

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	409	392	4%
	Admits	182	198	-8%
	Discharges	159	167	-5%
	Service Hours	3,766	3,957	-5%
	Bed Days	4,250	3,994	6%

▲ > 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	257	59.9%
	Case Management	141	32.9%
	Residential Services	17	4.0%
	Recovery Support	14	3.3%

### Client Demographics

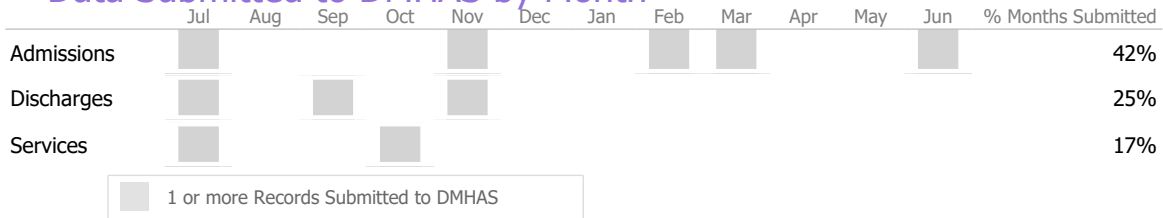
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	71	17%	11%	Male	257	63%	60%
26-34	81	20%	23%	Female	150	37%	40%
35-44	86	21%	22%	Transgender			0%
45-54	83	20%	20%				
55-64	79	19%	18%				
65+	8	2%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	347	85%	▲ 69%	Black/African American	217	53%	▲ 17%
Hisp-Puerto Rican	35	9%	11%	White/Caucasian	127	31%	▼ 62%
Hispanic-Other	20	5%	8%	Other	51	12%	13%
Hispanic-Mexican	3	1%	1%	Am. Indian/Native Alaskan	6	1%	1%
Hispanic-Cuban	2	0%	0%	Asian	4	1%	1%
Unknown	2	0%	▼ 11%	Multiple Races	2	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Unknown			6%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	10	40%	▲
Admits	6	2	200%	▲
Discharges	3	2	50%	▲
Service Hours	28	170	-84%	▼

### 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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

## 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	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 5 Active Fiduciary Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	6	7	-14% ▼
Discharges	7	6	17% ▲
Bed Days	2,562	2,523	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	52%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	64%
SA Screen Complete	100%	59%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	57%	60%	72%	-3%
Follow-up within 30 Days of Discharge		2	50%	90%	82%	-40% ▼

### Recovery

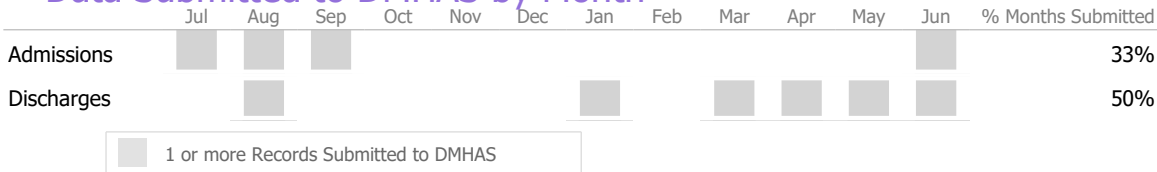
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	83%	60%	86%	23% ▲
Employed		3	25%	25%	9%	0%
Stable Living Situation		11	92%	95%	94%	-3%
Improved/Maintained Axis V GAF Score		7	70%	95%	64%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	497 days	0.3	70%	90%	97%	-20% ▼

