Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

### **Provider Activity**





#### Clients by Level of Care

| Program Type         | Level of Care Type | #   | %     |
|----------------------|--------------------|-----|-------|
| Addiction            |                    |     |       |
|                      | Case Management    | 570 | 77.6% |
|                      | Other              | 150 | 20.4% |
| <b>Mental Health</b> |                    |     |       |
|                      | Case Management    | 15  | 2.0%  |

#### Consumer Satisfaction Survey (Based on 146 FY17 Surveys)



#### Client Demographics

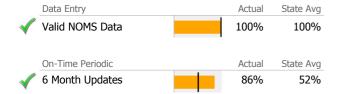
| Age               |     | # %   | State Avg   | Gender                          |   | #   | %   | State Avg    |
|-------------------|-----|-------|-------------|---------------------------------|---|-----|-----|--------------|
| 18-25             | 6   | 7 9%  | 11%         | Male                            |   | 386 | 53% | 58%          |
| 26-34             | 25  | 1 34% | <b>22</b> % | Female                          | • | 346 | 47% | 41%          |
| 35-44             | 17  | 1 23% | 19%         | Transgender                     |   |     |     | 0%           |
| 45-54             | 17  | 2 23% | 22%         |                                 |   |     |     |              |
| 55-64             | 7   | 0 10% | 19%         |                                 |   |     |     |              |
| 65+               |     | 4 1%  | 6%          | Race                            |   | #   | %   | State Avg    |
|                   |     |       |             | White/Caucasian                 |   | 569 | 77% | <b>▲</b> 65% |
| <b>Ethnicity</b>  | 7   | 9/0   | State Avg   | Black/African American          |   | 107 | 15% | 16%          |
| Non-Hispanic      | 610 | 84%   | 74%         | Unknown                         |   | 29  | 4%  | 3%           |
| Hispanic-Other    | 8:  | 11%   | 7%          | Multiple Races                  |   | 18  | 2%  | 1%           |
| Hisp-Puerto Rican | 19  | 3%    | 13%         | Other                           |   | 7   | 1%  | <b>▼</b> 13% |
| Unknown           | 1   |       | 6%          | Asian                           |   | 3   | 0%  | 1%           |
|                   | 1   | 270   |             | Am. Indian/Native Alaskan       |   | 1   | 0%  | 1%           |
| Hispanic-Cuban    |     |       | 0%          | Hawaiian/Other Pacific Islander |   | 1   | 0%  | 0%           |
| Hispanic-Mexican  |     |       | 1%          |                                 |   |     |     |              |
| Unique Clients    |     |       |             |                                 |   |     |     |              |

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 267    | 231      | 16%        | • |
| Admits         | 99     | 75       | 32%        | • |
| Discharges     | 116    | 72       | 61%        | • |
| Service Hours  | 1,960  | 1,675    | 17%        | • |

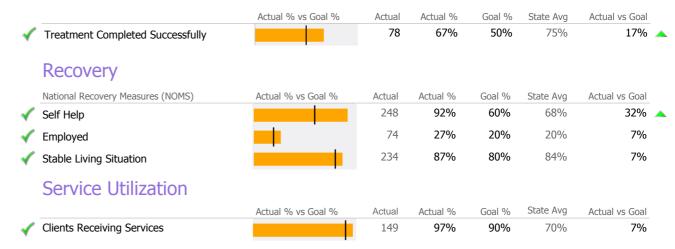
#### **Data Submission Quality**



#### Data Submitted to DMHAS by Month

| Jul                                  | Aug | Sep | % Months Submitted |  |  |  |
|--------------------------------------|-----|-----|--------------------|--|--|--|
|                                      |     |     | 100%               |  |  |  |
|                                      |     |     | 100%               |  |  |  |
|                                      |     |     | 100%               |  |  |  |
| 1 or more Records Submitted to DMHAS |     |     |                    |  |  |  |
|                                      |     |     |                    |  |  |  |

#### **Discharge Outcomes**





<sup>\*</sup> State Avg based on 14 Active Standard Case Management Programs

#### **GAInten.Case Mgmt780725**

Advanced Behavioral Health

Addiction - Case Management - Intensive Case Management

#### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

## **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |                |
|----------------|--------|----------|------------|----------------|
| Unique Clients | 306    | 435      | -30%       | $\blacksquare$ |
| Admits         | 102    | 200      | -49%       | •              |
| Discharges     | 112    | 178      | -37%       | •              |
| Service Hours  | 3.060  | 4.288    | -29%       | _              |

### **Data Submission Quality**

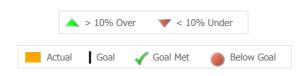
| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 93%    | 93%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 76%    | 76%       |

#### Data Submitted to DMHAS by Month

|            |   | Jul                                  | Aug | Sep | % Months Submitted |  |  |
|------------|---|--------------------------------------|-----|-----|--------------------|--|--|
| Admissions | 6 |                                      |     |     | 100%               |  |  |
| Discharges |   |                                      |     |     | 100%               |  |  |
| Services   |   |                                      |     |     | 100%               |  |  |
|            |   | 1 or more Records Submitted to DMHAS |     |     |                    |  |  |

### Recovery





<sup>\*</sup> State Avg based on 1 Active Intensive Case Management Programs

#### **NHDTP**

Advanced Behavioral Health Mental Health - Case Management - Standard Case Management Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

#### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 15     | 12       | 25%        | • |
| Admits         | -      | 3        | -100%      | • |
| Discharges     | -      | -        |            |   |
| Service Hours  | -      | _        |            |   |

# **Data Submission Quality**

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | N/A    | 96%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 92%    | 70%       |

# Data Submitted to DMHAS by Month Jul Aug Sep Month Months Submitted

|            | 541     | , , , , , |         | 70 T TOTTCHO DUDITHICCCU |
|------------|---------|-----------|---------|--------------------------|
| Admission  | S       |           |         | 0%                       |
| Discharges | 5       |           |         | 0%                       |
| Services   |         |           |         | 0%                       |
|            | 1 or mo | ore Recor | ds Subn | nitted to DMHAS          |

# Discharge Outcomes

|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |          |
|--------------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|----------|
|              | Treatment Completed Successfully  |                    | N/A    | N/A      | 50%    | 79%       | N/A            |          |
|              | Recovery                          |                    |        |          |        |           |                |          |
|              | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |          |
| $\checkmark$ | Stable Living Situation           |                    | 15     | 100%     | 80%    | 81%       | 20%            | _        |
|              | Employed                          |                    | 1      | 7%       | 20%    | 8%        | -13%           | _        |
|              | Social Support                    |                    | 4      | 27%      | 60%    | 68%       | -33%           | •        |
|              | Service Utilization               |                    |        |          |        |           |                |          |
|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |          |
|              | Clients Receiving Services        |                    | 0      | 0%       | 90%    | 58%       | N/A            | <b>V</b> |



<sup>\*</sup> State Avg based on 29 Active Standard Case Management Programs

#### **Womens Recovery Spec 780733**

Advanced Behavioral Health

Addiction - Other - Conversion

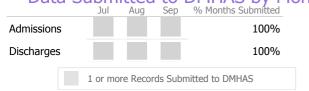
#### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

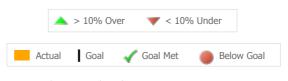
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

#### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 150    | 190      | -21%       | • |
| Admits         | 33     | 46       | -28%       | • |
| Discharges     | 38     | 35       | 9%         |   |

# Data Submitted to DMHAS by Month Submitted Month Submitted





<sup>\*</sup> State Avg based on 1 Active Conversion Programs