

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 2,238 | 2,186 | 2% |
| | Admits | 957 | 1,055 | -9% |
| | Discharges | 1,080 | 1,137 | -5% |
| | Service Hours | 197 | 665 | -70% ▼ |
| | Bed Days | 32,747 | 20,760 | 58% ▲ |

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

Consumer Satisfaction Survey (Based on 478 FY15 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment | | 94% | 80% | 92% |
| ✓ Quality and Appropriateness | | 94% | 80% | 93% |
| ✓ Respect | | 94% | 80% | 91% |
| ✓ Overall | | 93% | 80% | 91% |
| ✓ Outcome | | 91% | 80% | 83% |
| ✓ General Satisfaction | | 88% | 80% | 92% |
| ✓ Recovery | | 87% | 80% | 79% |
| ✓ Access | | 85% | 80% | 88% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|--------------------|---------------------------|-------|-------|
| Forensic SA | Forensics Community-based | 1,777 | 79.2% |
| | Residential Services | 333 | 14.8% |
| Addiction | Outpatient | 134 | 6.0% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-------|-----|-----------|---------------------------------|-------|-----|-----------|
| 18-25 | 620 | 28% | ▲ 13% | Male | 1,814 | 81% | ▲ 59% |
| 26-34 | 630 | 28% | 23% | Female | 415 | 19% | ▼ 41% |
| 35-44 | 442 | 20% | 19% | Transgender | | | 0% |
| 45-54 | 351 | 16% | 23% | | | | |
| 55-64 | 142 | 6% | 16% | | | | |
| 65+ | 34 | 2% | 5% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 1,541 | 69% | 75% | White/Caucasian | 1,721 | 77% | ▲ 65% |
| Hispanic-Other | 578 | 26% | ▲ 6% | Black/African American | 355 | 16% | 17% |
| Hisp-Puerto Rican | 63 | 3% | 12% | Other | 91 | 4% | 13% |
| Unknown | 27 | 1% | 6% | Asian | 33 | 1% | 1% |
| Hispanic-Mexican | 15 | 1% | 1% | Unknown | 21 | 1% | 3% |
| Hispanic-Cuban | 14 | 1% | 0% | Multiple Races | 10 | 0% | 1% |
| | | | | Hawaiian/Other Pacific Islander | 5 | 0% | 0% |
| | | | | Am. Indian/Native Alaskan | 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 | 0 | | |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | - | - | |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 67% | N/A |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | N/A | N/A | 90% | 73% | N/A ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 96% |
| Valid TEDS Data | | 29% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 83% |

| Cooccurring | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | | 100% |
| SA Screen Complete | | 100% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 10 Active Gambling Outpatient Programs

Better Choice (Positive Directions)

Connecticut Renaissance Inc.

Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

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

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 67% | N/A |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 0 | 0% | 90% | 73% | N/A ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 0 | 0% | 75% | 81% | -75% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 96% |
| Valid TEDS Data | | 29% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 83% |

| Cooccurring | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | | 100% |
| SA Screen Complete | | 100% |

| Diagnosis | Actual | State Avg |
|------------------------|--------|-----------|
| Valid Axis I Diagnosis | | 100% |
| Valid Axis V GAF Score | | 87% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 10 Active Gambling Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 46 | 77 | -40% ▼ |
| Admits | 32 | 56 | -43% ▼ |
| Discharges | 28 | 57 | -51% ▼ |
| Bed Days | 3,851 | 3,333 | 16% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 96% | 99% |
| Valid TEDS Data | 100% | 100% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 0% | 0% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 100% |
| SA Screen Complete | 100% | 100% |
| Diagnosis | Actual | State Avg |
| 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 | | 23 | 82% | 50% | 85% | 32% ▲ |
| No Re-admit within 30 Days of Discharge | | 27 | 96% | 85% | 91% | 11% ▲ |
| Follow-up within 30 Days of Discharge | | 22 | 96% | 90% | 83% | 6% |

Recovery

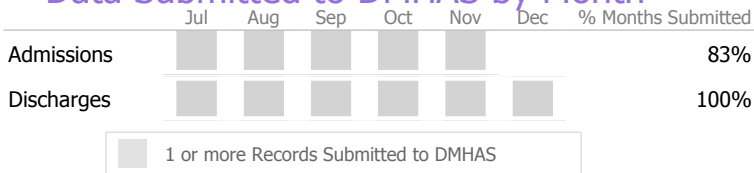
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use | | 30 | 65% | 70% | 85% | -5% |
| Improved/Maintained Axis V GAF Score | | 28 | 68% | 75% | 94% | -7% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 20 | 204 days | 0.3 | 105% | 90% | 101% | 15% ▲ |

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active SA Intensive Residential - Enhanced Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 133 | 190 | -30% ▼ |
| Admits | 46 | 134 | -66% ▼ |
| Discharges | 45 | 134 | -66% ▼ |
| Service Hours | 197 | 665 | -70% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data | 94% | 97% |
| Valid TEDS Data | 98% | 93% |
| On-Time Periodic | | |
| 6 Month Updates | 2% | 54% |
| Cooccurring | | |
| MH Screen Complete | 100% | 96% |
| SA Screen Complete | 100% | 96% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 93% | 99% |
| Valid Axis V GAF Score | 99% | 95% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 25 | 56% | 50% | 56% | 6% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Not Arrested | | 124 | 93% | 75% | 89% | 18% ▲ |
| ✓ Employed | | 79 | 59% | 50% | 42% | 9% |
| ✓ Abstinence/Reduced Drug Use | | 73 | 55% | 55% | 56% | 0% |
| ● Stable Living Situation | | 123 | 92% | 95% | 88% | -3% |
| ● Self Help | | 41 | 31% | 60% | 22% | -29% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 36 | 33% | 75% | 61% | -42% ▼ |

