

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	4,734	3,593	32%	▲
	Admits	6,259	1,700	268%	▲
	Discharges	5,902	2,361	150%	▲
	Service Hours	28,142	30,893	-9%	
	Bed Days	35,697	6,205	475%	

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

Consumer Satisfaction Survey

(Based on 288 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Access		94%	80%	88%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		93%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		74%	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	Outpatient	2,982	46.6%
	Intake	879	13.7%
	Community Support	417	6.5%
	Crisis Services	128	2.0%
	Employment Services	114	1.8%
	Social Rehabilitation	93	1.5%
	ACT	62	1.0%
	Consultation	59	0.9%
	Case Management	33	0.5%
	Residential Services	20	0.3%
Addiction	Residential Services	1,081	16.9%
	Outpatient	367	5.7%
	Employment Services	113	1.8%
	Forensics Community-based	7	0.1%
Forensic SA	Case Management	48	0.7%

Client Demographics

Age	#	%	State Avg
18-25	537	11%	12%
26-34	1,057	22%	24%
35-44	976	21%	21%
45-54	1,058	22%	20%
55-64	827	18%	17%
65+	270	6%	6%

Gender	#	%	State Avg
Male	2,633	56%	60%
Female	2,097	44%	40%
Transgender			0%

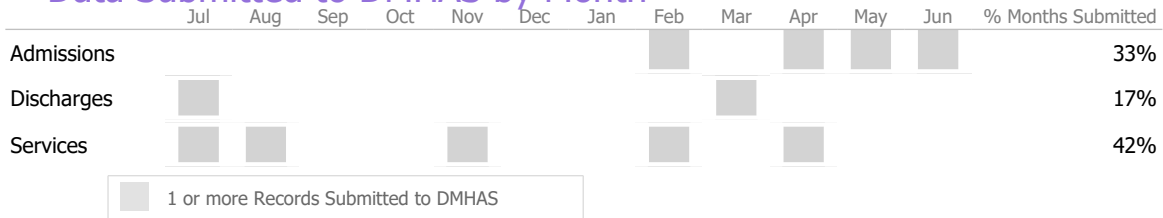
Race	#	%	State Avg
White/Caucasian	2,318	49%	63%
Unknown	956	20%	5%
Black/African American	950	20%	17%
Other	327	7%	13%
Hawaiian/Other Pacific Islander	107	2%	0%
Asian	54	1%	1%
Am. Indian/Native Alaskan	14	0%	1%
Multiple Races	8	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	118	-50% ▼
Admits	8	48	-83% ▼
Discharges	59	64	-8%
Service Hours	8	518	-98% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	48	-2%
Admits	42	20	110% ▲
Discharges	42	19	121% ▲
Service Hours	2,650	2,709	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	45%	88%
On-Time Periodic		
6 Month Updates	N/A	86%
Cooccurring		
MH Screen Complete	24%	46%
SA Screen Complete	30%	49%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		41	98%	65%	60%	33% ▲
● No Re-admit within 30 Days of Discharge		16	38%	85%	86%	-47% ▼
● Follow-up within 30 Days of Discharge		12	29%	90%	49%	-61% ▼

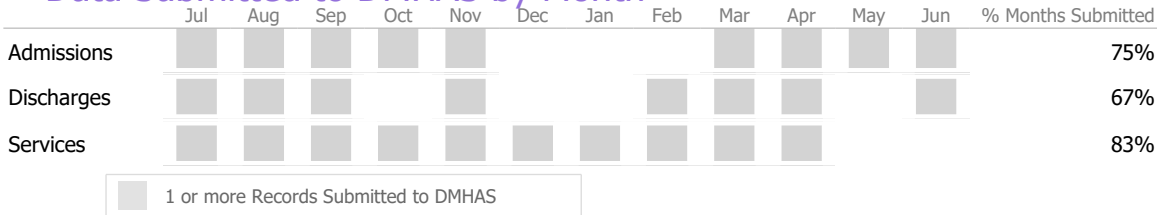
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		71	100%	60%	79%	40% ▲
✓ Stable Living Situation		44	62%	60%	91%	2%
● Employed		4	6%	15%	15%	-9%
● Improved/Maintained Axis V GAF Score		28	67%	85%	59%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	100%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Arrest Diversion - Hartford

InterCommunity Inc.

