#### **Recovery Network of Programs**

Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

# **Provider Activity**





### Clients by Level of Care

| Program Type        | Level of Care Type     | #     | %     |
|---------------------|------------------------|-------|-------|
| Addiction           |                        |       |       |
| Medicat             | ion Assisted Treatment | 2,550 | 67.3% |
|                     | Residential Services   | 706   | 18.6% |
|                     | Outpatient             | 458   | 12.1% |
| <b>Mental Healt</b> | h                      |       |       |
|                     | Residential Services   | 76    | 2.0%  |

### Consumer Satisfaction Survey (Based on 283 FY17 Surveys)



#### Client Demographics

| Age               | #        | %       | State Avg | Gender                          | #         | %        | State Avg |
|-------------------|----------|---------|-----------|---------------------------------|-----------|----------|-----------|
| 18-25             | 313      | 9%      | 13%       | Male                            | 2,201     | 64%      | 60%       |
| 26-34             | 955      | 28%     | 24%       | Female                          | 1,224     | 36%      | 40%       |
| 35-44             | 810      | 24%     | 20%       | Transgender                     |           |          | 0%        |
| 45-54             | 801      | 23%     | 21%       |                                 |           |          |           |
| 55-64             | 476      | 14%     | 16%       |                                 |           |          |           |
| 65+               | 71       | 2%      | 5%        | Race                            | #         | %        | State Avg |
|                   |          |         |           | White/Caucasian                 | 2,116     | 62%      | 64%       |
| <b>Ethnicity</b>  | #        | %       | State Avg | Black/African American          | 630       | 18%      | 17%       |
| Non-Hispanic      | 2,513    | 73%     | 72%       | Other                           | 630       | 18%      | 13%       |
| Hisp-Puerto Rican | 568      | 17%     | 12%       | Multiple Races                  | 18        | 1%       | 1%        |
| Hispanic-Other    | 290      | 8%      | 7%        | Asian                           | 12        | 0%       | 1%        |
| Unknown           | 35       | 1%      | 7%        | Unknown                         | 11        | 0%       | 4%        |
| I .               |          |         |           | Am. Indian/Native Alaskan       | 8         | 0%       | 1%        |
| Hispanic-Mexican  | 12       | 0%      | 1%        | Hawaiian/Other Pacific Islander | 3         | 0%       | 0%        |
| Hispanic-Cuban    | 10       | 0%      | 0%        | '                               |           |          |           |
|                   | Unique ( | Clients | State Avg | ▲ > 10% Over State Avg          | ′ > 10% l | Jnder St | ate Avg   |

#### 2445 Main St. # 2 SupRes 117-252

Recovery Network of Programs

Mental Health - Residential Services - Supervised Apartments

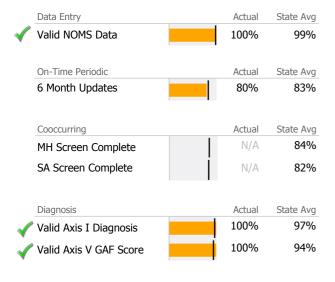
# Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

# **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 5      | 7        | -29%       | • |
| Admits         | -      | -        |            |   |
| Discharges     | -      | 2        | -100%      | • |
| Bed Days       | 1,825  | 2,388    | -24%       | • |

# **Data Submission Quality**



### **Discharge Outcomes**

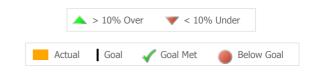
|          |                                       | Actual % vs Goal % | 6 Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
|----------|---------------------------------------|--------------------|----------|----------|--------|-----------|----------------|---|
|          | Treatment Completed Successfully      |                    | N/A      | N/A      | 60%    | 68%       | N/A            |   |
|          |                                       | Actual % vs Goal % | 6 Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
|          | Follow-up within 30 Days of Discharge |                    | N/A      | N/A      | 90%    | 80%       | N/A            |   |
|          | Recovery                              |                    |          |          |        |           |                |   |
|          | National Recovery Measures (NOMS)     | Actual % vs Goal % | Actual   | Actual % | Goal % | State Avg | Actual vs Goal |   |
| <b>√</b> | Social Support                        |                    | 5        | 100%     | 60%    | 84%       | 40%            | _ |
| <b>√</b> | Stable Living Situation               |                    | 5        | 100%     | 95%    | 96%       | 5%             |   |
|          | Improved/Maintained Axis V GAF Score  |                    | 4        | 80%      | 95%    | 68%       | -15%           | _ |
|          | Employed                              |                    | 0        | 0%       | 25%    | 11%       | -25%           | _ |
|          | Bed Utilization                       |                    |          |          |        |           |                |   |
|          | 12 Months Trend                       | Beds Avg LOS       | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |   |
|          | Avg Utilization Rate                  | 7 7,828 da         | ys 0.4   | 71%      | 90%    | 94%       | -19%           | - |
|          | < 90% 90-110                          | >110%              |          |          |        |           |                |   |

