

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,273	2,813	-19% ▼
	Admits	3,651	4,068	-10%
	Discharges	3,904	4,263	-8%
	Service Hours	1,929	2,790	-31% ▼
	Bed Days	28,446	34,146	-17% ▼

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

Consumer Satisfaction Survey

(Based on 300 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Overall		87%	80%	91%
✓ General Satisfaction		87%	80%	92%
✓ Quality and Appropriateness		86%	80%	93%
✓ Respect		84%	80%	91%
✓ Access		82%	80%	88%
✓ Outcome		80%	80%	83%
● Recovery		78%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	1,768	62.7%
	Outpatient	820	29.1%
	Employment Services	87	3.1%
	Forensics Community-based	52	1.8%
Forensic SA	Case Management	91	3.2%

Client Demographics

Age	#	%	State Avg
18-25	186	8%	12%
26-34	619	27%	24%
35-44	570	25%	21%
45-54	537	24%	20%
55-64	319	14%	17%
65+	42	2%	6%

Gender	#	%	State Avg
Male	1,559	69%	60%
Female	710	31%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,668	73%	71%
Hisp-Puerto Rican	484	21%	13%
Hispanic-Other	78	3%	7%
Unknown	30	1%	9%
Hispanic-Cuban	7	0%	0%
Hispanic-Mexican	6	0%	1%

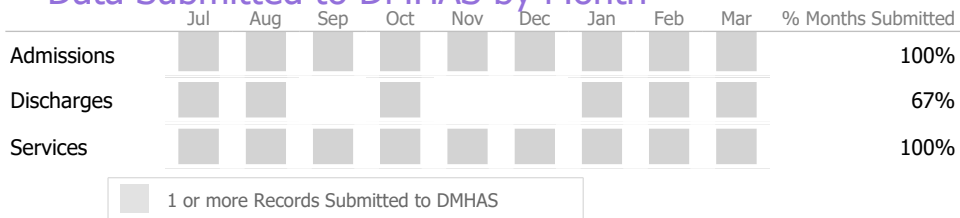
Race	#	%	State Avg
White/Caucasian	1,240	55%	63%
Other	525	23%	14%
Black/African American	482	21%	16%
Hawaiian/Other Pacific Islander	12	1%	0%
Am. Indian/Native Alaskan	6	0%	1%
Asian	5	0%	1%
Unknown	3	0%	5%
Multiple Races			1%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	9	911% ▲
Admits	70	9	678% ▲
Discharges	41	-	
Service Hours	599	8	

Data Submitted to DMHAS by Month



* State Avg based on 2 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	120	-28% ▼
Admits	49	96	-49% ▼
Discharges	63	82	-23% ▼
Service Hours	447	475	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	38%	35%	29%	3%

Service Utilization

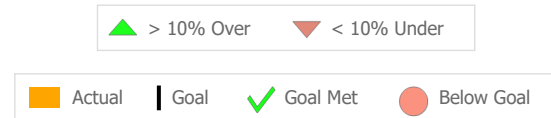
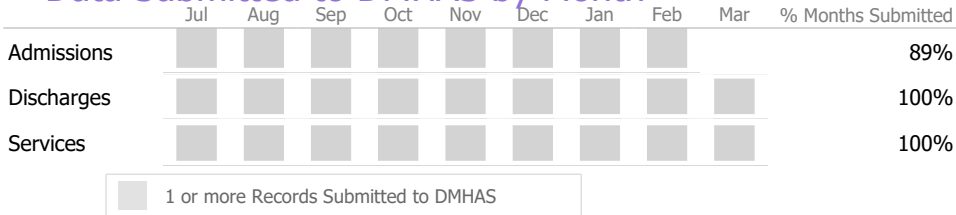
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	92%	90%	80%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		37%

Data Submitted to DMHAS by Month



* State Avg based on 11 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	43	0%
Admits	28	30	-7%
Discharges	42	31	35% ▲
Bed Days	3,917	4,191	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	100%
Cooccurring		
MH Screen Complete	97%	98%
SA Screen Complete	97%	98%
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		35	83%	85%	74%	-2%
No Re-admit within 30 Days of Discharge		37	88%	85%	70%	3%
Follow-up within 30 Days of Discharge		3	9%	90%	54%	-81%