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

### 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

# Outreach & Engagement 901-279

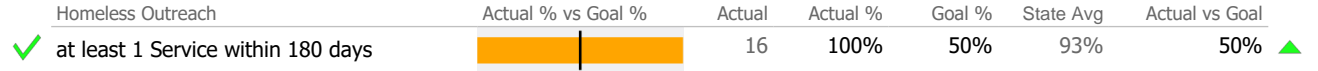
Marrakech Day Services

Mental Health - Case Management - Outreach & Engagement

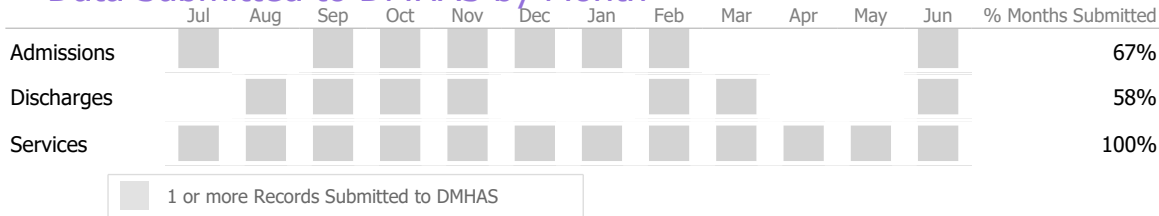
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	40	-13% ▼
Admits	16	23	-30% ▼
Discharges	17	21	-19% ▼
Service Hours	373	619	-40% ▼

## 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	9	-22% ▼
Admits	2	6	-67% ▼
Discharges	3	4	-25% ▼
Bed Days	1,688	1,471	15% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	64%
SA Screen Complete	100%	59%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	60%	72%	7%
Follow-up within 30 Days of Discharge		2	100%	90%	82%	10%

### Recovery

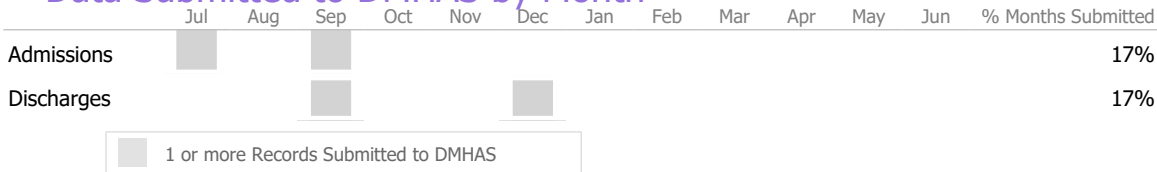
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	86%	40% ▲
Stable Living Situation		7	100%	95%	94%	5%
Employed		1	14%	25%	9%	-11% ▼
Improved/Maintained Axis V GAF Score		3	43%	95%	64%	-52% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	444 days	0.3	92%	90%	97%	2%

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

### 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	34	30	13% ▲
Admits	13	18	-28% ▼
Discharges	18	10	80% ▲
Service Hours	262	282	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		12	35%	35%	43%	0%

### Service Utilization

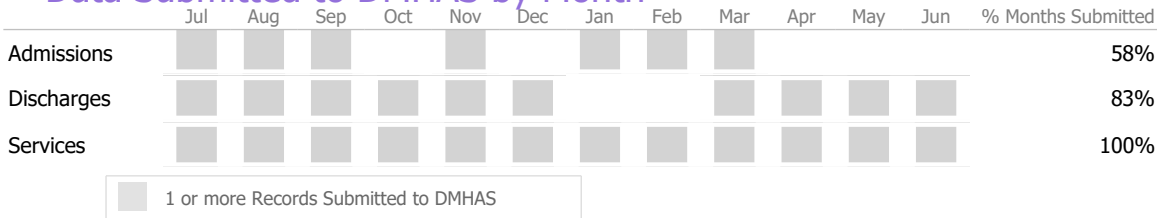
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% vs 83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% vs 89%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

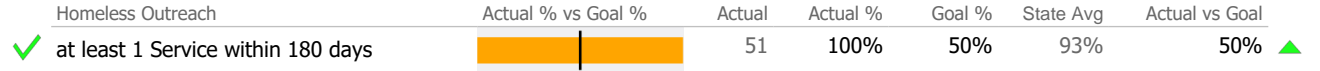
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 42 Active Employment Services Programs