Data Submitted to DMHAS by Month

1 or more Records Submitted to DMHAS

Admissions
Discharges

Dischar



<sup>\*</sup> State Avg based on 62 Active Supervised Apartments Programs

#### 2445 Main St..SupRes 117-250

**Recovery Network of Programs** 

Mental Health - Residential Services - Residential Support

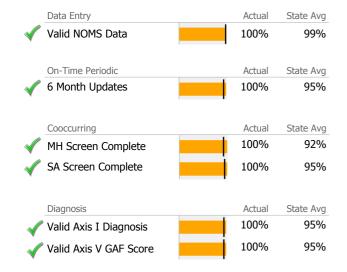
### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

### **Program Activity**

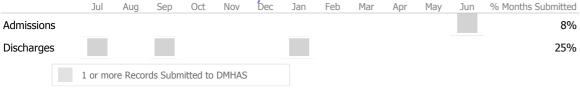
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 33     | 37       | -11%       | • |
| Admits         | 1      | 3        | -67%       | • |
| Discharges     | 3      | 5        | -40%       | • |

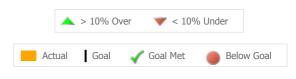
# **Data Submission Quality**



#### **Discharge Outcomes**







<sup>\*</sup> State Avg based on 39 Active Residential Support Programs

#### 964 Iranistan AveGrpRes117-241

Recovery Network of Programs

Mental Health - Residential Services - Group Home

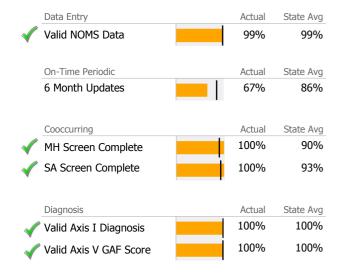
# Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

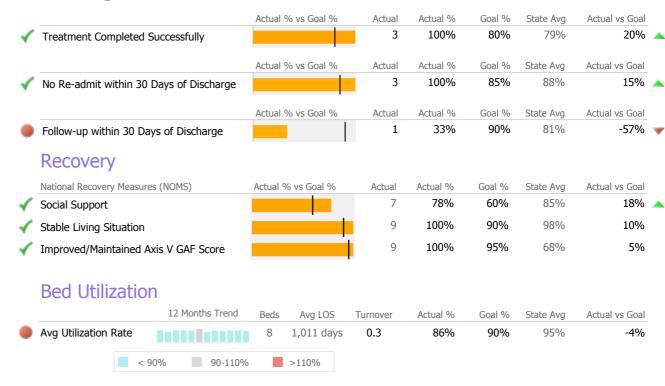
# **Program Activity**

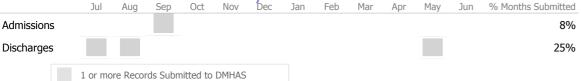
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 9      | 12       | -25%       | • |
| Admits         | 1      | 4        | -75%       | • |
| Discharges     | 3      | 4        | -25%       | • |
| Bed Days       | 2,505  | 2,679    | -6%        |   |

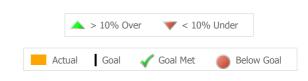
# **Data Submission Quality**



### **Discharge Outcomes**







<sup>\*</sup> State Avg based on 24 Active Group Home Programs

#### Ctr for Human Ser MM 100454

**Recovery Network of Programs** 

Addiction - Medication Assisted Treatment - Methadone Maintenance

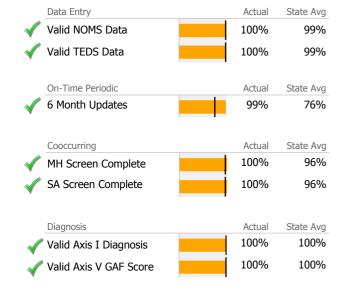
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