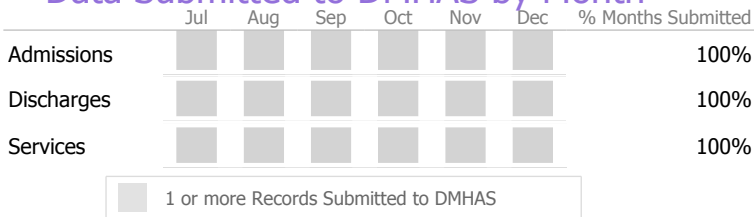
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 24 | 27% | 90% | 79% | -63% ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days | | 9 | 20% | 75% | 79% | -55% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

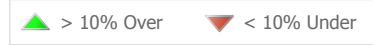
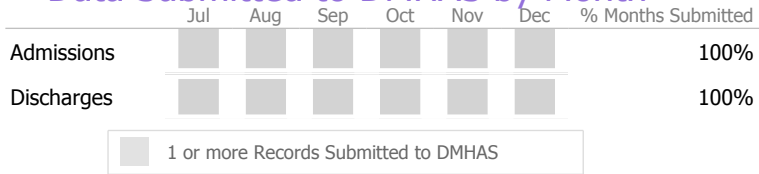
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1,777 | 1,681 | 6% |
| Admits | 703 | 700 | 0% |
| Discharges | 909 | 776 | 17% ▲ |

Data Submitted to DMHAS by Month



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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 74 | 70 | 6% |
| Admits | 25 | 42 | -40% ▼ |
| Discharges | 21 | 46 | -54% ▼ |
| Bed Days | 8,808 | 5,351 | 65% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 14 | 67% | 70% | 72% | -3% |
| ✓ No Re-admit within 30 Days of Discharge | | 20 | 95% | 85% | 92% | 10% |
| ● Follow-up within 30 Days of Discharge | | 8 | 57% | 90% | 59% | -33% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data | 99% | 99% |
| ✓ Valid TEDS Data | 100% | 100% |
| On-Time Periodic | | |
| 6 Month Updates | 0% | 14% |
| Cooccurring | | |
| ✓ MH Screen Complete | 100% | 95% |
| ✓ SA Screen Complete | 100% | 95% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 99% | 100% |
| ✓ Valid Axis V GAF Score | 100% | 99% |

Recovery

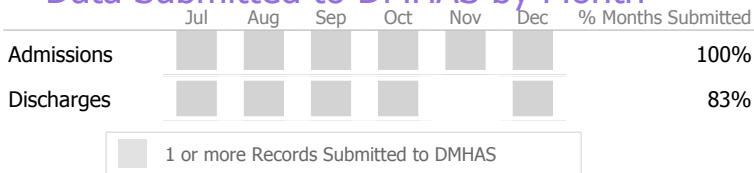
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ● Abstinence/Reduced Drug Use | | 28 | 38% | 70% | 73% | -32% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 20 | 36% | 95% | 88% | -59% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 13 | 299 days | 0.1 | 368% | 90% | 100% | 278% ▲ |

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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 59 | 10 | 490% ▲ |
| Admits | 57 | 6 | 850% ▲ |
| Discharges | 27 | 7 | 286% ▲ |
| Bed Days | 3,346 | 517 | 547% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 24 | 89% | 70% | 72% | 19% ▲ |
| ✓ No Re-admit within 30 Days of Discharge | | 27 | 100% | 85% | 92% | 15% ▲ |
| ● Follow-up within 30 Days of Discharge | | 11 | 46% | 90% | 59% | -44% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 99% |
| ✓ Valid TEDS Data | 100% | 100% |
| On-Time Periodic | | |
| 6 Month Updates | 0% | 14% |
| Cooccurring | | |
| ✓ MH Screen Complete | 100% | 95% |
| ✓ SA Screen Complete | 100% | 95% |
| Diagnosis | | |
| ✓ Valid Axis I Diagnosis | 100% | 100% |
| ✓ Valid Axis V GAF Score | 100% | 99% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Abstinence/Reduced Drug Use | | 54 | 92% | 70% | 73% | 22% ▲ |
| ✓ Improved/Maintained Axis V GAF Score | | 27 | 96% | 95% | 88% | 1% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 19 | 82 days | 0.3 | 96% | 90% | 100% | 6% |

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

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 161 | 177 | -9% |
| Admits | 93 | 117 | -21% ▼ |
| Discharges | 50 | 117 | -57% ▼ |
| Bed Days | 16,742 | 11,559 | 45% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data | 99% | 99% |
| Valid TEDS Data | 100% | 100% |
| On-Time Periodic | | |
| 6 Month Updates | 0% | 14% |
| Cooccurring | | |
| MH Screen Complete | 100% | 95% |
| SA Screen Complete | 100% | 95% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 100% |
| Valid Axis V GAF Score | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 34 | 68% | 70% | 72% | -2% |
| No Re-admit within 30 Days of Discharge | | 50 | 100% | 85% | 92% | 15% ▲ |
| Follow-up within 30 Days of Discharge | | 13 | 38% | 90% | 59% | -52% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use | | 99 | 61% | 70% | 73% | -9% |
| Improved/Maintained Axis V GAF Score | | 47 | 55% | 95% | 88% | -40% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 50 | 219 days | 0.2 | 182% | 90% | 100% | 92% ▲ |

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

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 100% |
| Discharges | | | | | | | 83% |

Legend: Grey box = 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs