

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	169	231	-27% ▼
	Admits	18	28	-36% ▼
	Discharges	13	25	-48% ▼
	Service Hours	841	1,305	-36% ▼
	Bed Days	1,555	1,108	40% ▲

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

Consumer Satisfaction Survey

(Based on 66 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		98%	80%	91%
✓ Access		98%	80%	88%
✓ Respect		98%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		92%	80%	83%
✓ Recovery		90%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	98	56.3%
	Case Management	42	24.1%
	Recovery Support	18	10.3%
	Residential Services	16	9.2%

Client Demographics

Age	#	%	State Avg
18-25	44	26%	▲ 10%
26-34	23	14%	21%
35-44	32	19%	23%
45-54	31	18%	19%
55-64	32	19%	20%
65+	6	4%	8%

Gender	#	%	State Avg
Male	102	60%	58%
Female	67	40%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	144	85%	▲ 69%
Hispanic-Other	13	8%	8%
Hisp-Puerto Rican	10	6%	11%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	▼ 12%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	87	51%	▲ 17%
White/Caucasian	56	33%	▼ 62%
Other	16	9%	12%
Multiple Races	4	2%	1%
Asian	3	2%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Am. Indian/Native Alaskan	1	1%	1%
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

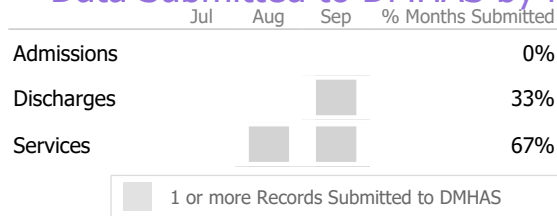
Program Quality Dashboard

Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	-	1	-100%	▼
Discharges	2	1	100%	▲
Service Hours	434	613	-29%	▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on Active Specialing Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	7	71% ▲
Admits	1	2	-50% ▼
Discharges	-	-	
Bed Days	1,059	580	83% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	90%
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	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	75%	60%	85%	15% ▲
✓ Employed		4	33%	25%	11%	8%
○ Stable Living Situation		11	92%	95%	93%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	442 days	0.8	115%	90%	95%	25% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ○ Below Goal

* State Avg based on Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	60	73	-18% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	88%	-50% ▼

Data Submitted to DMHAS by Month



* State Avg based on Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	2	1	100% ▲
Bed Days	496	528	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	25%	90%
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		2	100%	60%	72%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	74%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		3	43%	25%	11%	18% ▲
● Social Support		4	57%	60%	85%	-3%
● Stable Living Situation		5	71%	95%	93%	-24% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	734 days	0.7	108%	90%	95%	18% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	15	-20% ▼
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	35	35	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	33%	35%	49%	-2%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on Active Employment Services Programs

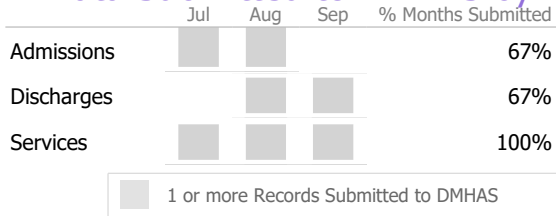
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	46	-35% ▼
Admits	3	6	-50% ▼
Discharges	5	9	-44% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	88%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	77	-9%
Admits	7	8	-13% ▼
Discharges	3	5	-40% ▼
Service Hours	284	344	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		21	30%	35%	49%	-5%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	97%	90%	85%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on Active Employment Services Programs

Work Services - Stamford 910-272 (Inactive)

Marrakech Day Services

Mental Health - Employment Services - Employment Services

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	1	52	-98% ▼
Admits	-	6	-100% ▼
Discharges	-	6	-100% ▼
Service Hours	4	216	-98% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1	100%	35%	49%	65% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		80%

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 Employment Services Programs

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

YAS Vocational Program

Marrakech Day Services

Mental Health - Employment Services - Employment Services

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	10	60% ▲
Admits	6	2	200% ▲
Discharges	1	2	-50% ▼
Service Hours	24	23	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	56%	35%	49%	21% ▲

Service Utilization

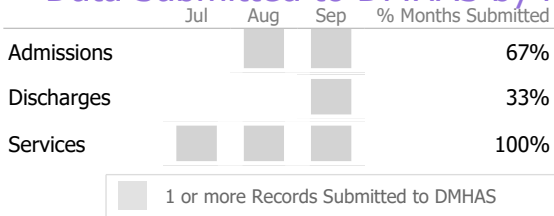
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on Active Employment Services Programs

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