

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	347	292	19%	▲
	Admits	112	69	62%	▲
	Discharges	95	91	4%	
	Service Hours	2,184	1,812	21%	▲
	Bed Days	2,451	1,889	30%	▲

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

### Consumer Satisfaction Survey

(Based on 110 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		91%	80%	91%
✓ Access		90%	80%	88%
✓ Outcome		82%	80%	83%
● Recovery		78%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	217	59.9%
	Case Management	120	33.1%
	Residential Services	15	4.1%
	Recovery Support	10	2.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	60	17%	10%	Male	221	64%	60%
26-34	68	20%	23%	Female	126	36%	40%
35-44	72	21%	22%	Transgender			0%
45-54	70	20%	20%				
55-64	68	20%	19%				
65+	8	2%	7%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	292	84%	▲ 70%	Black/African American	180	52%	▲ 17%
Hisp-Puerto Rican	32	9%	12%	White/Caucasian	107	31%	▼ 63%
Hispanic-Other	18	5%	8%	Other	47	14%	13%
Hispanic-Cuban	2	1%	0%	Am. Indian/Native Alaskan	5	1%	1%
Hispanic-Mexican	2	1%	1%	Asian	4	1%	1%
Unknown	1	0%	9%	Multiple Races	2	1%	1%
				Hawaiian/Other Pacific Islander	2	1%	0%
				Unknown			5%

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

# Community Support Services - wrap around 256

Marrakech Day Services

Mental Health - Recovery Support - Specialing

Connecticut Dept of Mental Health and Addiction Services

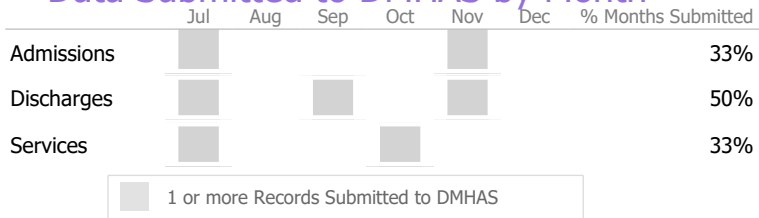
Program Quality Dashboard

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
Admits	2	-		
Discharges	3	1	200%	▲
Service Hours	28	108	-74%	▼

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Specialing Programs

# Discretionary Discharge Fiduciary

Marrakech Day Services

Mental Health - Other - Fiduciary

## Program Activity

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

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 5 Active Fiduciary Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	4	4	0%
Discharges	1	1	0%
Bed Days	1,491	1,104	35% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	53%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	50%
SA Screen Complete	100%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	68%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

### Recovery

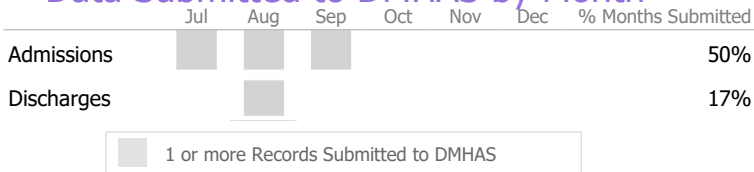
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	100%	60%	85%	40% ▲
Stable Living Situation		10	100%	95%	92%	5%
Employed		2	20%	25%	10%	-5%
Improved/Maintained Axis V GAF Score		1	17%	95%	62%	-78% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	386 days	0.5	81%	90%	93%	-9%

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

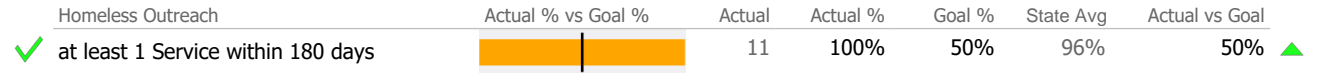
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 80 Active Supervised Apartments Programs

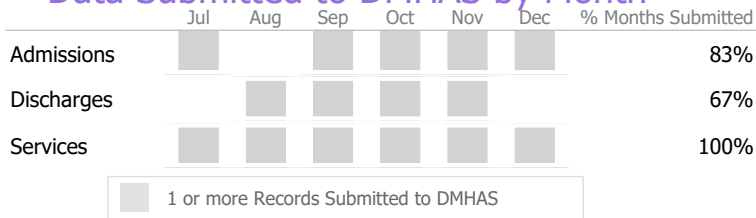
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	26	15% ▲
Admits	11	9	22% ▲
Discharges	6	12	-50% ▼
Service Hours	236	219	8%

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	2	3	-33% ▼
Discharges	3	2	50% ▲
Bed Days	960	785	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	53%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	50%
SA Screen Complete	100%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	68%	7%
✓ Follow-up within 30 Days of Discharge		2	100%	90%	81%	10%