Forensic SA - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48		
Admits	49	-	
Discharges	3	-	
Service Hours	196	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										■	■	■	25%
Discharges										■	■	■	25%
Services													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	879		
Admits	889	-	
Discharges	878	-	
Service Hours	929	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								■	■	■	■	■	42%
Discharges								■	■	■	■	■	42%
Services													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	517	128	304% ▲
Admits	650	109	496% ▲
Discharges	464	11	4118% ▲
Service Hours	2,687	302	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	60%
Cooccurring	Actual	State Avg
MH Screen Complete	44%	67%
SA Screen Complete	44%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		461	99%	50%	51%	49% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		754	98%	60%	68%	38% ▲
✓ Improved/Maintained Axis V GAF Score		357	77%	75%	54%	2%
● Employed		98	13%	30%	26%	-17% ▼
● Stable Living Situation		426	55%	95%	85%	-40% ▼

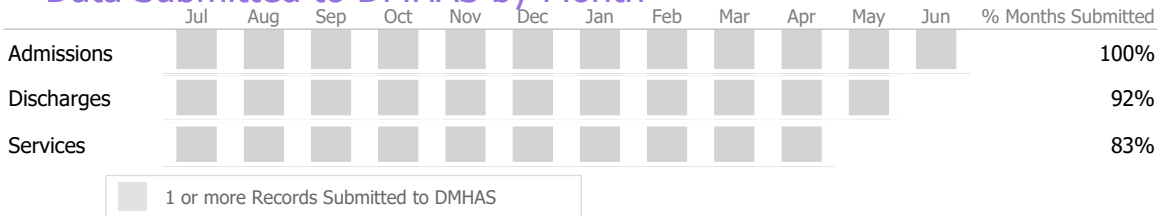
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		291	96%	90%	88%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		227	49%	75%	74%	-26% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

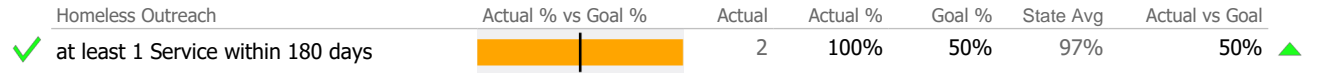
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

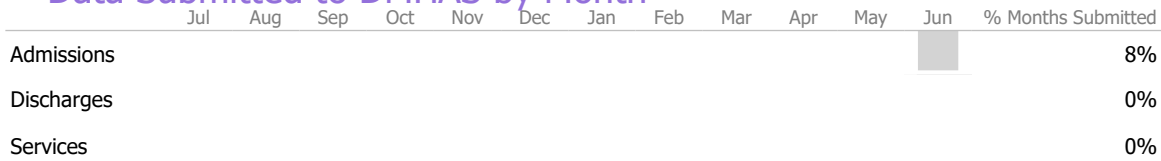
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	-	-	
Service Hours	2	-	

Service Engagement



Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	131	-13% ▼
Admits	84	71	18% ▲
Discharges	100	65	54% ▲
Service Hours	1,417	2,127	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		62	40%	35%	42%	5%

Service Utilization

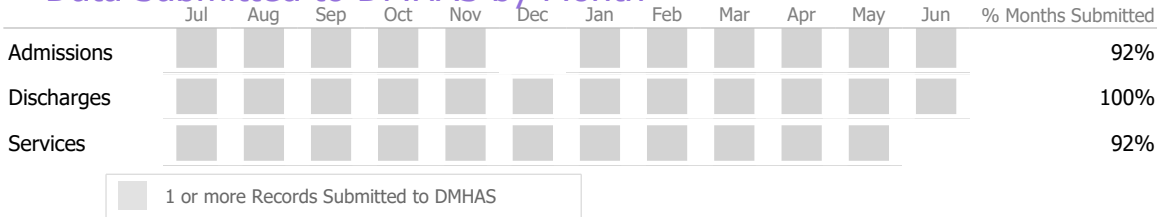
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	98%	90%	97%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
6 Month Updates		95%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	20	10%
Admits	16	-	
Discharges	21	-	
Service Hours	384	494	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		17	47%	85%	85%	-38% ▼