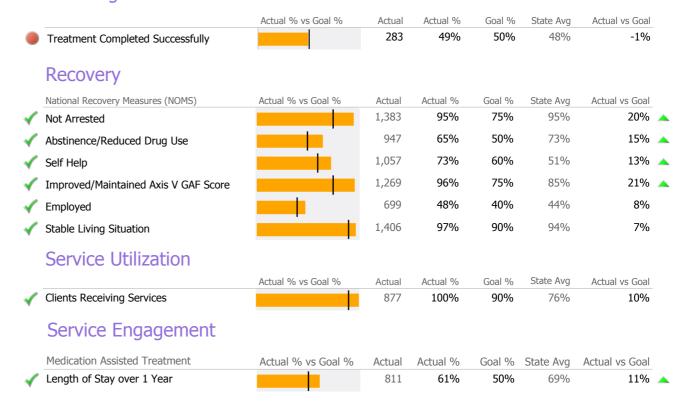
### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 1,338  | 1,309    | 2%         |   |
| Admits         | 553    | 463      | 19%        | • |
| Discharges     | 578    | 501      | 15%        | • |
| Service Hours  | 14,297 | 16,312   | -12%       | • |

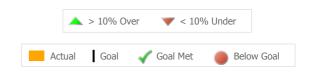
### **Data Submission Quality**



#### **Discharge Outcomes**



|            | Jul     | Aug      | Sep      | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---------|----------|----------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Discharges |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Services   |         |          |          |           |       |     |     |     |     |     |     |     | 83%                |
|            | 1 or mo | ore Reco | rds Subn | nitted to | DMHAS |     |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 27 Active Methadone Maintenance Programs

#### **Horizon Inten Res 025601**

**Recovery Network of Programs** 

Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

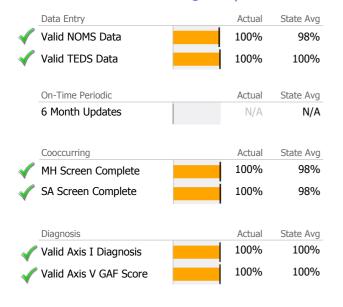
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

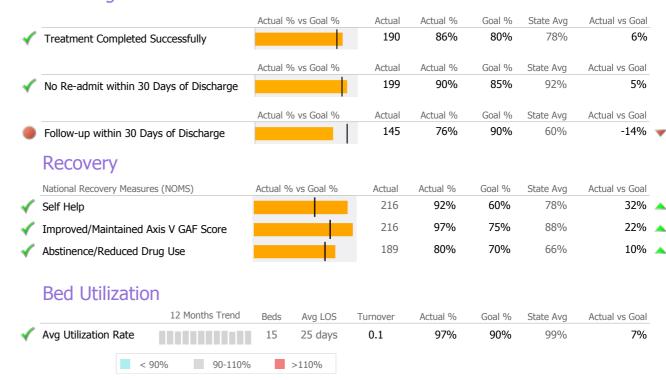
### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 228    | 223      | 2%         |
| Admits         | 222    | 217      | 2%         |
| Discharges     | 222    | 218      | 2%         |
| Bed Days       | 5,332  | 5,292    | 1%         |

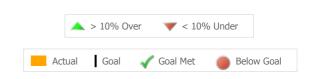
# **Data Submission Quality**



#### **Discharge Outcomes**



|            | Jul     | Aug      | Sep      | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---------|----------|----------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Discharges |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
|            | 1 or mo | re Recoi | rds Subm | nitted to | DMHAS |     |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

#### **Kinsella Treatment Center 301862**

**Recovery Network of Programs** 

Addiction - Medication Assisted Treatment - Methadone Maintenance

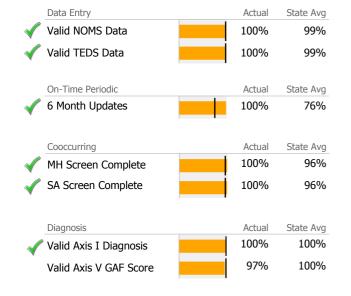
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance %    |  |
|----------------|--------|----------|---------------|--|
| Unique Clients | 1,335  | 1,480    | -10%          |  |
| Admits         | 629    | 827      | -24% <b>▼</b> |  |
| Discharges     | 647    | 792      | -18% 🔻        |  |
| Service Hours  | 17,191 | 18,216   | -6%           |  |