Recovery

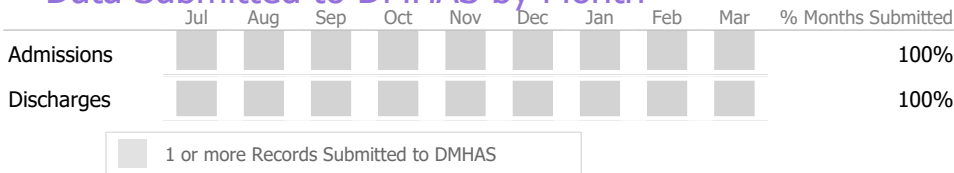
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		42	98%	70%	93%	28% ▲
Employed		31	72%	60%	34%	12% ▲
Improved/Maintained Axis V GAF Score		21	49%	75%	81%	-26% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	142 days	0.2	95%	90%	77%	5%

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 10 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	31	-19% ▼
Admits	19	21	-10%
Discharges	24	23	4%
Bed Days	2,554	2,758	-7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	79%	70%	75%	9%
✓ No Re-admit within 30 Days of Discharge		23	96%	85%	93%	11% ▲
● Follow-up within 30 Days of Discharge		17	89%	90%	68%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	95%
Valid TEDS Data	99%	100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	3%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	99%

Recovery

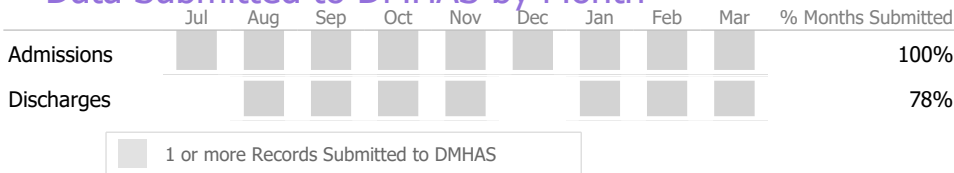
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		20	80%	70%	80%	10% ▲
● Improved/Maintained Axis V GAF Score		18	75%	95%	78%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	171 days	0.2	93%	90%	103%	3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

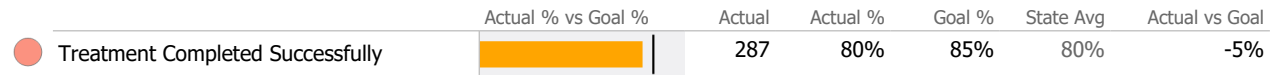
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

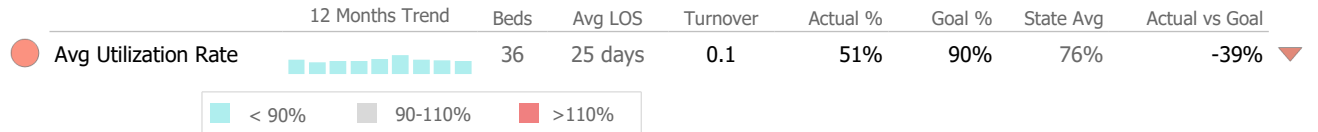
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	307	245	25% ▲
Admits	341	265	29% ▲
Discharges	360	262	37% ▲
Bed Days	5,051	5,138	-2%

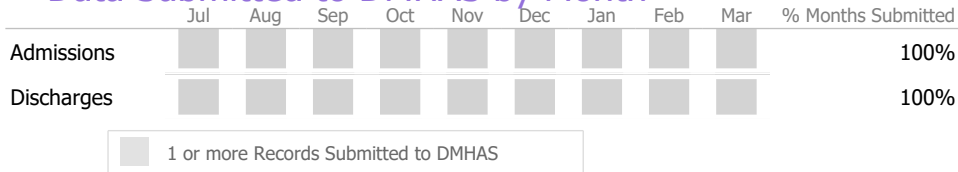
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	820	748	10%
Admits	672	391	72% ▲
Discharges	807	540	49% ▲
Service Hours	878	1,125	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	90%	88%
On-Time Periodic		
6 Month Updates	100%	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		803	100%	50%	54%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		698	83%	75%	83%	8%
● Self Help		282	34%	60%	31%	-26% ▼
● Abstinence/Reduced Drug Use		216	26%	55%	51%	-29% ▼
● Stable Living Situation		543	65%	95%	81%	-30% ▼
● Employed		144	17%	50%	41%	-33% ▼
● Improved/Maintained Axis V GAF Score		137	17%	75%	57%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	60%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		37	6%	75%	65%	-69% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	89%
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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,467	1,874	-22% ▼
Admits	1,855	2,403	-23% ▼
Discharges	1,889	2,405	-21% ▼
Bed Days	7,182	8,810	-18% ▼

