New Directions Inc of North Central Conn.
Enfield, 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	1,349	1,535	-12%	▼
	Admits	904	1,091	-17%	▼
	Discharges	1,081	1,104	-2%	
	Service Hours	5,116	6,162	-17%	▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Forensic SA				
	Forensics Community-based		764	56.6%
Addiction				
	Outpatient		616	45.7%

Consumer Satisfaction Survey   (Based on 371 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		98%	80%	91%
✔	Quality and Appropriateness		97%	80%	93%
✔	Participation in Treatment		97%	80%	92%
✔	General Satisfaction		94%	80%	92%
✔	Respect		93%	80%	91%
✔	Recovery		93%	80%	79%
✔	Outcome		92%	80%	83%
✔	Access		92%	80%	88%

▮ Satisfied %	│ Goal %	▨ 0-80%	▨ 80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%		State Avg
18-25		409	31%	▲	17%
26-34		366	27%		22%
35-44		243	18%		20%
45-54		220	16%		24%
55-64		91	7%		13%
65+		11	1%		4%

Gender

Gender		#	%		State Avg
Male		987	73%	▲	60%
Female		360	27%	▼	40%

Race

Race		#	%		State Avg
White/Caucasian		1,102	82%	▲	64%
Black/African American		93	7%		17%
Other		47	3%	▼	15%
Am. Indian/Native Alaskan		44	3%		1%
Unknown		39	3%		2%
Asian		15	1%		1%
Multiple Races		7	1%		1%
Hawaiian/Other Pacific Islander		2	0%		0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		1,145	85%	▲	74%
Unknown		104	8%		7%
Hisp-Puerto Rican		53	4%		12%
Hispanic-Other		32	2%		7%
Hispanic-Mexican		14	1%		0%
Hispanic-Cuban		1	0%		0%

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

Outpatient 202200
New Directions Inc of North Central Conn.
Addiction - Outpatient - Standard Outpatient

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	616	681	-10%	
Admits	441	576	-23%	▼
Discharges	554	505	10%	
Service Hours	5,116	6,162	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	94%	94%
✓	Valid TEDS Data	97%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	4%	12%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	96%
✓	SA Screen Complete	100%	96%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		378	68%	50%	56%	18%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		473	71%	55%	56%	16%	▲
✓	Not Arrested		591	88%	75%	85%	13%	▲
✓	Stable Living Situation		634	95%	95%	82%	0%	
✓	Employed		334	50%	50%	34%	0%	
●	Improved/Maintained Axis V GAF Score		373	61%	75%	52%	-14%	▼
●	Self Help		48	7%	60%	21%	-53%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		94	82%	90%	58%	-8%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		313	78%	75%	74%	3%

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 117 Active Standard Outpatient Programs
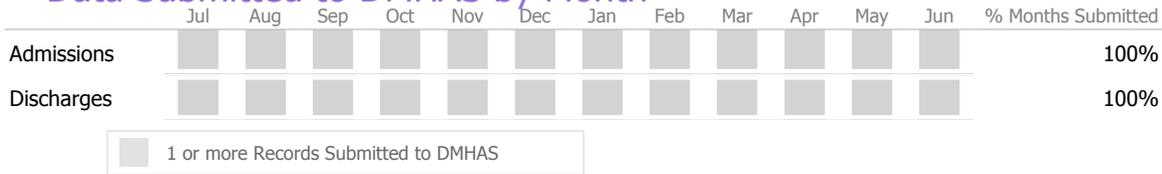
Pre-Trial Drug/Alc Ed 202705
New Directions Inc of North Central Conn.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

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	764	899	-15%	▼
Admits	463	515	-10%	
Discharges	527	599	-12%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs