

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	270	321	-16%	▼
	Admits	69	60	15%	▲
	Discharges	80	117	-32%	▼
	Service Hours	3,578	2,415	48%	▲
	Bed Days	3,344	3,766	-11%	▼

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

### Consumer Satisfaction Survey

(Based on 54 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Outcome		98%	80%	83%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		96%	80%	92%
✓ Access		96%	80%	88%
✓ Respect		96%	80%	91%
✓ Recovery		94%	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	179	64.9%
	Case Management	67	24.3%
	Recovery Support	18	6.5%
	Residential Services	12	4.3%

### Client Demographics

Age	#	%	State Avg
18-25	43	16%	10%
26-34	51	19%	22%
35-44	67	25%	23%
45-54	48	18%	19%
55-64	55	20%	19%
65+	6	2%	8%

Gender	#	%	State Avg
Male	168	62%	59%
Female	101	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	224	83%	68% ▲
Hispanic-Other	22	8%	8%
Hisp-Puerto Rican	18	7%	11%
Hispanic-Mexican	4	1%	1%
Unknown	2	1%	12% ▼
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	145	54%	17% ▲
White/Caucasian	81	30%	62% ▼
Other	32	12%	13%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	2	1%	0%
Hawaiian/Other Pacific Islander	2	1%	0%
Unknown			6%

■ 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

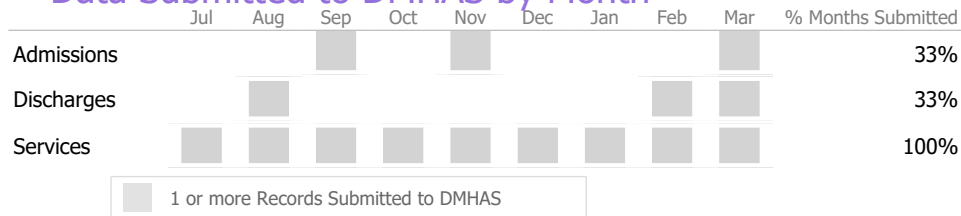
Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	11	64% ▲
Admits	5	-	
Discharges	4	3	33% ▲
Service Hours	1,636	-	

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Specialing Programs

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

# Discretionary Discharge Fiduciary

Marrakech Day Services

Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

## 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	% 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	3	5	-40% ▼
Discharges	1	1	0%
Bed Days	1,724	2,080	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	78%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	90%
Co-occurring	Actual	State Avg
MH Screen Complete	89%	98%
SA Screen Complete	89%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	79%	-90% ▼

### Recovery

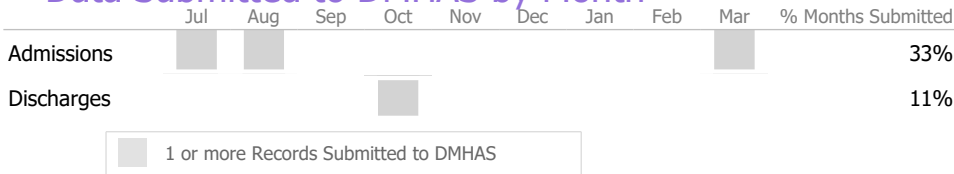
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	88%	60%	85%	28% ▲
Employed		3	38%	25%	12%	13% ▲
Stable Living Situation		8	100%	95%	95%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	491 days	0.5	63%	90%	92%	-27% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

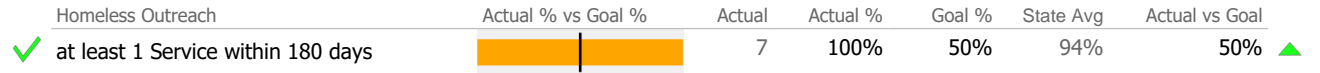
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 80 Active Supervised Apartments Programs