# **Data Submission Quality**



#### **Discharge Outcomes**

|                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully     |                    | 328    | 51%      | 50%    | 48%       | 1%             |
| Recovery                             |                    |        |          |        |           |                |
| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Not Arrested                         |                    | 1,415  | 96%      | 75%    | 95%       | 21%            |
| Abstinence/Reduced Drug Use          |                    | 926    | 63%      | 50%    | 73%       | 13%            |
| Improved/Maintained Axis V GAF Score |                    | 1,243  | 95%      | 75%    | 85%       | 20%            |
| Stable Living Situation              |                    | 1,391  | 94%      | 90%    | 94%       | 4%             |
| Employed                             |                    | 565    | 38%      | 40%    | 44%       | -2%            |
| Self Help                            |                    | 602    | 41%      | 60%    | 51%       | -19%           |
| Service Utilization                  |                    |        |          |        |           |                |
|                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Clients Receiving Services           |                    | 824    | 100%     | 90%    | 76%       | 10%            |
| Service Engagement                   |                    |        |          |        |           |                |
| Medication Assisted Treatment        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Length of Stay over 1 Year           |                    | 711    | 53%      | 50%    | 69%       | 3%             |

|            | Jul     | Aug      | Sep      | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---------|----------|----------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Discharges |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Services   |         |          |          |           |       |     |     |     |     |     |     |     | 83%                |
|            | 1 or mo | ore Reco | rds Subn | nitted to | DMHAS |     |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 27 Active Methadone Maintenance Programs

#### **New Prospects 025613**

Recovery Network of Programs

Addiction - Residential Services - SA Intensive Residential - Enhanced

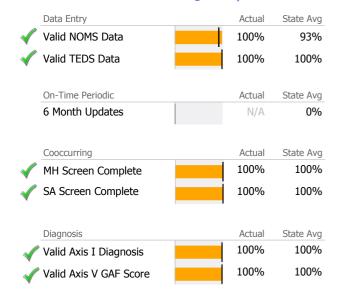
### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

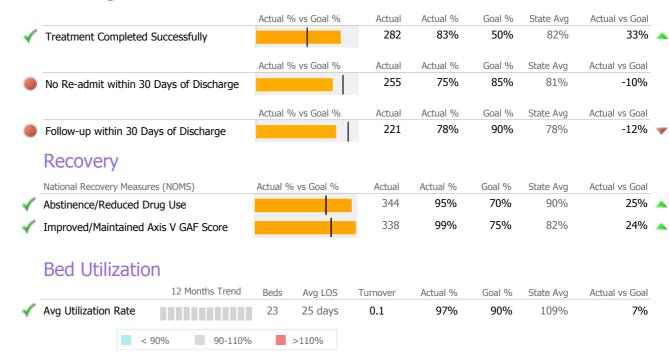
### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 341    | 329      | 4%         |
| Admits         | 340    | 326      | 4%         |
| Discharges     | 341    | 327      | 4%         |
| Bed Days       | 8,120  | 7,991    | 2%         |

# **Data Submission Quality**



#### **Discharge Outcomes**



|            | Jul     | Aug      | Sep      | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---------|----------|----------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Discharges |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
|            | 1 or mo | ore Reco | rds Subn | nitted to | DMHAS |     |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 2 Active SA Intensive Residential - Enhanced Programs

#### **Offender Re-entry Program**

Recovery Network of Programs

Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

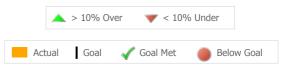
# **Program Activity**

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

Data Submitted to DMHAS by Month

|            | Jul |  | Oct |  | Jan | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|--|-----|--|-----|-----|-----|-----|-----|--------------------|
| Admissions |     |  |     |  |     |     |     |     |     | 0%                 |
| Discharges |     |  |     |  |     |     |     |     |     | 0%                 |

