

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	744	707	5%
	Admits	319	372	-14% ▼
	Discharges	196	329	-40% ▼
	Service Hours	1,731	2,489	-30% ▼
	S.Rehab/PHP/IOP	9,736	9,729	0%

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

### Consumer Satisfaction Survey

(Based on 107 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Access		89%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		76%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Social Rehabilitation	584	73.5%
	Case Management	89	11.2%
<b>Addiction</b>	Outpatient	96	12.1%
	IOP	26	3.3%

### Client Demographics

Age	#	%	State Avg
18-25	52	7%	13%
26-34	129	18%	24%
35-44	122	17%	20%
45-54	201	27%	21%
55-64	166	23%	16%
65+	63	9%	5%

Gender	#	%	State Avg
Male	431	58%	60%
Female	309	42%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	480	65%	72%
Hispanic-Other	98	13%	7%
Hisp-Puerto Rican	92	12%	12%
Unknown	50	7%	7%
Hispanic-Mexican	16	2%	1%
Hispanic-Cuban	8	1%	0%

Race	#	%	State Avg
White/Caucasian	283	38%	64% ▼
Black/African American	279	38%	17% ▲
Other	110	15%	13%
Unknown	53	7%	4%
Multiple Races	9	1%	1%
Am. Indian/Native Alaskan	6	1%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	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	96	115	-17% ▼
Admits	73	102	-28% ▼
Discharges	83	94	-12% ▼
Service Hours	1,148	1,394	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	95%	92%
<b>On-Time Periodic</b>		
6 Month Updates	100%	24%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	29%	50%	54%	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		105	95%	75%	86%	20% ▲
Abstinence/Reduced Drug Use		72	65%	55%	56%	10%
Stable Living Situation		102	93%	95%	85%	-2%
Employed		41	37%	50%	44%	-13% ▼
Improved/Maintained Axis V GAF Score		55	55%	75%	59%	-20% ▼
Self Help		15	14%	60%	33%	-46% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	93%	90%	72%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		64	93%	75%	66%	18% ▲

### 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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

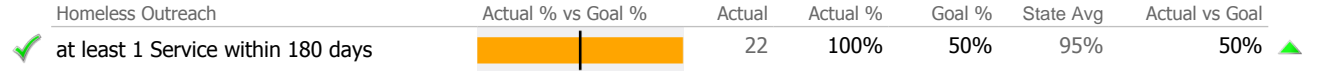
■ Actual | Goal ▲ Goal Met ● Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

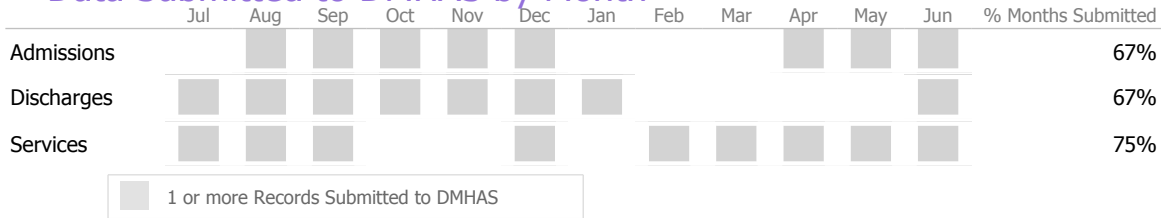
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	54	-33% ▼
Admits	23	39	-41% ▼
Discharges	24	42	-43% ▼
Service Hours	244	270	-10%

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	11	27% ▲
Admits	5	-	
Discharges	5	2	150% ▲
Service Hours	174	139	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		11	79%	85%	85%	-6%

### Service Utilization

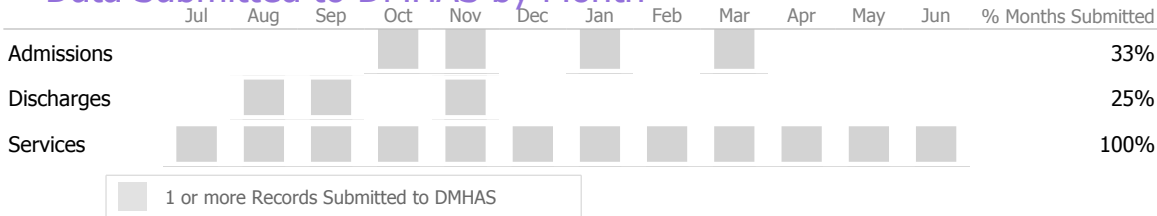
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		85%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⚪ Below Goal

\* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	55	-53% ▼
Admits	15	54	-72% ▼
Discharges	28	53	-47% ▼
Service Hours	94	686	-86% ▼
Social Rehab/PHP/IOP Days	300	1,043	-71% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	2%
<b>Cooccurring</b>		
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
<b>Diagnosis</b>		
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		21	75%	50%	68%	25% ▲
● Follow-up within 30 Days of Discharge		16	76%	90%	63%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		28	100%	75%	92%	25% ▲
✓ Abstinence/Reduced Drug Use		17	61%	55%	66%	6%
✓ Improved/Maintained Axis V GAF Score		22	79%	75%	77%	4%
✓ Stable Living Situation		27	96%	95%	88%	1%
● Employed		6	21%	50%	32%	-29% ▼
● Self Help		6	21%	60%	48%	-39% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	69%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■									25%
Discharges	■	■	■	■									33%
Services	■	■	■	■	■								42%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 50 Active Standard IOP Programs

## Senior Outreach

Family and Childrens Agency Inc

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

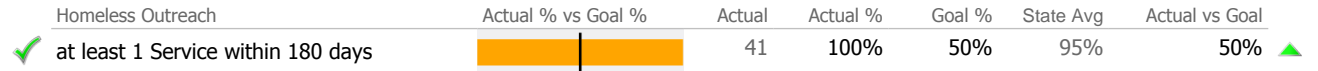
Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

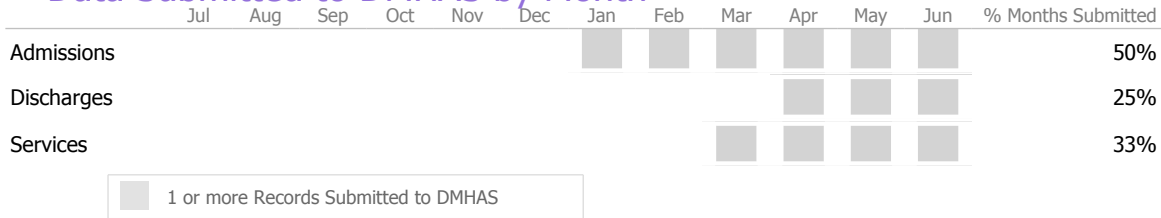
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41		
Admits	42	-	
Discharges	19	-	
Service Hours	71	-	

### Service Engagement



### Data Submitted to DMHAS by Month

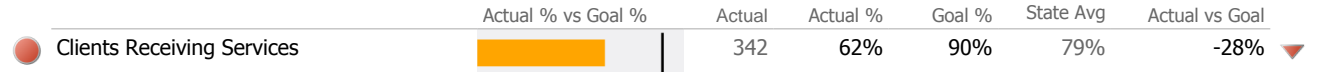


\* State Avg based on 39 Active Outreach & Engagement Programs

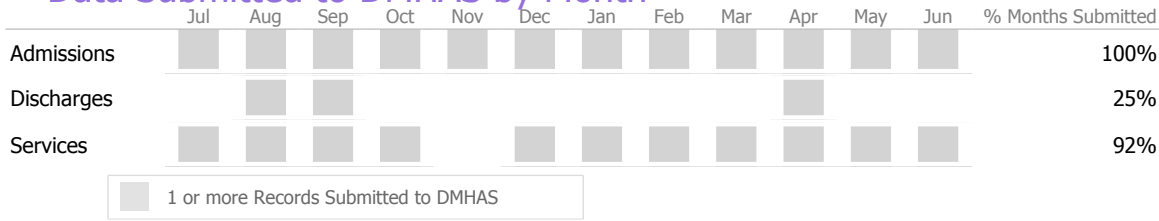
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	584	558	5%
Admits	161	177	-9%
Discharges	37	138	-73% ▼
Service Hours		-	
Social Rehab/PHP/IOP Days	9,436	8,686	9%

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 36 Active Social Rehabilitation Programs