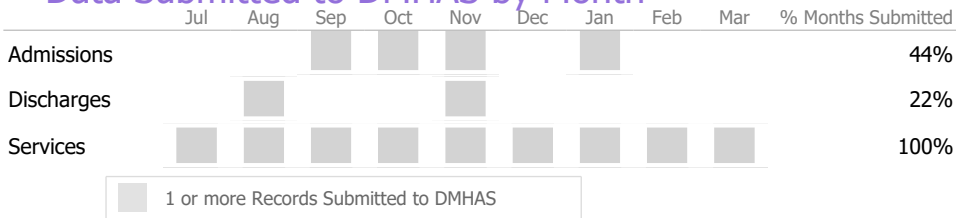
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	24	-17% ▼
Admits	7	8	-13% ▼
Discharges	6	14	-57% ▼
Service Hours	212	385	-45% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	1,620	1,686	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	78%
6 Month Updates	17%	90%
MH Screen Complete	100%	98%
SA Screen Complete	100%	88%
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	79%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	57%	25%	12%	32% ▲
Social Support		6	86%	60%	85%	26% ▲
Stable Living Situation		7	100%	95%	95%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	646 days	0.3	118%	90%	92%	28% ▲

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%

Legend: 1 or more Records Submitted to DMHAS (grey bar)

▲ > 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	16	22	-27% ▼
Admits	2	5	-60% ▼
Discharges	4	3	33% ▲
Service Hours	83	119	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	25%	35%	47%	-10%

### Service Utilization

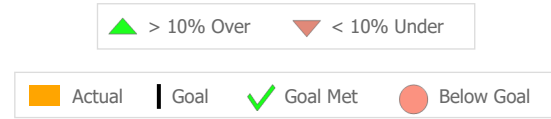
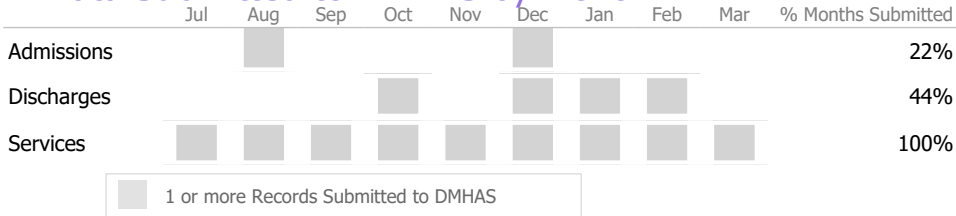
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	92%	90%	96%	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

### Data Submitted to DMHAS by Month

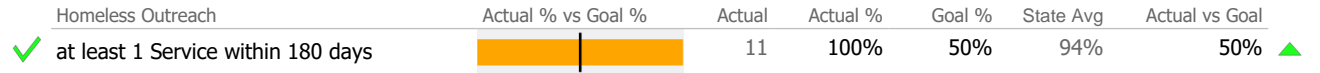


\* State Avg based on 39 Active Employment Services Programs

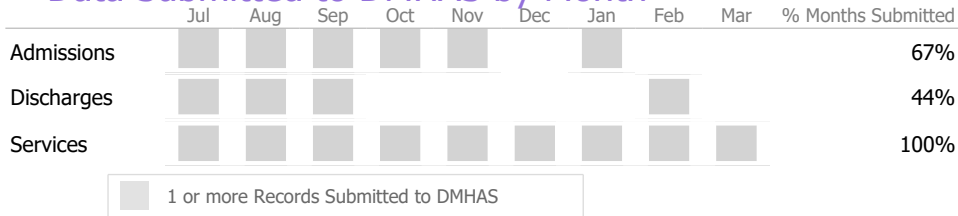
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	87	-41% ▼
Admits	11	11	0%
Discharges	19	50	-62% ▼
Service Hours	-		-100% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

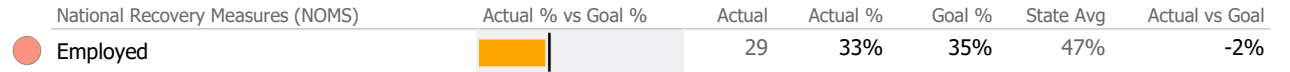
\* State Avg based on 48 Active Outreach & Engagement Programs