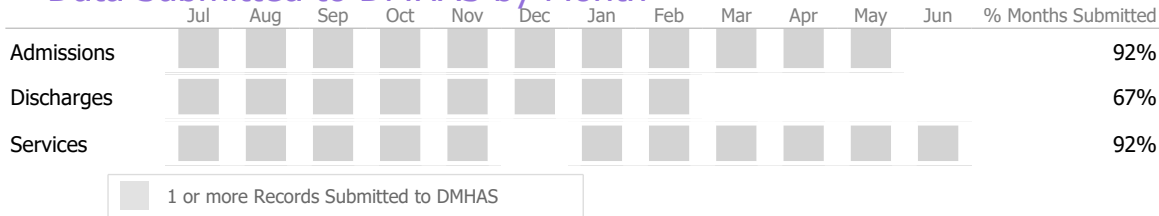
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	115	2%
Admits	51	64	-20% ▼
Discharges	39	55	-29% ▼
Service Hours	3	-	

### 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	121	103	17% ▲
Admits	50	39	28% ▲
Discharges	39	34	15% ▲
Service Hours	1,945	1,417	37% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		49	40%	35%	43%	5%

### Service Utilization

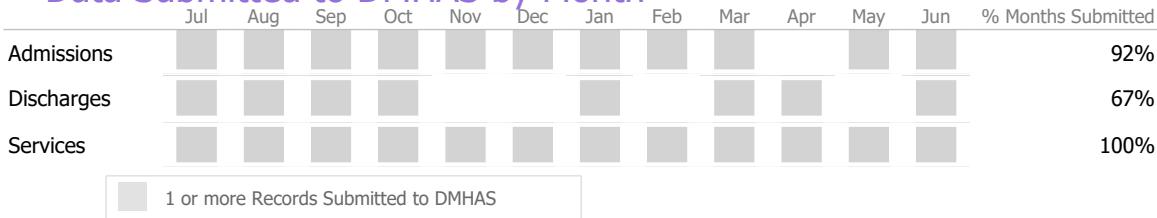
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

### 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	83	78	6%
Admits	33	36	-8%
Discharges	28	29	-3%
Service Hours	903	1,072	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	39%	35%	43%	4%

### Service Utilization

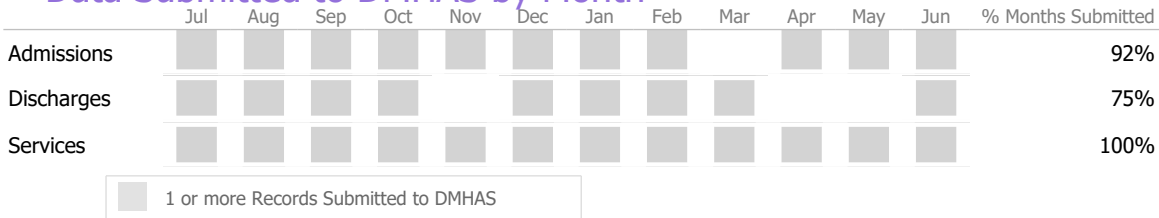
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

### Data Submitted to DMHAS by Month




\* 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	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 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	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 5 Active Fiduciary Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	5	3	67% ▲
Discharges	5	6	-17% ▼
Service Hours	251	398	-37% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	37%	35%	43%	2%

### Service Utilization

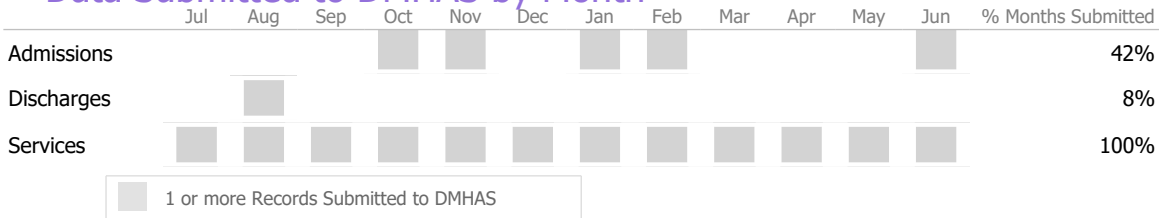
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

### 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