Service Utilization

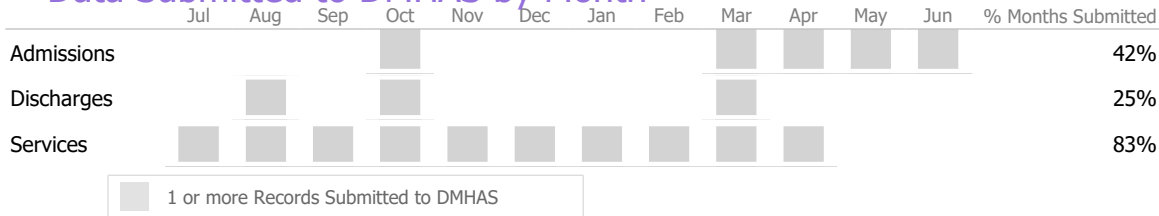
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	80%	90%	96%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

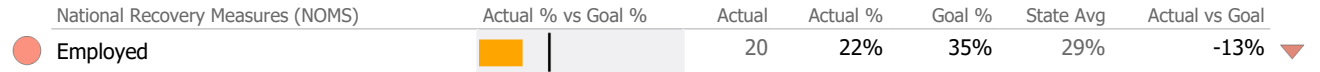
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

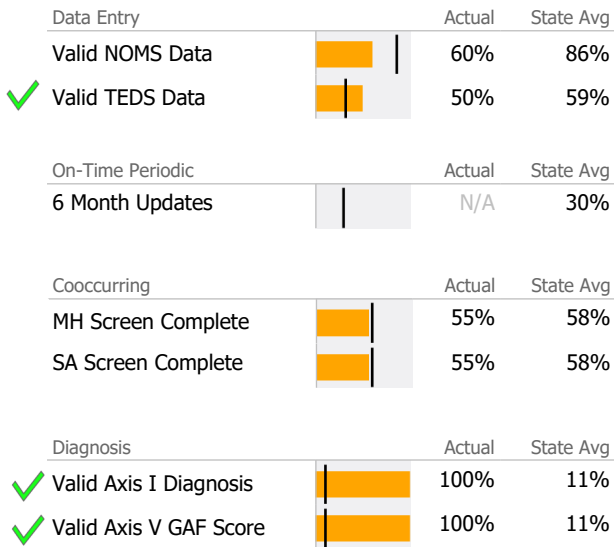
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88		
Admits	89	-	
Discharges	2	-	

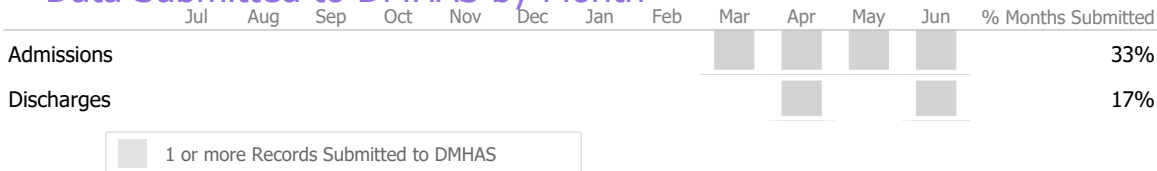
Recovery



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27		
Admits	27	-	
Discharges	3	-	
Service Hours	-	-	
Bed Days	1,663	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	48%	71%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	85%	74%	15% ▲
● No Re-admit within 30 Days of Discharge		2	67%	85%	68%	-18% ▼
● Follow-up within 30 Days of Discharge		2	67%	90%	63%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		12	44%	60%	36%	-16% ▼
● Abstinence/Reduced Drug Use		0	0%	70%	87%	-70% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	77%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	71 days	0.6	30%	90%	58%	-60%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■							■	■	■	25%
Discharges											■	■	17%
Services													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

