Advanced Behavioral Health
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)
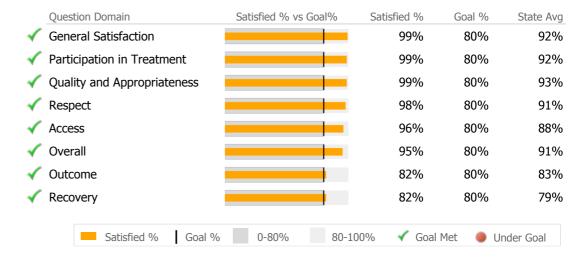
Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,372	2,257	5%
	Admits	1,600	1,589	1%
	Discharges	1,454	1,506	-3%
	Service Hours	44,291	57,508	-23% ▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Case Management	1,861	78.5%
	Other	531	22.4%

Consumer Satisfaction Survey   (Based on 149 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		99%	80%	92%
✔	Participation in Treatment		99%	80%	92%
✔	Quality and Appropriateness		99%	80%	93%
✔	Respect		98%	80%	91%
✔	Access		96%	80%	88%
✔	Overall		95%	80%	91%
✔	Outcome		82%	80%	83%
✔	Recovery		82%	80%	79%

Satisfied %		Goal %		0-80%		80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		326	14%	17%
26-34		694	29%	22%
35-44		608	26%	20%
45-54		605	26%	24%
55-64		139	6%	13%
65+				4%

Gender

Gender		#	%	State Avg
Male		1,333	56%	60%
Female		1,039	44%	40%

Race

Race		#	%	State Avg
White/Caucasian		1,721	73%	64%
Black/African American		437	18%	17%
Other		100	4% ▼	15%
Unknown		65	3%	2%
Multiple Races		34	1%	1%
Am. Indian/Native Alaskan		7	0%	1%
Asian		7	0%	1%
Hawaiian/Other Pacific Islander		1	0%	0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		1,972	83%	74%
Hispanic-Other		246	10%	7%
Hisp-Puerto Rican		75	3%	12%
Unknown		74	3%	7%
Hispanic-Mexican		4	0%	0%
Hispanic-Cuban		1	0%	0%

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

ERSC-SA CM780724
Advanced Behavioral Health
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
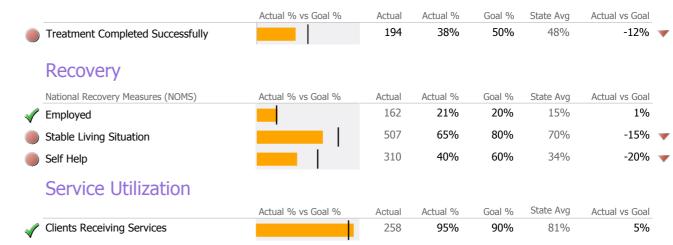Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

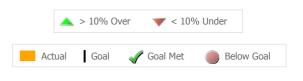| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	755	773	-2%
Admits	528	540	-2%
Discharges	512	559	-8%
Service Hours	13,195	15,873	-17% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		92%	34%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		194	38%	50%	48%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		162	21%	20%	15%	1%
● Stable Living Situation		507	65%	80%	70%	-15% ▼
● Self Help		310	40%	60%	34%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		258	95%	90%	81%	5%

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 17 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
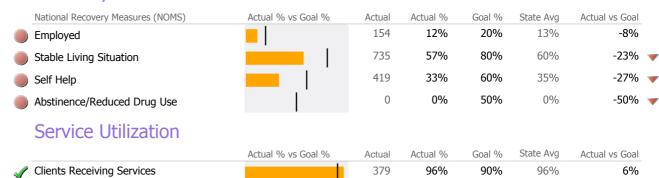Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,150	1,130	2%
Admits	878	860	2%
Discharges	888	873	2%
Service Hours	28,280	39,179	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		154	12%	20%	13%	-8%
● Stable Living Situation		735	57%	80%	60%	-23% ▼
● Self Help		419	33%	60%	35%	-27% ▼
● Abstinence/Reduced Drug Use		0	0%	50%	0%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		379	96%	90%	96%	6%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		83%	83%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		87%	87%

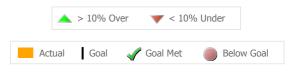## Data Submitted to DMHAS by Month

	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 1 Active Intensive Case Management Programs

Womens Recovery Spec 780733
Advanced Behavioral Health
Addiction - Other - Conversion

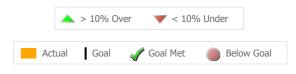Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	531	404	31%	▲
Admits	194	189	3%	
Discharges	54	74	-27%	▼

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | ⬤ Below Goal |

* State Avg based on 3 Active Conversion Programs