

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,197	2,087	5%
	Admits	2,751	2,857	-4%
	Discharges	2,916	2,692	8%
	Service Hours	2,122	2,877	-26% ▼
	Bed Days	23,034	24,136	-5%

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

### Consumer Satisfaction Survey

(Based on 170 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		93%	80%	91%
✓ Respect		93%	80%	91%
✓ Access		92%	80%	88%
✓ General Satisfaction		91%	80%	92%
✓ Outcome		90%	80%	83%
✓ Recovery		89%	80%	79%

■ Satisfied %    |    Goal %    ■ 0-80%    ■ 80-100%    ✓ Goal Met    ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Residential Services	1,589	63.5%
	Outpatient	664	26.5%
	Employment Services	145	5.8%
	Case Management	71	2.8%
	Forensics Community-based	33	1.3%

### Client Demographics

Age	#	%	State Avg
18-25	216	10%	12%
26-34	605	28%	23%
35-44	500	23%	20%
45-54	568	26%	22%
55-64	271	12%	18%
65+	37	2%	6%

Gender	#	%	State Avg
Male	1,496	68%	59%
Female	698	32%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,595	73%	74%
Hisp-Puerto Rican	449	20%	13%
Unknown	82	4%	6%
Hispanic-Other	68	3%	7%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,223	56%	65%
Other	489	22%	13%
Black/African American	447	20%	16%
Am. Indian/Native Alaskan	12	1%	1%
Hawaiian/Other Pacific Islander	10	0%	0%
Unknown	10	0%	3%
Asian	6	0%	1%
Multiple Races			1%

■ 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	-	-	

### 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 0 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	131	-27% ▼
Admits	66	102	-35% ▼
Discharges	78	109	-28% ▼
Service Hours	300	418	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		32	32%	35%	35%	-3%

### Service Utilization

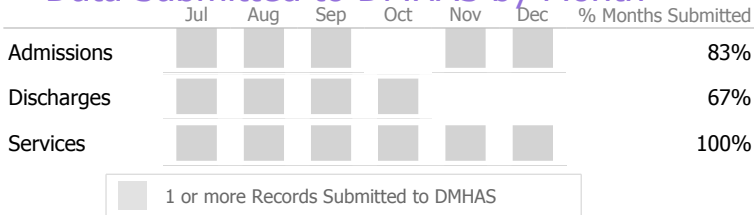
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	86%	90%	80%	-4%

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	62%

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 7 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	41	-32% ▼
Admits	14	31	-55% ▼
Discharges	29	31	-6%
Service Hours	160	213	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		9	31%	35%	35%	-4%

### Service Utilization

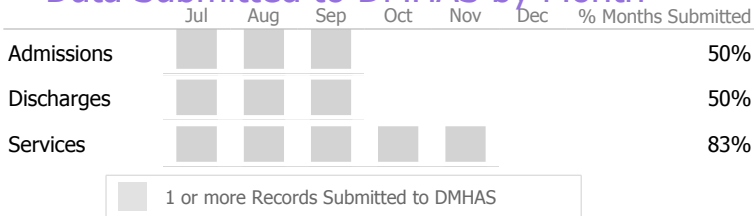
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		62%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 7 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	40	-48% ▼
Admits	9	33	-73% ▼
Discharges	21	27	-22% ▼
Service Hours	72	108	-34% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		14	67%	35%	35%	32% ▲

### Service Utilization

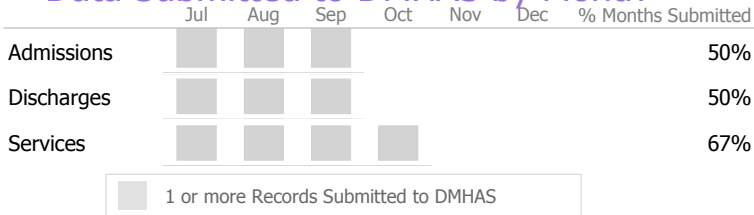
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		62%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 7 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	32	3%
Admits	18	17	6%
Discharges	17	17	0%
Bed Days	2,779	2,667	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Treatment Completed Successfully		14	82%	85%	71%	-3%
<span style="color:green">✓</span> No Re-admit within 30 Days of Discharge		17	100%	85%	76%	15% <span style="color:green">▲</span>
<span style="color:red">●</span> Follow-up within 30 Days of Discharge		4	29%	90%	55%	-61% <span style="color:red">▼</span>

### Data Submission Quality

Data Entry	Actual	State Avg
<span style="color:green">✓</span> Valid NOMS Data	99%	99%
<span style="color:green">✓</span> Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
<span style="color:green">✓</span> 6 Month Updates	0%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:green">✓</span> Abstinence/Reduced Drug Use		33	100%	70%	94%	30% <span style="color:green">▲</span>
<span style="color:red">●</span> Employed		17	52%	60%	39%	-8%
<span style="color:red">●</span> Improved/Maintained Axis V GAF Score		6	33%	75%	72%	-42% <span style="color:red">▼</span>

