

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,674	2,733	-2%
	Admits	1,400	1,620	-14% ▼
	Discharges	1,478	1,635	-10%
	Service Hours	262	930	-72% ▼
	Bed Days	53,198	31,308	70% ▲

▲ > 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	2,141	79.8%
	Residential Services	384	14.3%
Addiction	Outpatient	158	5.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	741	28%	▲ 15%	Male	2,159	81%	▲ 60%
26-34	744	28%	24%	Female	505	19%	▼ 40%
35-44	525	20%	19%	Transgender			0%
45-54	424	16%	23%				
55-64	174	7%	15%				
65+	44	2%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,844	69%	75%	White/Caucasian	2,059	77%	▲ 65%
Hispanic-Other	681	25%	▲ 7%	Black/African American	420	16%	17%
Hisp-Puerto Rican	77	3%	12%	Other	106	4%	13%
Unknown	39	1%	5%	Asian	39	1%	1%
Hispanic-Mexican	17	1%	1%	Unknown	30	1%	3%
Hispanic-Cuban	16	1%	0%	Multiple Races	11	0%	1%
				Hawaiian/Other Pacific Islander	7	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%	63%	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		30%

On-Time Periodic	Actual	State Avg
6 Month Updates		67%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	1	600% ▲
Admits	6	1	500% ▲
Discharges	1	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	57%	30%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	67%

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%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	63%	-75% ▼

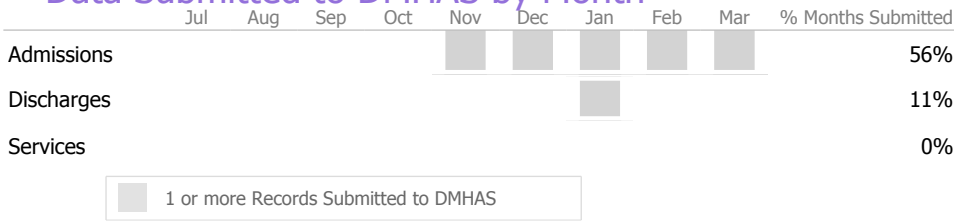
Service Utilization

	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%	75%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 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	63	109	-42% ▼
Admits	49	89	-45% ▼
Discharges	33	85	-61% ▼
Bed Days	6,331	5,410	17% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	79%	50%	84%	29% ▲
✓ No Re-admit within 30 Days of Discharge		32	97%	85%	91%	12% ▲
✓ Follow-up within 30 Days of Discharge		24	92%	90%	81%	2%

Data Submission Quality

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

Recovery

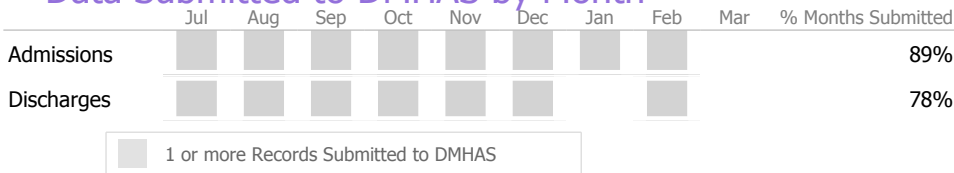
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		35	56%	70%	86%	-14% ▼
● Improved/Maintained Axis V GAF Score		33	70%	75%	95%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	249 days	0.2	115%	90%	106%	25% ▲

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 2 Active SA Intensive Residential - Enhanced Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	247	-39% ▼
Admits	64	193	-67% ▼
Discharges	50	179	-72% ▼
Service Hours	262	930	-72% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
Valid TEDS Data	97%	93%
On-Time Periodic		
6 Month Updates	3%	57%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	95%	100%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	58%	50%	54%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		143	95%	75%	90%	20% ▲
✓ Employed		91	60%	50%	42%	10%
✓ Abstinence/Reduced Drug Use		84	56%	55%	58%	1%
● Stable Living Situation		142	94%	95%	89%	-1%
● Self Help		47	31%	60%	22%	-29% ▼
● Improved/Maintained Axis V GAF Score		41	33%	75%	67%	-42% ▼

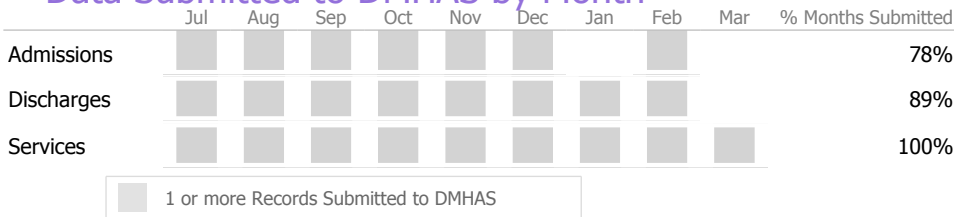
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		25	25%	90%	82%	-65% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		13	20%	75%	78%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

