

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 1,334 | 1,121 | 19% | ▲ |
| | Admits | 346 | 336 | 3% | |
| | Discharges | 147 | 241 | -39% | ▼ |
| | Service Hours | 283 | 2,800 | -90% | ▼ |
| | Bed Days | 66 | 171 | -61% | ▼ |

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

Consumer Satisfaction Survey

(Based on 86 FY21 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Respect | | 100% | 80% | 91% |
| ✓ General Satisfaction | | 92% | 80% | 92% |
| ✓ Outcome | | 91% | 80% | 83% |
| ✓ Recovery | | 91% | 80% | 79% |
| ✓ Quality and Appropriateness | | 89% | 80% | 93% |
| ✓ Participation in Treatment | | 87% | 80% | 92% |
| ✓ Overall | | 86% | 80% | 91% |
| ✓ Access | | 85% | 80% | 88% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-------|-------|
| Addiction | Outpatient | 1,252 | 92.3% |
| | Case Management | 45 | 3.3% |
| Mental Health | Outpatient | 32 | 2.4% |
| | Case Management | 25 | 1.8% |
| Forensic SA | Case Management | 2 | 0.1% |
| | Crisis Services | | |
| Forensic MH | Crisis Services | | |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-----|-----|-----------|---------------------------------|-------|-----|-----------|
| 18-25 | 82 | 6% | 9% | Male | 1,029 | 77% | 59% |
| 26-34 | 345 | 26% | 21% | Female | 304 | 23% | 41% |
| 35-44 | 403 | 30% | 23% | Transgender | | | 0% |
| 45-54 | 260 | 20% | 19% | | | | |
| 55-64 | 181 | 14% | 19% | | | | |
| 65+ | 62 | 5% | 9% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 588 | 44% | 68% | Black/African American | 400 | 30% | 17% |
| Unknown | 290 | 22% | 11% | Other | 371 | 28% | 13% |
| Hisp-Puerto Rican | 253 | 19% | 11% | Unknown | 260 | 19% | 6% |
| Hispanic-Other | 195 | 15% | 8% | White/Caucasian | 243 | 18% | 62% |
| Hispanic-Cuban | 4 | 0% | 0% | Asian | 33 | 2% | 1% |
| Hispanic-Mexican | 4 | 0% | 1% | Multiple Races | 14 | 1% | 1% |
| | | | | Am. Indian/Native Alaskan | 10 | 1% | 0% |
| | | | | Hawaiian/Other Pacific Islander | 3 | 0% | 0% |

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

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

Asian Family Service OP 627210

Community Renewal Team (CRT)

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 32 | 34 | -6% |
| Admits | 5 | 8 | -38% ▼ |
| Discharges | 3 | 4 | -25% ▼ |
| Service Hours | 2 | 305 | -100% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 99% | 87% |
| On-Time Periodic | | |
| 6 Month Updates | 77% | 55% |
| Co-occurring | | |
| MH Screen Complete | 100% | 89% |
| SA Screen Complete | 100% | 89% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 33% | 50% | 42% | -17% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 25 | 78% | 60% | 59% | 18% ▲ |
| Stable Living Situation | | 30 | 94% | 95% | 69% | -1% |
| Employed | | 9 | 28% | 30% | 23% | -2% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 1 | 3% | 90% | 80% | -87% ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 0 | 0% | 75% | 77% | -75% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 67% |
| Discharges | | | | | | | 50% |
| Services | | | | | | | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Standard 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 | 2 | 3 | -33% ▼ |
| Admits | 1 | 1 | 0% |
| Discharges | 2 | 1 | 100% ▲ |
| Service Hours | 7 | 5 | 61% ▲ |
| Bed Days | 66 | 171 | -61% ▼ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ No Re-admit within 30 Days of Discharge | | 2 | 100% | 85% | 88% | 15% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 1 | 100% | 90% | 80% | 10% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 3 | 63 days | 1.5 | 12% | 90% | 65% | -78% ▼ |

Legend: ■ < 90% ■ 90-110% ■ >110%

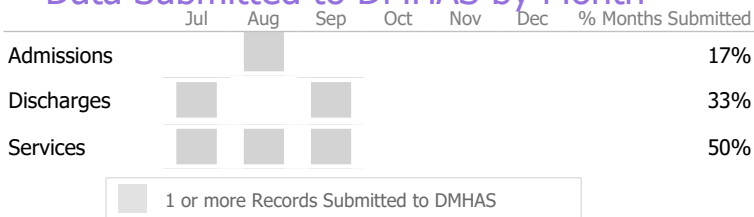
Data Submission Quality

| Data Entry | Actual | State Avg |
|------------|--------|-----------|
|------------|--------|-----------|

| Co-occurring | Actual | State Avg |
|----------------------|--------|-----------|
| ✓ MH Screen Complete | | 100% |
| ✓ SA Screen Complete | | 100% |

| Diagnosis | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid Axis I Diagnosis | | 35% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