Cooccurring	Actual	State Avg
MH Screen Complete	56%	96%
SA Screen Complete	64%	97%

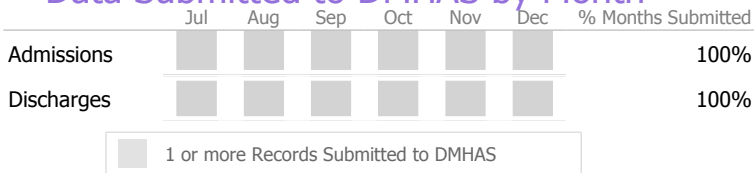
### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:green">✓</span> Avg Utilization Rate		15	150 days	0.3	101%	90%	86%	11% <span style="color:green">▲</span>

■ < 90%    ■ 90-110%    ■ >110%

Diagnosis	Actual	State Avg
<span style="color:green">✓</span> Valid Axis I Diagnosis	100%	100%
<span style="color:green">✓</span> Valid Axis V GAF Score	100%	88%

### Data Submitted to DMHAS by Month



▲ > 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	23	21	10%
Admits	13	13	0%
Discharges	12	14	-14% ▼
Bed Days	2,026	1,723	18% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	67%	70%	75%	-3%
● No Re-admit within 30 Days of Discharge		9	75%	85%	89%	-10%
● Follow-up within 30 Days of Discharge		3	38%	90%	62%	-52% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%
✓ Valid TEDS Data	100%	97%
<b>On-Time Periodic</b>		
6 Month Updates	0%	19%
<b>Cooccurring</b>		
✓ MH Screen Complete	100%	97%
✓ SA Screen Complete	100%	97%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	94%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		21	88%	70%	78%	18% ▲
● Improved/Maintained Axis V GAF Score		11	85%	95%	87%	-10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	151 days	0.3	110%	90%	89%	20% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

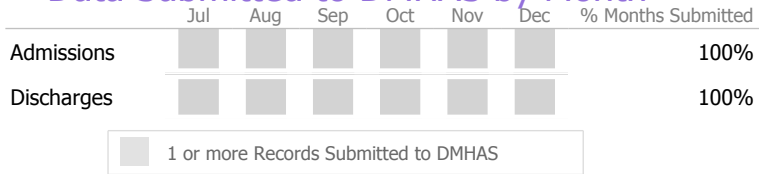
■ Actual | Goal ✓ Goal Met ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	171	168	2%
Admits	167	164	2%
Discharges	165	164	1%
Bed Days	3,443	3,098	11% ▲

### 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	664	388	71% ▲
Admits	292	276	6%
Discharges	410	106	287% ▲
Service Hours	760	867	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	94%
Valid TEDS Data	94%	93%
<b>On-Time Periodic</b>		
6 Month Updates	100%	27%
<b>Cooccurring</b>		
MH Screen Complete	97%	99%
SA Screen Complete	97%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		89	22%	50%	51%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		400	59%	55%	54%	4%
Stable Living Situation		502	74%	95%	83%	-21% ▼
Not Arrested		356	52%	75%	84%	-23% ▼
Self Help		247	36%	60%	33%	-24% ▼
Improved/Maintained Axis V GAF Score		311	65%	75%	53%	-10%
Employed		129	19%	50%	41%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		151	51%	90%	69%	-39% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		88	31%	75%	71%	-44% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

# Residential Detox 950600

InterCommunity Recovery Centers, Inc. (ADRC)

Addiction - Residential Services - Medically Monitored Detox 3.7D

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,354	1,307	4%
Admits	1,632	1,612	1%
Discharges	1,627	1,612	1%
Bed Days	5,855	5,550	5%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
Valid TEDS Data	100%	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%

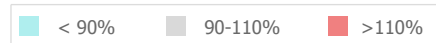
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

## Discharge Outcomes

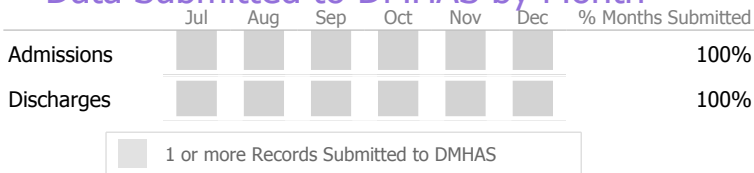
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,192	73%	80%	74%	-7%
No Re-admit within 30 Days of Discharge		1,298	80%	85%	81%	-5%
Follow-up within 30 Days of Discharge		599	50%	90%	57%	-40%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		35	4 days	0.0	91%	90%	90%	1%



