

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,236	1,111	11%	▲
	Admits	101	194	-48%	▼
	Discharges	80	128	-38%	▼
	Service Hours	387	147	164%	▲
	Bed Days	92	66	39%	▲

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

### Consumer Satisfaction Survey

(Based on 47 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Overall		96%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Outcome		83%	80%	83%
✓ Access		82%	80%	88%
● Recovery		65%	80%	79%

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	1,098	87.2%
<b>Mental Health</b>	Case Management	61	4.8%
	Outpatient	29	2.3%
<b>Forensic SA</b>	Case Management	70	5.6%
<b>Forensic MH</b>	Crisis Services	1	0.1%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	81	7%	10%	Male	974	79%	▲ 58%
26-34	319	26%	21%	Female	261	21%	▼ 42%
35-44	357	29%	23%	Transgender			0%
45-54	244	20%	19%				
55-64	177	14%	20%				
65+	58	5%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	561	45%	▼ 69%	Black/African American	368	30%	▲ 17%
Unknown	250	20%	12%	Other	342	28%	▲ 12%
Hisp-Puerto Rican	240	19%	11%	White/Caucasian	242	20%	▼ 62%
Hispanic-Other	178	14%	8%	Unknown	227	18%	▲ 6%
Hispanic-Mexican	5	0%	1%	Asian	34	3%	1%
Hispanic-Cuban	2	0%	0%	Multiple Races	12	1%	1%
				Am. Indian/Native Alaskan	9	1%	1%
				Hawaiian/Other Pacific Islander	2	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.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	30	-3%
Admits	-	4	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	1	2	-33% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	3%	52%
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		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	72%	60%	57%	12% ▲
● Employed		7	24%	30%	23%	-6%
● Stable Living Situation		25	86%	95%	71%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	3%	90%	74%	-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

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	-	7	-100% ▼
Bed Days	92	66	39% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

### Data Submission Quality

Data Entry      Actual      State Avg

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	60%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	178 days	3.0	33%	90%	47%	-57% ▼

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

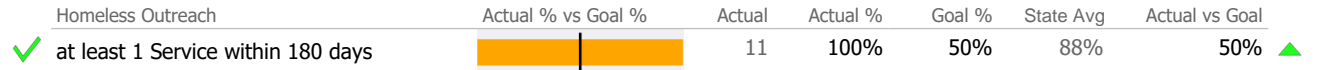
■ Actual    |    Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Respite Bed Programs

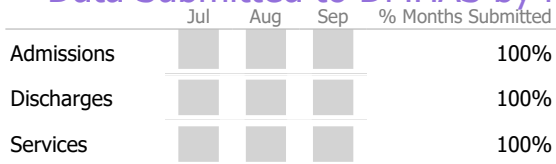
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	33	58% ▲
Admits	11	9	22% ▲
Discharges	27	6	350% ▲
Service Hours	14	48	-71% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Outreach & Engagement Programs

## 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 2022 - September 2022 (Data as of Dec 16, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	69	69	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	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%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met Below Goal

\* State Avg based on Active Supportive Housing – Scattered Site 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	11	464% ▲
Admits	31	3	933% ▲
Discharges	29	8	263% ▲
Service Hours	220	4	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		19	66%	50%	75%	16% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		53	85%	60%	78%	25% ▲
✓ Employed		25	40%	20%	31%	20% ▲
✓ Self Help		48	77%	60%	66%	17% ▲
● Stable Living Situation		33	53%	80%	56%	-27% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	97%	90%	69%	7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Standard Case Management Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	7	57% ▲
Admits	7	4	75% ▲
Discharges	7	4	75% ▲
Service Hours	10	2	

### 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		4	57%	50%	75%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	82%	60%	78%	22% ▲
✓ Self Help		7	64%	60%	66%	4%
● Employed		0	0%	20%	31%	-20% ▼
● Stable Living Situation		2	18%	80%	56%	-62% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	69%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,098	1,039	6%
Admits	51	172	-70% ▼
Discharges	16	103	-84% ▼
Service Hours	72	15	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Valid TEDS Data	89%	81%
<b>On-Time Periodic</b>		
6 Month Updates	0%	14%
<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		3	19%	50%	42%	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		188	17%	50%	25%	-33% ▼
Abstinence/Reduced Drug Use		237	22%	55%	27%	-33% ▼
Not Arrested		417	38%	75%	57%	-37% ▼
Self Help		7	1%	60%	12%	-59% ▼
Stable Living Situation		339	31%	95%	56%	-64% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	5%	90%	43%	-85% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	66%	-75% ▼

### Data Submitted to DMHAS by Month

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Admissions				100%
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Services				33%

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