

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	187	245	-24% ▼
	Admits	46	44	5%
	Discharges	33	57	-42% ▼
	Service Hours	1,412	2,443	-42% ▼
	Bed Days	3,173	2,303	38% ▲

▲ > 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	107	55.2%
	Case Management	50	25.8%
	Recovery Support	20	10.3%
	Residential Services	17	8.8%

Client Demographics

Age	#	%	State Avg
18-25	42	22% ▲	9%
26-34	28	15%	20%
35-44	36	19%	24%
45-54	35	19%	18%
55-64	39	21%	20%
65+	7	4%	9%

Gender	#	%	State Avg
Male	110	59%	58%
Female	77	41%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	161	86% ▲	69%
Hispanic-Other	13	7%	8%
Hisp-Puerto Rican	11	6%	11%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	11%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	99	53% ▲	17%
White/Caucasian	61	33% ▼	62%
Other	17	9%	13%
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

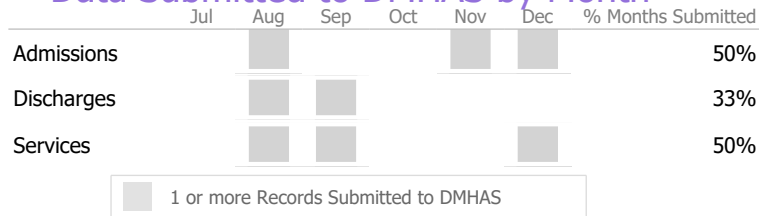
Program Quality Dashboard

Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	17	18% ▲
Admits	3	2	50% ▲
Discharges	3	1	200% ▲
Service Hours	572	1,101	-48% ▼

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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	7	86% ▲
Admits	2	3	-33% ▼
Discharges	-	1	-100% ▼
Bed Days	2,217	1,223	81% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	64%	78%
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%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

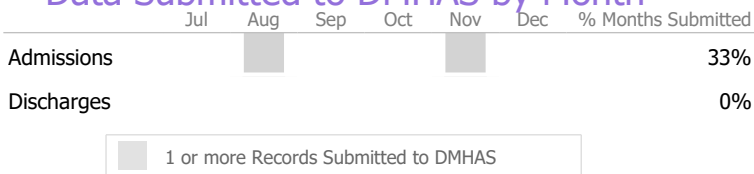
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	77%	60%	85%	17% ▲
✓ Employed		4	31%	25%	13%	6%
● Stable Living Situation		12	92%	95%	95%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	521 days	0.4	120%	90%	94%	30% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

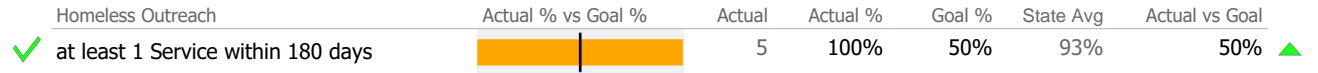
* State Avg based on 82 Active Supervised Apartments Programs

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

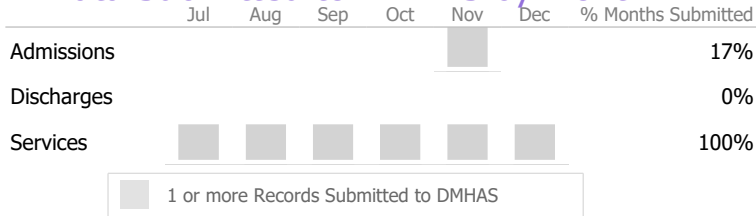
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	16	13% ▲
Admits	5	3	67% ▲
Discharges	-	7	-100% ▼
Service Hours	139	138	1%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	2	1	100% ▲
Bed Days	956	1,080	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	25%	78%
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%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	78%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		4	57%	25%	13%	32% ▲
✓ Social Support		5	71%	60%	85%	11% ▲
○ Stable Living Situation		6	86%	95%	95%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	788 days	0.4	104%	90%	94%	14% ▲

■ < 90%
■ 90-110%
■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■					17%
Discharges		■					17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 82 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	72	62	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	27%	35%	48%	-8%

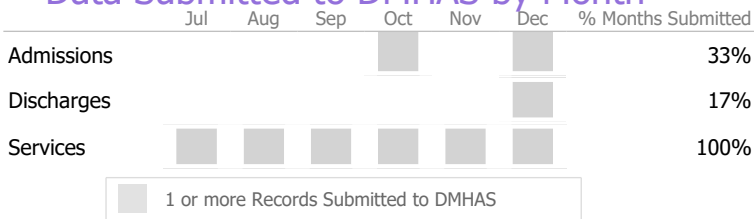
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	93%	90%	92%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%
On-Time Periodic	Actual	State Avg
6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

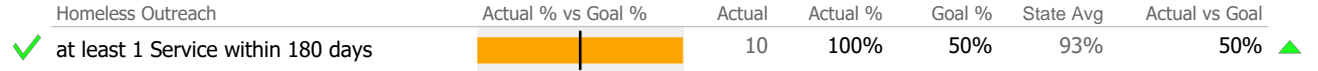
* State Avg based on 44 Active Employment Services Programs

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

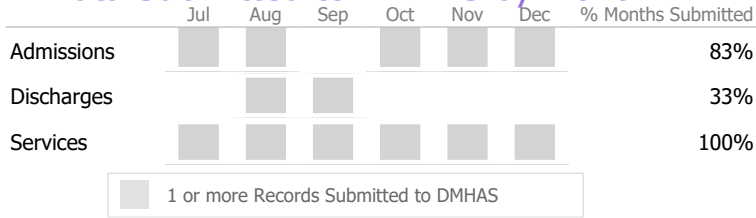
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	49	-24% ▼
Admits	10	9	11% ▲
Discharges	5	9	-44% ▼
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	81	-2%
Admits	16	12	33% ▲
Discharges	19	19	0%
Service Hours	539	692	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		27	34%	35%	48%	-1%

Service Utilization

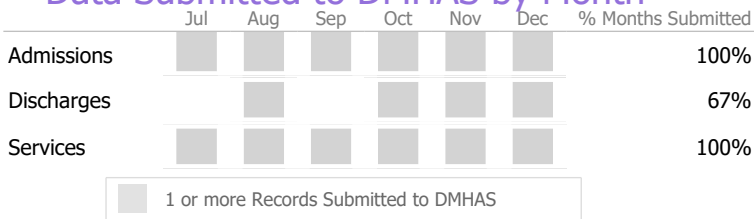
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		60	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 44 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	11	45% ▲
Admits	7	3	133% ▲
Discharges	2	2	0%
Service Hours	85	45	90% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		8	47%	35%	48%	12% ▲

Service Utilization

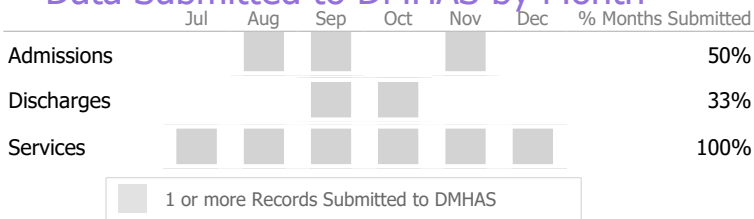
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 44 Active Employment Services Programs

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