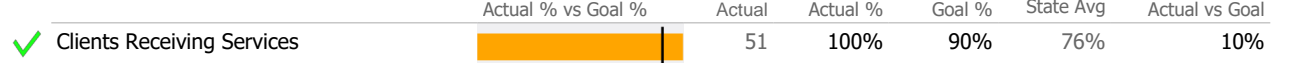
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Transitional/Halfway House 3.1 Programs

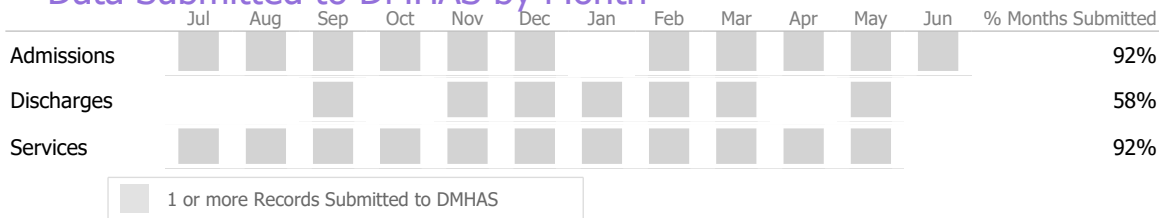
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	81	15% ▲
Admits	71	24	196% ▲
Discharges	90	11	718% ▲
Service Hours	734	834	-12% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	20	2	900% ▲
Discharges	20	2	900% ▲
Bed Days	6,182	6,205	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	35%	77%
On-Time Periodic 6 Month Updates	N/A	84%
Cooccurring	Actual	State Avg
MH Screen Complete	3%	32%
SA Screen Complete	3%	31%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	100%	60%	67%	40% ▲
● Follow-up within 30 Days of Discharge		2	10%	90%	69%	-80% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		35	95%	60%	83%	35% ▲
● Stable Living Situation		20	54%	95%	96%	-41% ▼
● Employed		2	5%	25%	13%	-20% ▼
● Improved/Maintained Axis V GAF Score		7	35%	95%	65%	-60% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,785 days	0.2	100%	90%	93%	10%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11		
Admits	11	-	
Discharges	-	-	
Service Hours	379	-	
Bed Days	923	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	70%	75%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	92%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	68%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		0	0%	70%	79%	-70% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				10	86 days	0.9	25%	90%	94%	-65%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													17%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

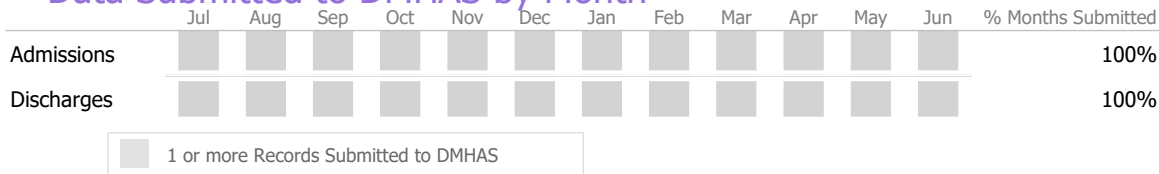
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	118	8%
Admits	153	126	21% ▲
Discharges	149	126	18% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		107	99%	75%	69%	24% ▲
✓ Community Location Evaluation		107	99%	80%	92%	19% ▲
✓ Follow-up Service within 48 hours		60	91%	90%	88%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	417	383	9%
Admits	402	191	110% ▲
Discharges	328	211	55% ▲
Service Hours	9,108	9,087	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	54%	90%
On-Time Periodic	N/A	86%
6 Month Updates		
Cooccurring	Actual	State Avg
MH Screen Complete	26%	51%
SA Screen Complete	26%	51%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		321	98%	65%	68%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		583	99%	60%	83%	39% ▲
● Employed		59	10%	20%	13%	-10% ▼
● Stable Living Situation		309	53%	80%	91%	-27% ▼
✓ Improved/Maintained Axis V GAF Score		236	72%	65%	65%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		257	99%	90%	99%	9%

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	█	█	█	█	█	█	█	█	█	█	█	█	92%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