1 or more Records Submitted to DMHAS



<sup>\*</sup> State Avg based on 4 Active Shelter Programs

#### **Recovery Counseling Svc OP 301540**

Recovery Network of Programs

Addiction - Outpatient - Standard Outpatient

# Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

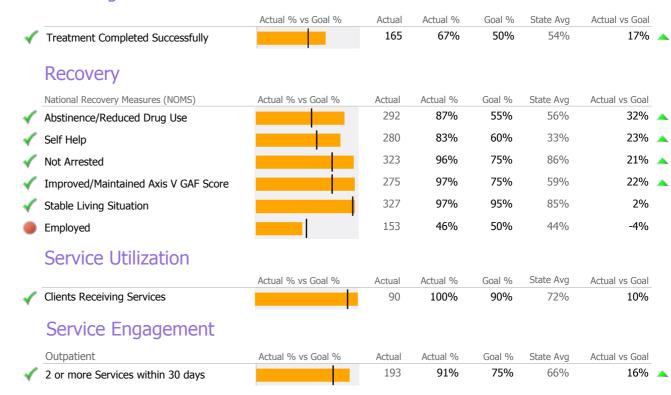
# **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 312    | 313      | 0%         |   |
| Admits         | 227    | 265      | -14%       | • |
| Discharges     | 246    | 233      | 6%         |   |
| Service Hours  | 2,899  | 2,857    | 1%         |   |

# **Data Submission Quality**

|        | State Avg   |
|--------|---|
| 100%   | 94%   |
| 95%    | 92%   |
| Actual | State Avg   |
| 100%   | 24%   |
| Actual | State Avg   |
| 100%   | 97%   |
| 100%   | 99%   |
| Actual | State Avg   |
| 100%   | 99%   |
| 100%   | 96%   |
|        | 95%  Actual 100%  Actual 100%  Actual 100%  Actual 100% |

#### Discharge Outcomes



|            | Jul     | Aug      | Sep      | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---------|----------|----------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Discharges |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Services   |         |          |          |           |       |     |     |     |     |     |     |     | 50%                |
|            | 1 or mo | ore Reco | rds Subn | nitted to | DMHAS |     |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 113 Active Standard Outpatient Programs

#### **Recovery Empowerment Services 750**

Recovery Network of Programs

Addiction - Outpatient - Standard Outpatient

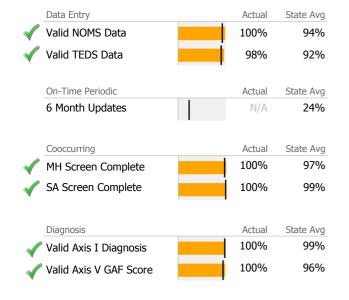
# Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

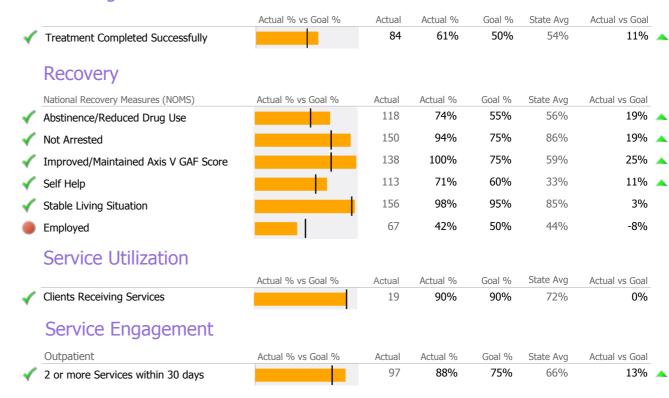
### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 146    | 157      | -7%        |   |
| Admits         | 118    | 144      | -18%       | • |
| Discharges     | 138    | 129      | 7%         |   |
| Service Hours  | 1,093  | 1,449    | -25%       | • |

### **Data Submission Quality**



#### **Discharge Outcomes**



|            | Jul     | Aug      | Sep      | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---------|----------|----------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Discharges |         |          |          |           |       |     |     |     |     |     |     |     | 100%               |
| Services   |         |          |          |           |       |     |     |     |     |     |     |     | 50%                |
|            | 1 or mo | ore Reco | rds Subn | nitted to | DMHAS |     |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 113 Active Standard Outpatient Programs

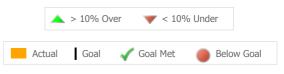
# Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

# **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 131    | 167      | -22%       | • |
| Admits         | 99     | 141      | -30%       | • |
| Discharges     | 102    | 137      | -26%       | • |
| Bed Days       | 14,593 | 13,761   | 6%         |   |

|            | Jul    | Aug        | Sep     | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|--------|------------|---------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |        |            |         |           |       |     |     |     |     |     |     |     | 100%               |
| Discharges |        |            |         |           |       |     |     |     |     |     |     |     | 100%               |
|            | 1 or n | nore Recor | ds Subi | mitted to | DMHAS | 5   |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 4 Active Shelter Programs

