAS								



* State Avg based on 13 Active Recovery House Programs

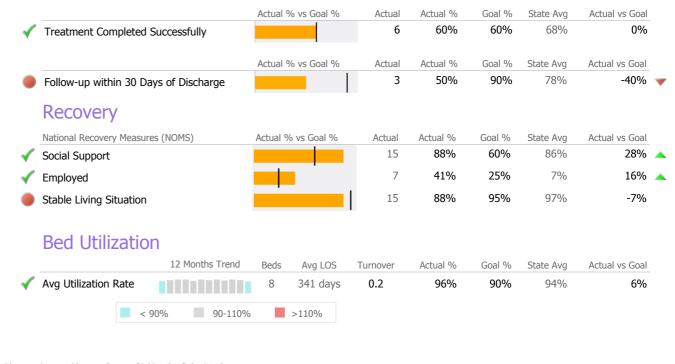
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	9	9	0%
Discharges	10	9	11% 🔺
Service Hours	768	923	-17% 🔻
Bed Days	2,806	2,897	-3%

Data Submission Quality

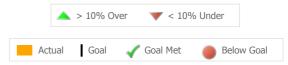


Discharge Outcomes



Data Submitted to DMHAS by Month





* State Avg based on 70 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	19	-42%	▼
Admits	6	14	-57%	▼
Discharges	8	14	-43%	▼
Bed Days	1,666	1,752	-5%	

Data Submission Quality

Valid Axis V GAF Score

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
🧹 6 Month Updates	100%	81%
*		
Cooccurring	Actual	State Avg
√ MH Screen Complete	100%	85%
🞻 SA Screen Complete	100%	85%
4		
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	100%

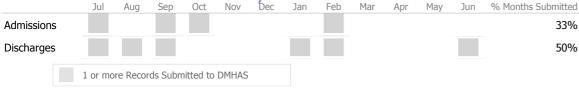
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	62%	95%	83%	-33%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		6	75%	85%	89%	-10%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
Follow-up within 30 Days of Discharge		4	80%	90%	92%	-10%
Recovery						
National Decouvery Macouver (NOMC)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
National Recovery Measures (NOMS)	Actual 70 V3 Goul 70					

			12	Months Trer	nd	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Avg Utilization F	Rate			h	5	240 days	0.2	91%	90%	81%	1%
			< 90%	90-1	10%		>110%					

Data Submitted to DMHAS by Month

100%



95%



* State Avg based on 8 Active Transitional Programs