## Data Submitted to DMHAS by Month



\* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

# SA Jail Diversion Program

InterCommunity Recovery Centers, Inc. (ADRC)

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

Connecticut Dept of Mental Health and Addiction Services

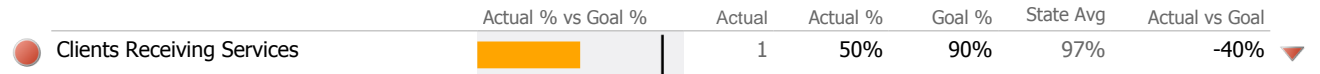
Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

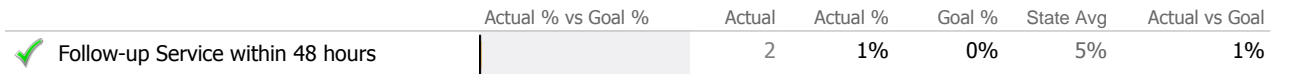
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	127	-74% ▼
Admits	26	22	18% ▲
Discharges	31	28	11% ▲
Service Hours	40	55	-27% ▼

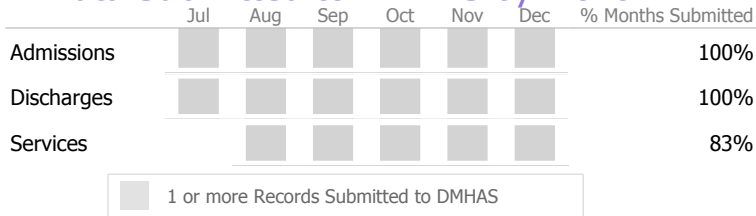
## Service Utilization



## Jail Diversion



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

 Actual    |    Goal    
  Goal Met    
  Below Goal

\* State Avg based on 2 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	284	308	-8%
Admits	271	292	-7%
Discharges	272	288	-6%
Bed Days	5,126	5,042	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%

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		206	76%	80%	77%	-4%
No Re-admit within 30 Days of Discharge		254	93%	85%	92%	8%
Follow-up within 30 Days of Discharge		142	69%	90%	60%	-21%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		268	90%	60%	78%	30%
Abstinence/Reduced Drug Use		210	70%	70%	61%	0%
Improved/Maintained Axis V GAF Score		179	66%	75%	84%	-9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	20 days	0.1	99%	90%	102%	9%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over   ▼ < 10% Under

Legend: ■ Actual   |   ■ Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	46	-20% ▼
Admits	28	36	-22% ▼
Discharges	27	35	-23% ▼
Bed Days	1,840	1,863	-1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		24	89%	70%	75%	19% ▲
✓ No Re-admit within 30 Days of Discharge		24	89%	85%	89%	4%
● Follow-up within 30 Days of Discharge		18	75%	90%	62%	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% 96%
✓ Valid TEDS Data		99% 97%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		36	97%	70%	78%	27% ▲
● Improved/Maintained Axis V GAF Score		15	56%	95%	87%	-39% ▼

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 19%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	75 days	0.2	100%	90%	89%	10%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 97%
✓ SA Screen Complete		100% 97%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%
✓ Valid Axis V GAF Score		100% 94%

### Data Submitted to DMHAS by Month

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

Legend: ■ 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	27	27	0%
Admits	15	14	7%
Discharges	22	15	47% ▲
Bed Days	1,965	2,210	-11% ▼

### 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	0%	0%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	97%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	68%	85%	71%	-17% ▼
No Re-admit within 30 Days of Discharge		22	100%	85%	76%	15% ▲
Follow-up within 30 Days of Discharge		5	33%	90%	55%	-57% ▼

### Recovery

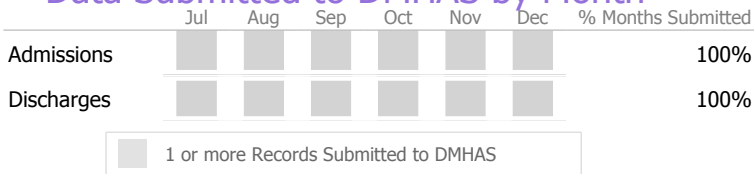
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		19	70%	70%	94%	0%
Employed		9	33%	60%	39%	-27% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	72%	-75% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	141 days	0.4	76%	90%	86%	-14% ▼

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 11 Active Transitional/Halfway House 3.1 Programs

## Senior Services

InterCommunity Recovery Centers, Inc. (ADRC)

Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	80	-11% ▼
Admits	39	57	-32% ▼
Discharges	46	52	-12% ▼
Service Hours	790	830	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	50%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		28	61%	50%	76%	11% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		45	60%	60%	70%	0%
● Stable Living Situation		59	79%	80%	84%	-1%
● Employed		3	4%	20%	23%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	77%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 13 Active Standard Case Management Programs