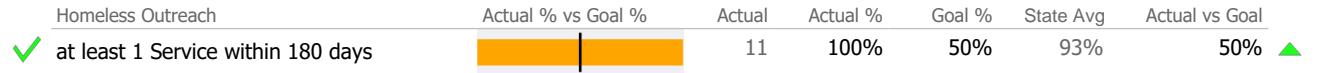
* State Avg based on 7 Active Respite Bed Programs

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

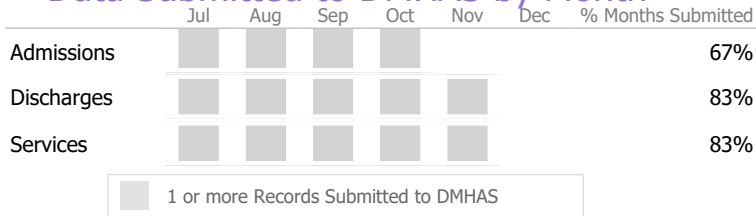
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 35 | 131 | -73% ▼ |
| Admits | 11 | 17 | -35% ▼ |
| Discharges | 14 | 100 | -86% ▼ |
| Service Hours | 71 | 20 | |

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active Outreach & Engagement Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10 | 9 | 11% ▲ |
| Admits | 2 | 1 | 100% ▲ |
| Discharges | 2 | 1 | 100% ▲ |
| Service Hours | 149 | 216 | -31% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 10 | 100% | 85% | 88% | 15% ▲ |

Service Utilization

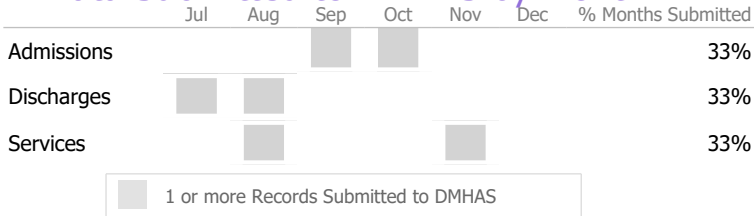
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 8 | 100% | 90% | 96% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 96% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 83% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

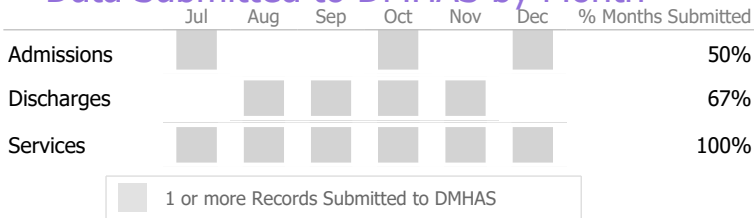
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 17 | 5 | 240% ▲ |
| Admits | 9 | 2 | 350% ▲ |
| Discharges | 10 | 3 | 233% ▲ |
| Service Hours | 29 | 7 | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 97% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 7% |

Data Submitted to DMHAS by Month



Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 2 | 20% | 50% | 73% | -30% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 15 | 88% | 60% | 76% | 28% ▲ |
| ✓ Employed | | 5 | 29% | 20% | 27% | 9% |
| ● Stable Living Situation | | 12 | 71% | 80% | 62% | -9% |
| ● Self Help | | 6 | 35% | 60% | 62% | -25% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 7 | 100% | 90% | 61% | 10% |

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14 | 7 | 100% ▲ |
| Admits | 11 | 5 | 120% ▲ |
| Discharges | 10 | 3 | 233% ▲ |
| Service Hours | 8 | 7 | 23% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 97% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 7% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 2 | 20% | 50% | 73% | -30% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 11 | 79% | 60% | 76% | 19% ▲ |
| ● Employed | | 0 | 0% | 20% | 27% | -20% ▼ |
| ● Self Help | | 4 | 29% | 60% | 62% | -31% ▼ |
| ● Stable Living Situation | | 1 | 7% | 80% | 62% | -73% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 4 | 100% | 90% | 61% | 10% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■ | ■ | ■ | | ■ | ■ | 83% |
| Discharges | ■ | ■ | ■ | ■ | | ■ | 83% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1,252 | 950 | 32% ▲ |
| Admits | 307 | 302 | 2% |
| Discharges | 106 | 129 | -18% ▼ |
| Service Hours | 17 | 2,242 | -99% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data | 98% | 87% |
| Valid TEDS Data | 86% | 87% |
| On-Time Periodic | | |
| 6 Month Updates | 1% | 18% |
| Co-occurring | | |
| MH Screen Complete | 89% | 95% |
| SA Screen Complete | 87% | 95% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 18 | 17% | 50% | 50% | -33% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Not Arrested | | 1,020 | 80% | 75% | 74% | 5% |
| Abstinence/Reduced Drug Use | | 658 | 52% | 55% | 39% | -3% |
| Employed | | 411 | 32% | 50% | 30% | -18% ▼ |
| Stable Living Situation | | 779 | 61% | 95% | 72% | -34% ▼ |
| Self Help | | 50 | 4% | 60% | 14% | -56% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 12 | 1% | 90% | 55% | -89% ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 0 | 0% | 75% | 63% | -75% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 100% |
| Discharges | | | | | | | 100% |
| Services | | | | | | | 67% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

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