

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,348	1,416	-5%
	Admits	357	593	-40% ▼
	Discharges	394	452	-13% ▼
	Service Hours	1,592	703	126% ▲
	Bed Days	314	153	105% ▲

▲ > 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	#	%
Addiction	Outpatient	1,104	79.5%
	Case Management	173	12.5%
Forensic SA	Case Management	84	6.0%
	Outpatient	25	1.8%
Mental Health	Case Management	84	6.0%
	Outpatient	25	1.8%
Forensic MH	Crisis Services	3	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	70	5%	10%	Male	1,084	80%	▲ 59%	
26-34	327	24%	21%	Female	264	20%	▼ 41%	
35-44	413	31%	24%	Transgender			0%	
45-54	261	19%	18%	Race	Black/African American	423	31%	▲ 18%
55-64	210	16%	18%		Other	366	27%	▲ 12%
65+	67	5%	9%		White/Caucasian	283	21%	▼ 60%
					Unknown	222	16%	7%
Ethnicity	Non-Hispanic	654	49%	▼ 67%	Asian	32	2%	1%
	Hisp-Puerto Rican	267	20%	10%	Am. Indian/Native Alaskan	10	1%	1%
	Unknown	242	18%	13%	Multiple Races	10	1%	1%
	Hispanic-Other	175	13%	9%	Hawaiian/Other Pacific Islander	2	0%	0%
	Hispanic-Mexican	6	0%	1%				
Hispanic-Cuban	4	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	25	33	-24% ▼
Admits	4	7	-43% ▼
Discharges	24	9	167% ▲
Service Hours	5	2	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	57%
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		13	54%	50%	40%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	86%	60%	66%	26% ▲
✓ Stable Living Situation		28	100%	95%	78%	5%
● Employed		7	25%	30%	28%	-5%
● Improved/Maintained Function Score		1	4%	75%	33%	-71% ▼

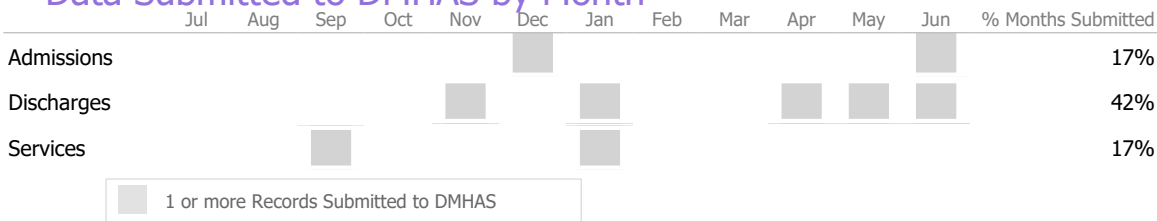
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		3	75%	90%	90%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	74%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	3	0%
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	-	7	-100% ▼
Bed Days	314	153	105% ▲

Data Submission Quality

Data Entry	Actual	State Avg
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Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	57%

Discharge Outcomes

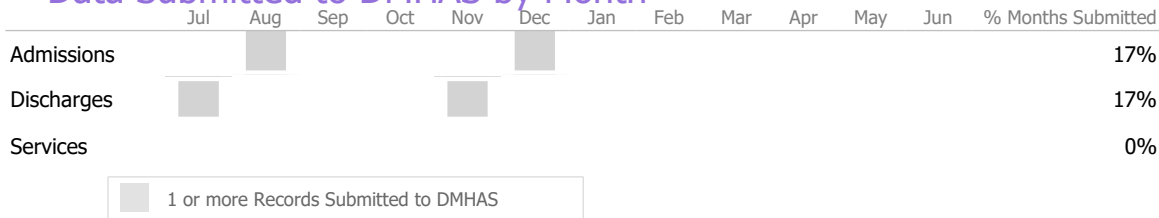
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	64%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	163 days	0.5	29%	90%	59%	-61% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

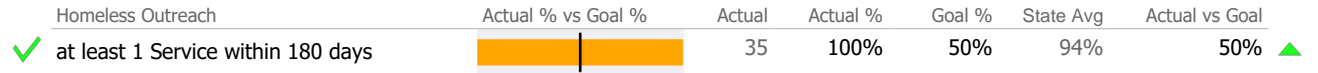
* State Avg based on 7 Active Respite Bed Programs