#### **Tina Klem Serenity House 301 038**

**Recovery Network of Programs** 

Addiction - Residential Services - Recovery House

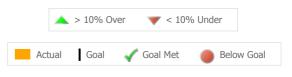
# Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

# **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 74     | 64       | 16%        | • |
| Admits         | 71     | 56       | 27%        | • |
| Discharges     | 72     | 55       | 31%        | • |
| Bed Days       | 3,971  | 3,987    | 0%         |   |

|            | Jul     | Aug       | Sep     | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---------|-----------|---------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |         |           |         |           |       |     |     |     |     |     |     |     | 100%               |
| Discharges |         |           |         |           |       |     |     |     |     |     |     |     | 100%               |
|            | 1 or mo | ore Recor | ds Subr | mitted to | DMHAS | )   |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 16 Active Recovery House Programs

#### **Urban Model (Supportive) 117-260**

**Recovery Network of Programs** 

Mental Health - Residential Services - Supervised Apartments

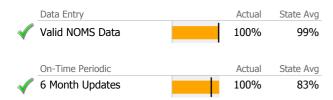
### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

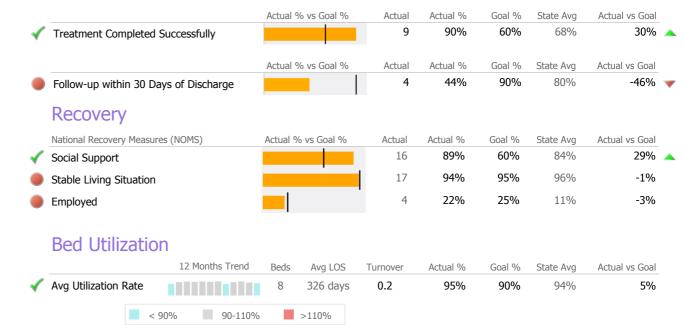
### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 18     | 17       | 6%         |   |
| Admits         | 11     | 9        | 22%        | • |
| Discharges     | 10     | 10       | 0%         |   |
| Service Hours  | 738    | 768      | -4%        |   |
| Bed Days       | 2,766  | 2,806    | -1%        |   |

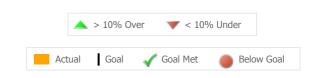
### **Data Submission Quality**



#### Discharge Outcomes







<sup>\*</sup> State Avg based on 62 Active Supervised Apartments Programs

#### **Urban Model TransHsing 117-251**

Recovery Network of Programs

Mental Health - Residential Services - Transitional

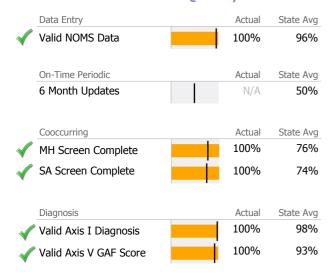
### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

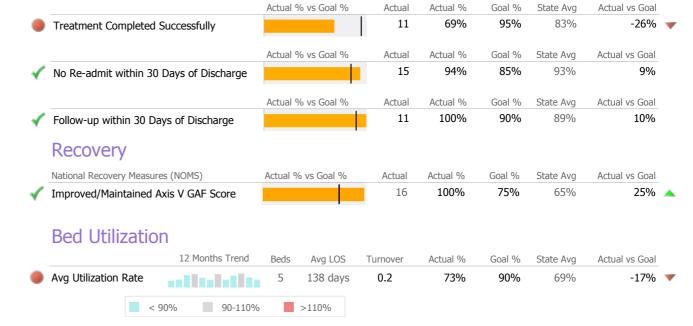
### **Program Activity**

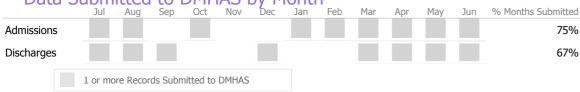
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 18     | 11       | 64%        | • |
| Admits         | 17     | 6        | 183%       | • |
| Discharges     | 16     | 8        | 100%       | • |
| Bed Days       | 1,330  | 1,666    | -20%       | • |

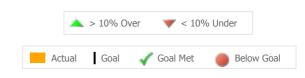
### **Data Submission Quality**



#### **Discharge Outcomes**







<sup>\*</sup> State Avg based on 9 Active Transitional Programs