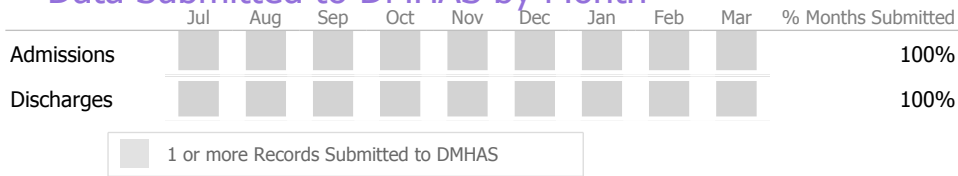
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,141	2,083	3%
Admits	1,070	1,102	-3%
Discharges	1,262	1,137	11% ▲

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	79	81	-2%
Admits	30	53	-43% ▼
Discharges	29	58	-50% ▼
Bed Days	13,362	7,532	77% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	Actual	State Avg
6 Month Updates	0%	6%
Cooccurring		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	69%	70%	71%	-1%
No Re-admit within 30 Days of Discharge		27	93%	85%	91%	8%
Follow-up within 30 Days of Discharge		13	65%	90%	61%	-25%

Recovery

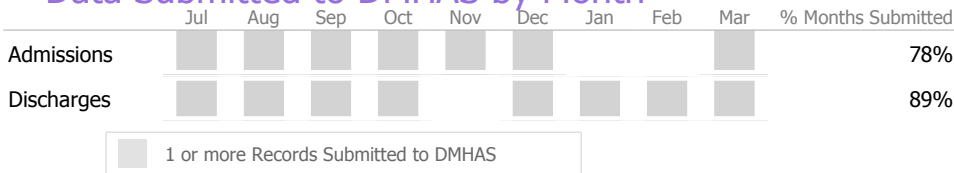
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		31	39%	70%	77%	-31%
Improved/Maintained Axis V GAF Score		28	38%	95%	83%	-57%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	378 days	0.1	374%	90%	105%	284% ▲

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	85	24	254% ▲
Admits	83	21	295% ▲
Discharges	39	21	86% ▲
Bed Days	6,790	1,085	526% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	92%	70%	71%	22% ▲
No Re-admit within 30 Days of Discharge		39	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		16	44%	90%	61%	-46% ▼

Recovery

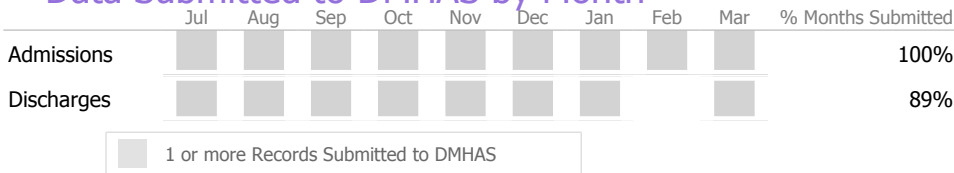
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		81	95%	70%	77%	25% ▲
Improved/Maintained Axis V GAF Score		39	78%	95%	83%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	125 days	0.1	130%	90%	105%	40% ▲

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	166	221	-25% ▼
Admits	98	161	-39% ▼
Discharges	64	155	-59% ▼
Bed Days	26,715	17,281	55% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	1%	6%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		46	72%	70%	71%	2%
✓ No Re-admit within 30 Days of Discharge		64	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		21	46%	90%	61%	-44% ▼

Recovery

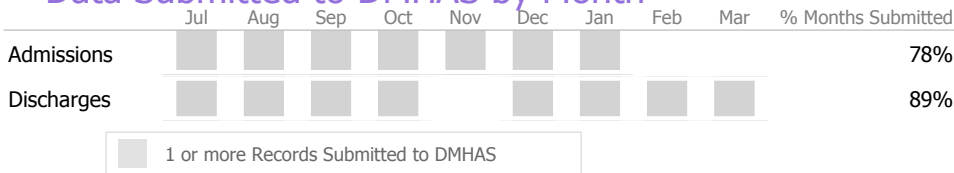
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		101	60%	70%	77%	-10%
● Improved/Maintained Axis V GAF Score		61	42%	95%	83%	-53% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		50	290 days	0.1	194%	90%	105%	104% ▲

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