

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,634	2,408	-32% ▼
	Admits	1,198	1,870	-36% ▼
	Discharges	1,244	2,110	-41% ▼
	Service Hours	23,523	42,319	-44% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	1,346	81.9%
	Other	283	17.2%
Mental Health	Case Management	15	0.9%

Consumer Satisfaction Survey

(Based on 140 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		99%	80%	92%
✓ General Satisfaction		99%	80%	92%
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Recovery		88%	80%	79%
✓ Outcome		83%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	149	9%	14%
26-34	544	33%	24%
35-44	418	26%	20%
45-54	373	23%	22%
55-64	144	9%	16%
65+	6	0%	5%

Gender	#	%	State Avg
Male	905	55%	60%
Female	726	45%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,348	82%	74%
Hispanic-Other	213	13%	7%
Unknown	41	3%	6%
Hisp-Puerto Rican	31	2% ▼	13%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	1,286	79% ▲	65%
Black/African American	228	14%	16%
Unknown	51	3%	3%
Multiple Races	43	3%	1%
Other	18	1% ▼	13%
Am. Indian/Native Alaskan	4	0%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	535	825	-35% ▼
Admits	399	601	-34% ▼
Discharges	385	711	-46% ▼
Service Hours	8,498	13,943	-39% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		200	52%	50%	53%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		511	92%	60%	66%	32% ▲
✓ Employed		163	29%	20%	24%	9%
✓ Stable Living Situation		448	81%	80%	84%	1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		68%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		171	99%	90%	91%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	828	1,306	-37% ▼
Admits	644	1,049	-39% ▼
Discharges	681	1,188	-43% ▼
Service Hours	15,026	28,377	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	76%	76%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		705	79%	50%	82%	29% ▲
Self Help		699	79%	60%	80%	19% ▲
Employed		140	16%	20%	17%	-4%
Stable Living Situation		575	65%	80%	67%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		190	90%	90%	90%	0%

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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 1 Active Intensive Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	9	67% ▲
Admits	6	6	0%
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	58%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	80%	85%	20% ▲
● Employed		1	7%	20%	10%	-13% ▼
● Social Support		4	27%	60%	68%	-33% ▼

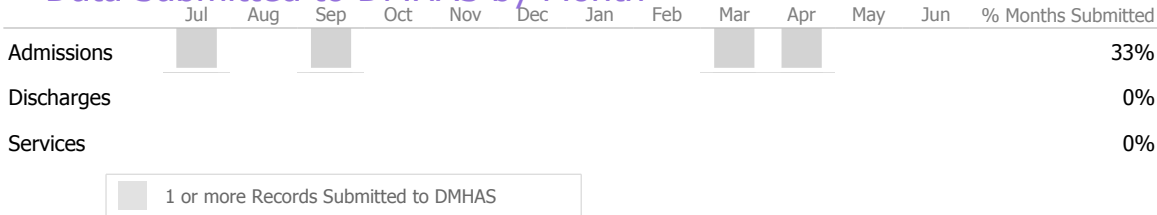
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		87% / 96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 73%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	74%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Womens Recovery Spec 780733

Advanced Behavioral Health

Addiction - Other - Conversion

Connecticut Dept of Mental Health and Addiction Services

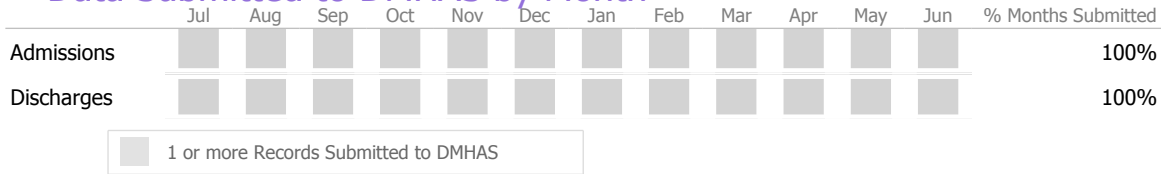
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	283	341	-17% ▼
Admits	149	214	-30% ▼
Discharges	178	211	-16% ▼

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Conversion Programs