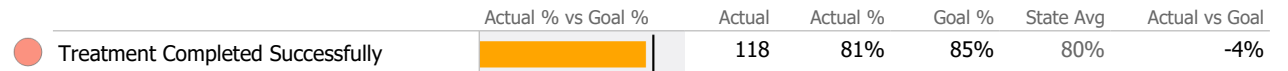
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active CSP Programs

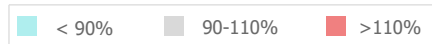
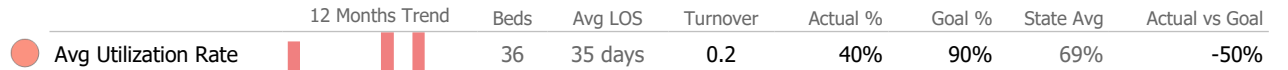
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199		
Admits	227	-	
Discharges	145	-	
Bed Days	5,233	-	

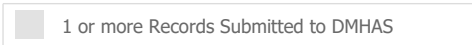
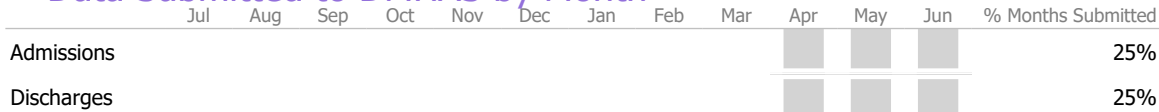
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	9	-	
Discharges	9	-	
Service Hours	3	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	50%	30%	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	100%	60%	61%	40% ▲
✓ Stable Living Situation		9	100%	80%	77%	20% ▲
● Employed		0	0%	20%	11%	-20% ▼

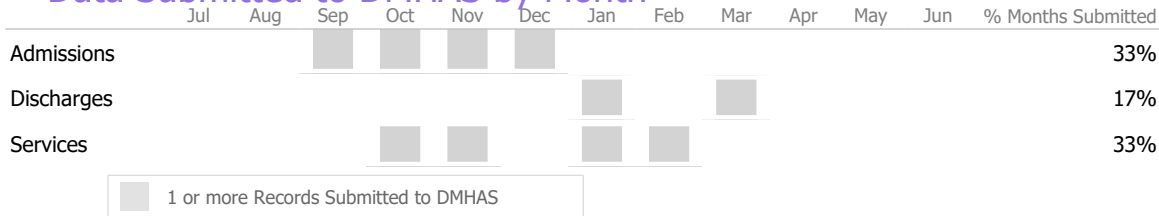
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		60% / 93%
On-Time Periodic 6 Month Updates		N/A / 69%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	86%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 26 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	367		
Admits	377	-	
Discharges	30	-	
Service Hours	1,419	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	55%	88%
Valid TEDS Data	34%	85%
On-Time Periodic		
6 Month Updates	N/A	34%
Cooccurring		
MH Screen Complete	44%	91%
SA Screen Complete	44%	95%
Diagnosis		
Valid Axis I Diagnosis	98%	95%
Valid Axis V GAF Score	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	83%	50%	57%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		44	12%	50%	40%	-38% ▼
● Abstinence/Reduced Drug Use		21	6%	55%	52%	-49% ▼
● Self Help		40	11%	60%	30%	-49% ▼
● Not Arrested		86	23%	75%	80%	-52% ▼
● Stable Living Situation		127	34%	95%	78%	-61% ▼
● Improved/Maintained Axis V GAF Score		22	73%	75%	68%	-2%

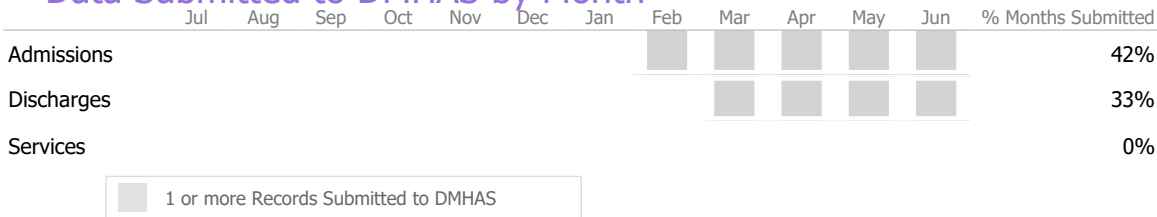
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		340	98%	90%	76%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		231	63%	75%	67%	-12% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,878	3,383	-15% ▼
Admits	1,747	1,101	59% ▲
Discharges	2,456	1,823	35% ▲
Service Hours	7,000	13,213	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	91%
On-Time Periodic 6 Month Updates	N/A	60%
Cooccurring	Actual	State Avg
MH Screen Complete	37%	67%
SA Screen Complete	38%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2,146	87%	50%	51%	37% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3,397	100%	60%	68%	40% ▲
● Employed		931	27%	30%	26%	-3%
● Stable Living Situation		2,435	71%	95%	85%	-24% ▼
● Improved/Maintained Axis V GAF Score		1,305	53%	75%	54%	-22% ▼

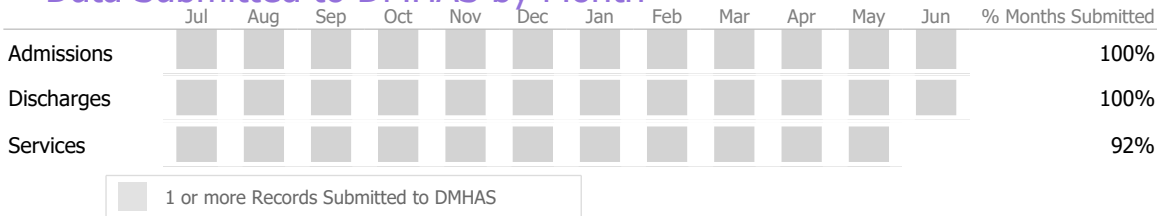
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		945	99%	90%	88%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		774	51%	75%	74%	-24% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	952		
Admits	1,133	-	
Discharges	971	-	
Bed Days	15,182	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		707	73%	80%	75%	-7%
● No Re-admit within 30 Days of Discharge		731	75%	85%	80%	-10%
● Follow-up within 30 Days of Discharge		335	47%	90%	56%	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	92%
Valid TEDS Data	95%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
✓ MH Screen Complete	99%	99%
✓ SA Screen Complete	99%	99%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		35	30 days	0.0	119%	90%	85%	29%

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													42%
Discharges													42%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Medically Monitored Detox 3.7D Programs

SA Jail Diversion Program

InterCommunity Inc.

Addiction - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

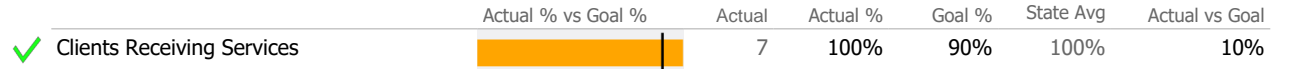
Program Quality Dashboard

Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

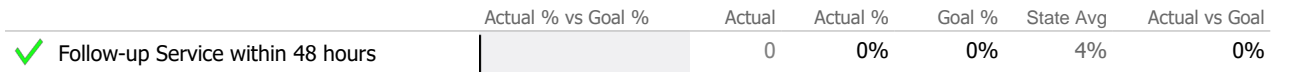
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	7	-	
Discharges	-	-	
Service Hours	5	-	

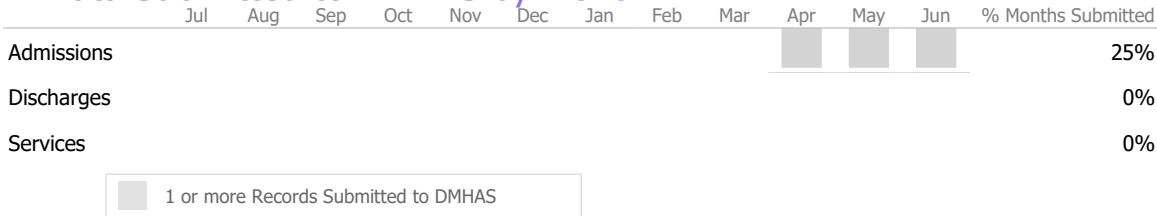
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 3 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	161		
Admits	162	-	
Discharges	98	-	
Bed Days	5,154	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	90%
Valid TEDS Data	87%	95%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
MH Screen Complete	93%	95%
SA Screen Complete	94%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		72	73%	80%	80%	-7%
✓ No Re-admit within 30 Days of Discharge		92	94%	85%	92%	9%
● Follow-up within 30 Days of Discharge		61	85%	90%	65%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		97	99%	75%	90%	24% ▲
● Self Help		29	18%	60%	69%	-42% ▼
● Abstinence/Reduced Drug Use		4	2%	70%	65%	-68% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		28	44 days	0.1	50%	90%	86%	-40%		