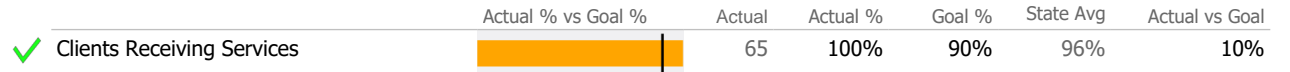
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	90	-1%
Admits	20	9	122% ▲
Discharges	24	15	60% ▲
Service Hours	1,008	1,230	-18% ▼

### Recovery



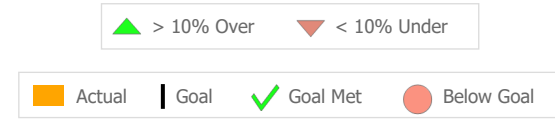
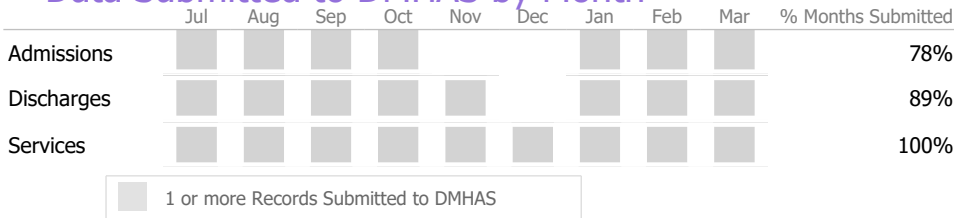
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	67	-7%
Admits	16	12	33% ▲
Discharges	19	20	-5%
Service Hours	567	551	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		19	30%	35%	47%	-5%

### Service Utilization

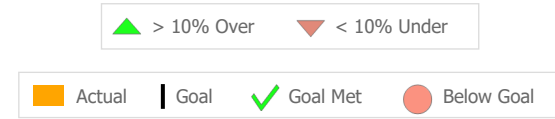
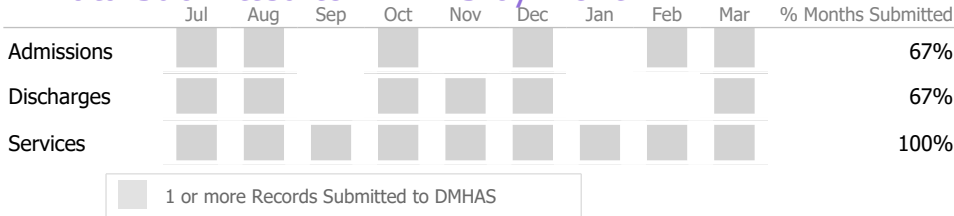
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	98%	90%	96%	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

### Data Submitted to DMHAS by Month




\* State Avg based on 39 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	% 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	% 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	22	-45% ▼
Admits	4	8	-50% ▼
Discharges	2	10	-80% ▼
Service Hours	71	130	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		5	42%	35%	47%	7%

### Service Utilization

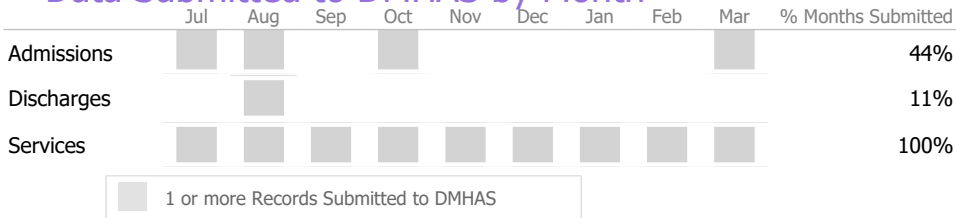
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 39 Active Employment Services Programs