

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	217	184	18% ▲
	Admits	58	45	29% ▲
	Discharges	51	40	28% ▲
	Service Hours	1,929	1,411	37% ▲
	Bed Days	2,808	3,691	-24% ▼

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

Consumer Satisfaction Survey

(Based on 87 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ General Satisfaction		93%	80%	92%
✓ Participation in Treatment		90%	80%	92%
✓ Outcome		88%	80%	83%
✓ Recovery		85%	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	130	58.0%
	Case Management	60	26.8%
	Recovery Support	18	8.0%
	Residential Services	16	7.1%

Client Demographics

Age	#	%	State Avg
18-25	48	22% ▲	8%
26-34	40	18%	19%
35-44	32	15%	24%
45-54	41	19%	18%
55-64	44	20%	19%
65+	12	6%	10%

Gender	#	%	State Avg
Male	132	61%	59%
Female	85	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	180	83% ▲	65%
Hisp-Puerto Rican	23	11%	10%
Hispanic-Other	9	4%	10%
Unknown	3	1% ▼	14%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	112	52% ▲	17%
White/Caucasian	67	31% ▼	60%
Other	21	10%	12%
Asian	5	2%	1%
Multiple Races	5	2%	1%
Am. Indian/Native Alaskan	3	1%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
Unknown	1	0%	8%

■ 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

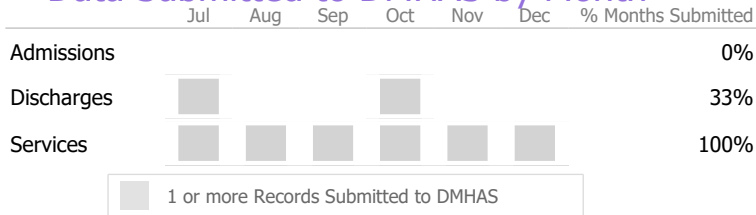
Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	-	3	-100% ▼
Discharges	4	4	0%
Service Hours	959	572	68% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 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	10	13	-23% ▼
Admits	2	2	0%
Discharges	-	1	-100% ▼
Bed Days	1,678	2,066	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	75%	86%
Diagnosis		
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%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	80%	60%	86%	20% ▲
● Stable Living Situation		9	90%	95%	96%	-5%
● Employed		2	20%	25%	13%	-5%
● Improved/Maintained Function Score		0	0%	95%	61%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	550 days	0.5	91%	90%	91%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 83 Active Supervised Apartments Programs

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

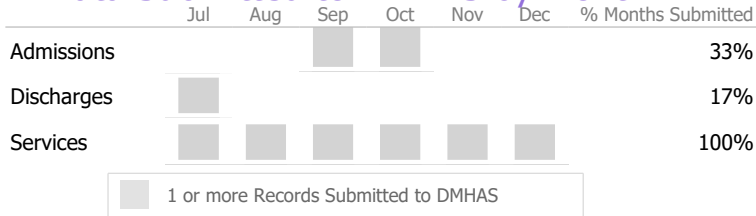
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	4	3	33% ▲
Discharges	6	3	100% ▲
Service Hours	65	139	-53% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		3	75%	50%	92%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	10	-30% ▼
Admits	1	2	-50% ▼
Discharges	-	3	-100% ▼
Bed Days	1,130	1,625	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	17%	86%
Diagnosis		
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%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	86%	40% ▲
✓ Stable Living Situation		7	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Function Score		0	0%	95%	61%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	504 days	0.4	123%	90%	91%	33% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 83 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	18	15	20% ▲
Admits	2	2	0%
Discharges	3	1	200% ▲
Service Hours	90	72	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	28%	35%	43%	-7%

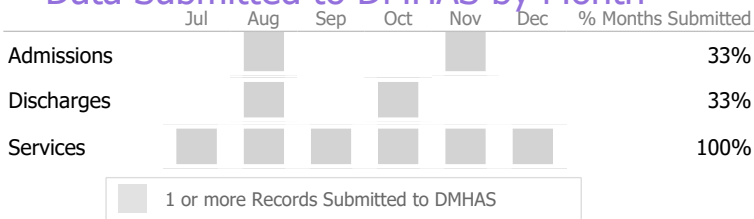
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%
On-Time Periodic	Actual	State Avg
6 Month Updates		77%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

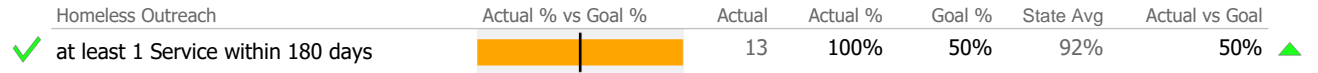
* State Avg based on 37 Active Employment Services Programs

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

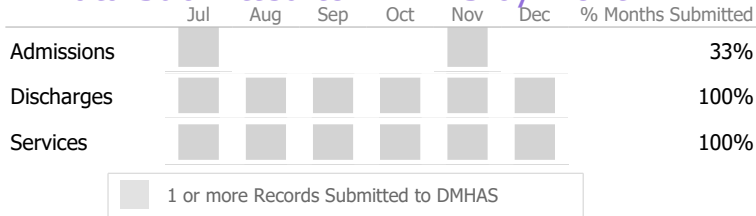
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	37	35% ▲
Admits	13	10	30% ▲
Discharges	15	5	200% ▲
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	79	25% ▲
Admits	31	16	94% ▲
Discharges	19	19	0%
Service Hours	739	539	37% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		27	27%	35%	43%	-8%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		77%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 37 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	14	16	-13% ▼
Admits	5	7	-29% ▼
Discharges	4	3	33% ▲
Service Hours	75	85	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		8	57%	35%	43%	22% ▲

Service Utilization

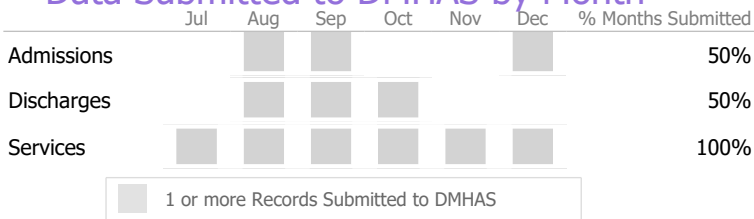
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	93%	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77%

Data Submitted to DMHAS by Month



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█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

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