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									■	■	■	■	33%
Discharges									■	■	■	■	33%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28		
Admits	29	-	
Discharges	16	-	
Bed Days	1,360	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	57%	86%
Valid TEDS Data	37%	84%
On-Time Periodic		
6 Month Updates	N/A	0%
Cooccurring		
MH Screen Complete	80%	77%
SA Screen Complete	80%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	50%	70%	75%	-20%
No Re-admit within 30 Days of Discharge		14	88%	85%	92%	3%
Follow-up within 30 Days of Discharge		7	88%	90%	68%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		16	100%	95%	82%	5%
Abstinence/Reduced Drug Use		1	3%	70%	79%	-67%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				10	64 days	0.3	37%	90%	94%	-53%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													33%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	85%	74%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	63%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 71%
Valid TEDS Data		N/A 72%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A N/A
Cooccurring	Actual	State Avg
MH Screen Complete		N/A 55%
SA Screen Complete		N/A 55%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	70%	87%	-70% ▼
Employed		N/A	N/A	60%	36%	-60% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	83%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	N/A	N/A	0%	90%	58%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 11 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38		
Admits	38	-	
Discharges	-	-	
Service Hours	136	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		16	42%	35%	29%	7%

Service Utilization

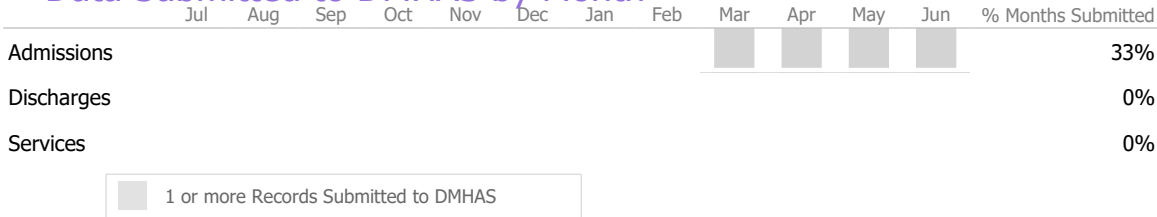
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		38	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	52%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	30%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	17	8	113% ▲
Discharges	18	7	157% ▲
Service Hours	1,085	1,558	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	44%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	100%	65%	60%	35% ▲
● No Re-admit within 30 Days of Discharge		7	39%	85%	86%	-46% ▼
● Follow-up within 30 Days of Discharge		9	50%	90%	49%	-40% ▼

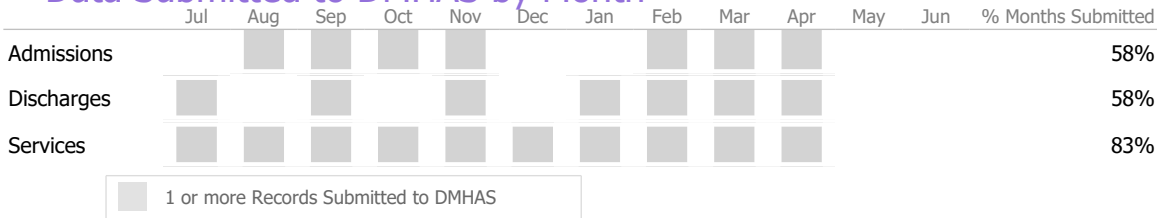
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		28	100%	60%	79%	40% ▲
✓ Stable Living Situation		17	61%	60%	91%	1%
✓ Employed		7	25%	15%	15%	10% ▲

Service Utilization

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs