

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,446	1,418	2%
	Admits	593	683	-13% ▼
	Discharges	358	525	-32% ▼
	Service Hours	583	5,306	-89% ▼
	Bed Days	153	264	-42% ▼

▲ > 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	#	%
<b>Addiction</b>	Outpatient	1,291	86.7%
	Case Management	81	5.4%
<b>Mental Health</b>	Outpatient	33	2.2%
	Case Management	81	5.4%
<b>Forensic SA</b>	Case Management	81	5.4%
	Crisis Services	3	0.2%

### Client Demographics

Age	#	%	State Avg
18-25	89	6%	10%
26-34	372	26%	22%
35-44	427	30%	23%
45-54	292	20%	18%
55-64	203	14%	18%
65+	62	4%	8%

Gender	#	%	State Avg
Male	1,140	79%	▲ 59%
Female	305	21%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	646	45%	▼ 68%
Unknown	302	21%	12%
Hisp-Puerto Rican	285	20%	11%
Hispanic-Other	205	14%	9%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
Black/African American	430	30%	▲ 17%
Other	407	28%	▲ 13%
Unknown	276	19%	▲ 6%
White/Caucasian	274	19%	▼ 61%
Asian	35	2%	1%
Multiple Races	12	1%	1%
Am. Indian/Native Alaskan	9	1%	0%
Hawaiian/Other Pacific Islander	3	0%	0%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	39	-15% ▼
Admits	7	13	-46% ▼
Discharges	4	13	-69% ▼
Service Hours	2	520	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	4%	49%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	41%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		27	82%	60%	62%	22% ▲
Stable Living Situation		32	97%	95%	73%	2%
Employed		9	27%	30%	26%	-3%

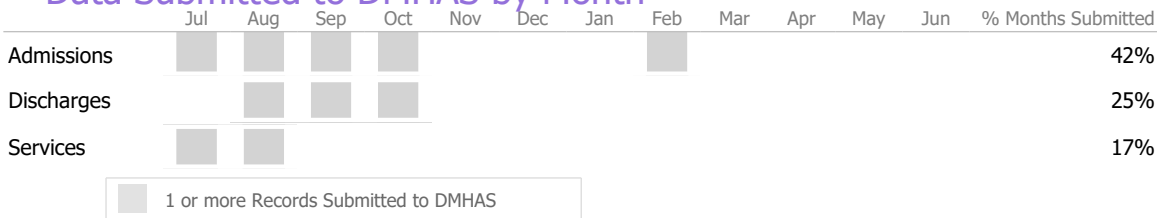
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	3%	90%	84%	-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%	79%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    |    Goal    
 Goal Met    
 Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	7	9	-19% ▼
Bed Days	153	264	-42% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
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### Bed Utilization

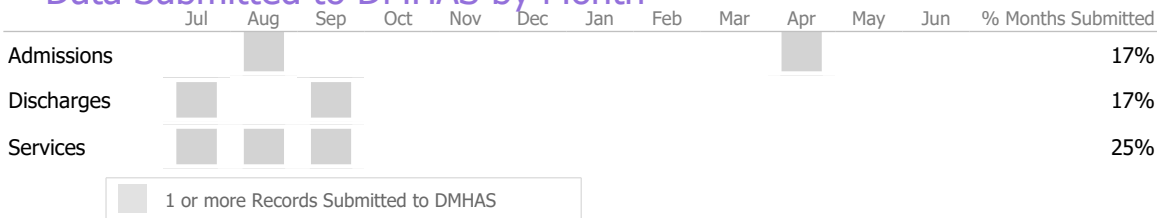
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		3	74 days	1.0	14%	90%	50%	-76% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

Co-occurring	Actual	State Avg
MH Screen Complete		96%
SA Screen Complete		96%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		43%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

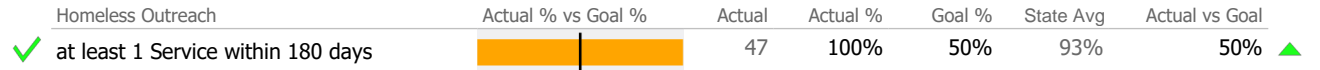
■ Actual   
 | Goal   
 ✓ Goal Met   
 ○ Below Goal

\* State Avg based on 7 Active Respite Bed Programs

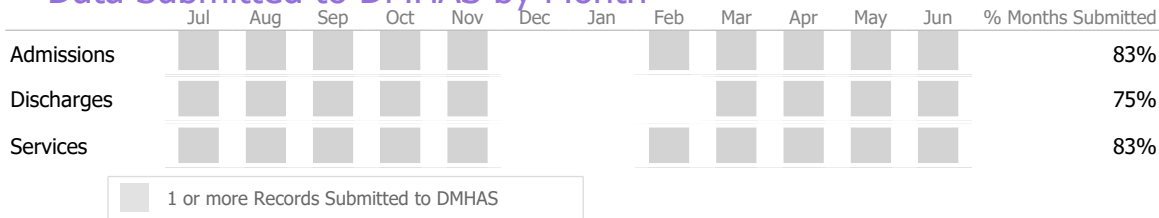
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	140	-49% ▼
Admits	47	27	74% ▲
Discharges	30	117	-74% ▼
Service Hours	106	65	64% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 50 Active Outreach & Engagement Programs

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

## Next Steps - Pilots

Community Renewal Team (CRT)

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Service Hours	242	422	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	87%	15% ▲

### Service Utilization

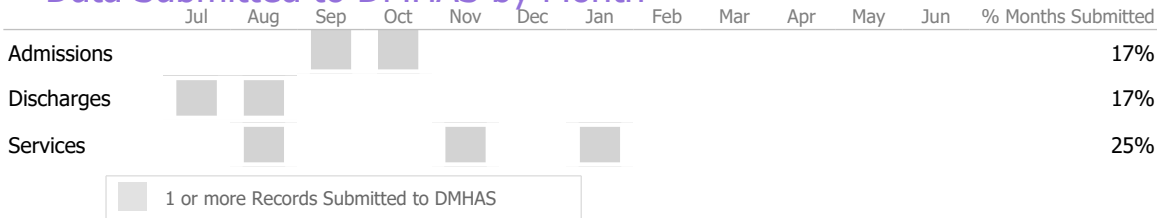
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	16	331% ▲
Admits	61	13	369% ▲
Discharges	38	8	375% ▲
Service Hours	177	32	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	61%	50%	79%	11% ▲

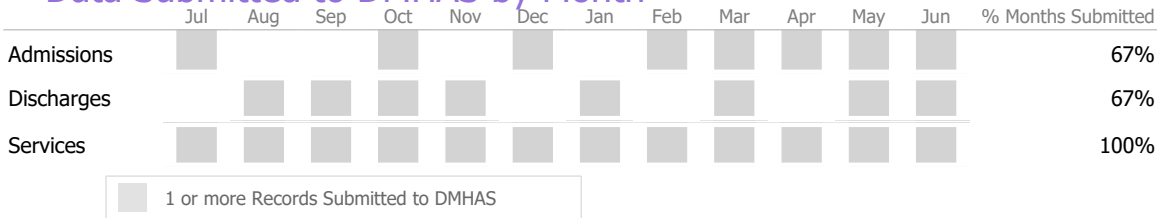
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		61	88%	60%	84%	28% ▲
✓ Employed		22	32%	20%	33%	12% ▲
✓ Self Help		43	62%	60%	65%	2%
● Stable Living Situation		27	39%	80%	62%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	76%	10%

### Data Submitted to DMHAS by Month



▲ > 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	30	21	43% ▲
Admits	27	19	42% ▲
Discharges	26	18	44% ▲
Service Hours	33	36	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	54%	50%	79%	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	83%	60%	84%	23% ▲
● Employed		0	0%	20%	33%	-20% ▼
● Self Help		9	30%	60%	65%	-30% ▼
● Stable Living Situation		3	10%	80%	62%	-70% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	76%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	■		■	83%
Discharges	■	■	■	■		■	■	■	■	■	■	■	92%
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	1,291	1,227	5%
Admits	447	608	-26% ▼
Discharges	256	365	-30% ▼
Service Hours	17	4,224	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
Valid TEDS Data	88%	84%
<b>On-Time Periodic</b>		
6 Month Updates	0%	15%
<b>Co-occurring</b>		
MH Screen Complete	91%	91%
SA Screen Complete	89%	93%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		43	17%	50%	48%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,117	84%	75%	77%	9%
Abstinence/Reduced Drug Use		717	54%	55%	42%	-1%
Employed		460	35%	50%	33%	-15% ▼
Stable Living Situation		858	65%	95%	76%	-30% ▼
Self Help		50	4%	60%	16%	-56% ▼

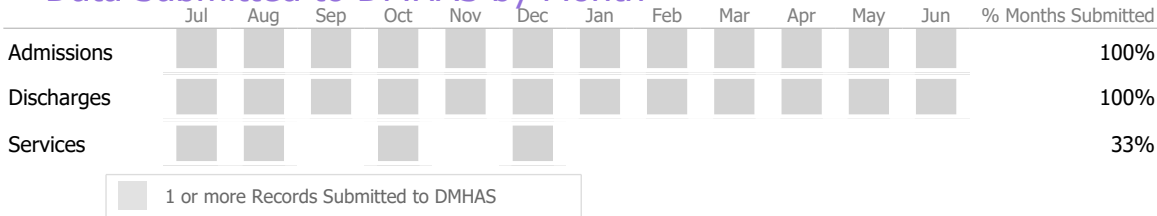
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	1%	90%	58%	-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



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

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