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

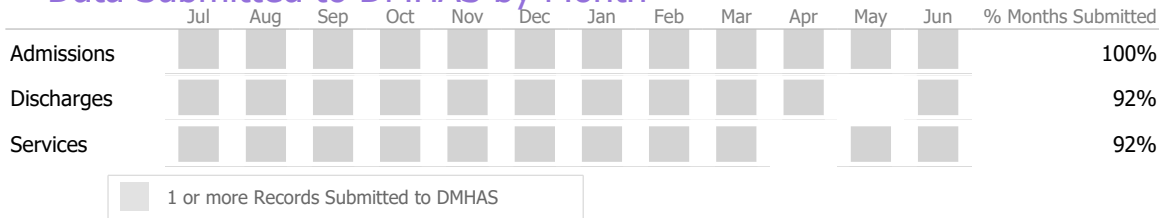
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	71	6%
Admits	35	47	-26% ▼
Discharges	62	30	107% ▲
Service Hours	85	106	-19% ▼

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

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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	259	361	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	86%	15% ▲

Service Utilization

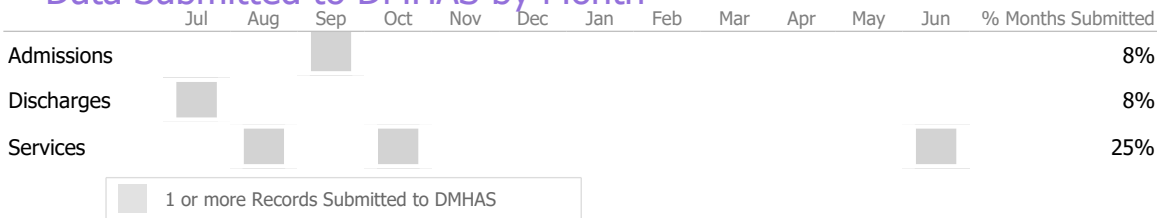
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 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	154	69	123% ▲
Admits	126	61	107% ▲
Discharges	129	38	239% ▲
Service Hours	913	177	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		91	71%	50%	76%	21% ▲

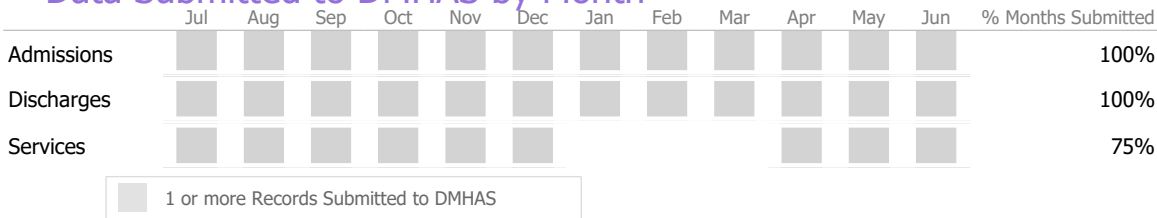
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		94	60%	20%	43%	40% ▲
✓ Social Support		140	89%	60%	88%	29% ▲
✓ Self Help		135	86%	60%	77%	26% ▲
✓ Stable Living Situation		136	87%	80%	73%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	100%	90%	74%	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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	30	7%
Admits	29	27	7%
Discharges	29	26	12% ▲
Service Hours	48	33	44% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	72%	50%	76%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		31	94%	60%	88%	34% ▲
✓ Self Help		23	70%	60%	77%	10%
● Employed		0	0%	20%	43%	-20% ▼
● Stable Living Situation		14	42%	80%	73%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	74%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	75%

■ 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,104	1,260	-12% ▼
Admits	160	447	-64% ▼
Discharges	147	345	-57% ▼
Service Hours	283	18	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	85%
✓ Valid TEDS Data	83%	74%
On-Time Periodic		
● 6 Month Updates	7%	14%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		35	24%	50%	42%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		243	22%	50%	35%	-28% ▼
● Not Arrested		517	47%	75%	66%	-28% ▼
● Abstinence/Reduced Drug Use		281	25%	55%	35%	-30% ▼
● Stable Living Situation		428	39%	95%	68%	-56% ▼
● Self Help		9	1%	60%	18%	-59% ▼
● Improved/Maintained Function Score		38	4%	75%	42%	-71% ▼

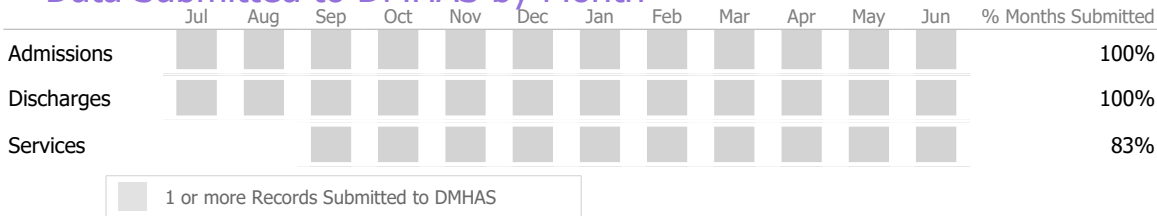
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		159	17%	90%	64%	-73% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	57%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

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