### Recovery

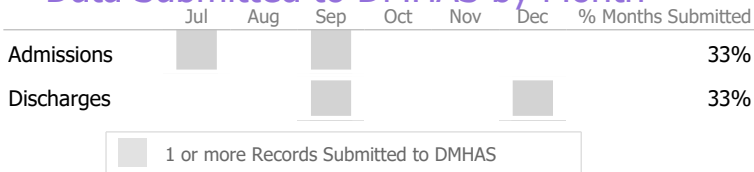
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	85%	40% ▲
✓ Stable Living Situation		7	100%	95%	92%	5%
✓ Employed		2	29%	25%	10%	4%
○ Improved/Maintained Axis V GAF Score		3	60%	95%	62%	-35% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	294 days	0.4	104%	90%	93%	14% ▲

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 80 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	16	75% ▲
Admits	7	3	133% ▲
Discharges	14	5	180% ▲
Service Hours	141	114	24% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		12	43%	35%	44%	8%

### Service Utilization

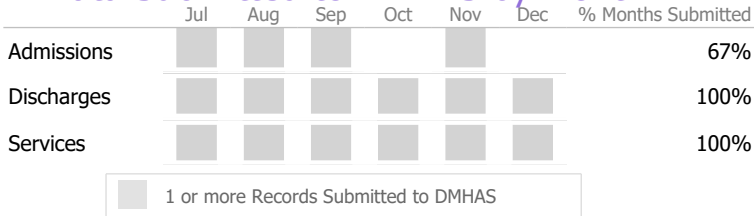
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		94%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

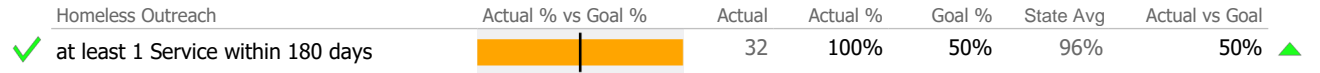
Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 42 Active Employment Services Programs

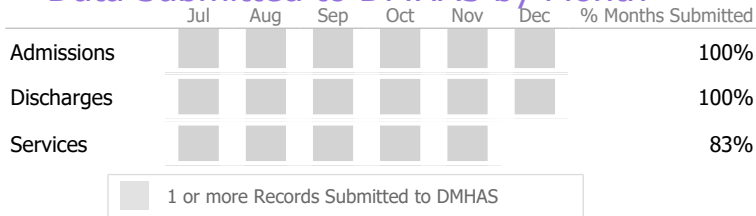
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	85	18% ▲
Admits	32	27	19% ▲
Discharges	28	29	-3%
Service Hours	-	-	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	71	42% ▲
Admits	30	5	500% ▲
Discharges	18	25	-28% ▼
Service Hours	1,068	574	86% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	38%	35%	44%	3%

### Service Utilization

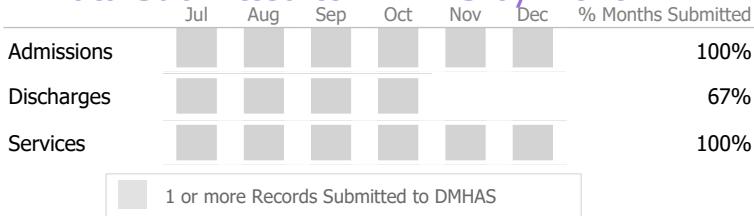
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		94%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 42 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	59	22% ▲
Admits	22	16	38% ▲
Discharges	17	11	55% ▲
Service Hours	559	589	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		25	35%	35%	44%	0%

### Service Utilization

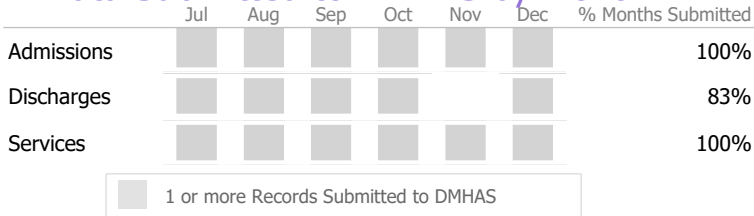
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		94%

### Data Submitted to DMHAS by Month



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Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 42 Active Employment Services 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	% 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 5 Active Fiduciary 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	% 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 5 Active Fiduciary Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	19	-16% ▼
Admits	2	2	0%
Discharges	5	5	0%
Service Hours	153	208	-26% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		6	38%	35%	44%	3%

### Service Utilization

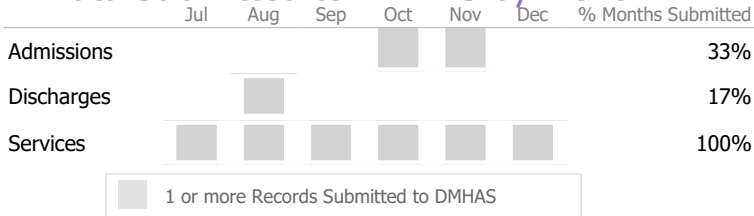
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		85%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		94%

### Data Submitted to DMHAS by Month



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