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	N/A	N/A

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

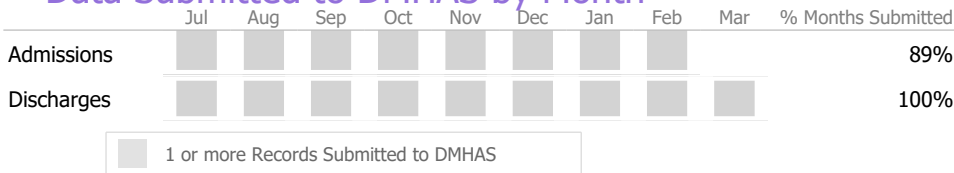
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,478	78%	80%	75%	-2%
No Re-admit within 30 Days of Discharge		1,479	78%	85%	81%	-7%
Follow-up within 30 Days of Discharge		699	47%	90%	56%	-43% ▼

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		35	4 days	0.0	75%	90%	80%	-15% ▼

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

Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over, ▼ < 10% Under

Legend: Actual (orange bar), Goal (vertical line), Goal Met (green checkmark), Below Goal (red circle)

* 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	46	13% ▲
Admits	44	41	7%
Discharges	50	43	16% ▲
Service Hours	6	54	-90% ▼

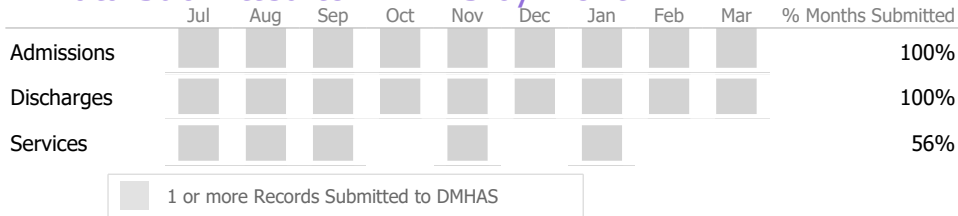
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	78%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	1%	0%	3%	1%

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	337	418	-19% ▼
Admits	321	423	-24% ▼
Discharges	349	422	-17% ▼
Bed Days	7,175	7,662	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
MH Screen Complete	96%	97%
SA Screen Complete	96%	97%
Diagnosis		
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		285	82%	80%	81%	2%
✓ No Re-admit within 30 Days of Discharge		324	93%	85%	93%	8%
● Follow-up within 30 Days of Discharge		196	69%	90%	62%	-21% ▼

Recovery

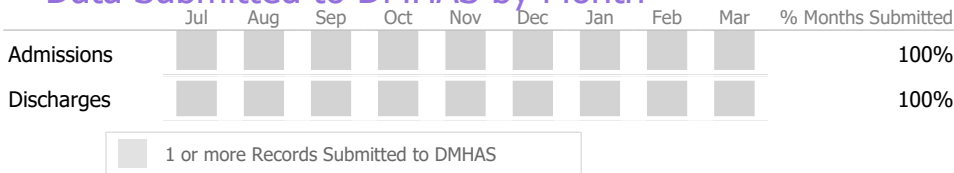
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		313	90%	60%	74%	30% ▲
✓ Abstinence/Reduced Drug Use		263	75%	70%	68%	5%
● Improved/Maintained Axis V GAF Score		243	70%	75%	88%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		28	23 days	0.1	94%	90%	99%	4%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	51	-6%
Admits	39	42	-7%
Discharges	49	41	20% ▲
Bed Days	2,537	2,739	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

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

Diagnosis	Actual	State Avg
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		39	80%	70%	75%	10% ▲
✓ No Re-admit within 30 Days of Discharge		47	96%	85%	93%	11% ▲
● Follow-up within 30 Days of Discharge		24	62%	90%	68%	-28% ▼

Recovery

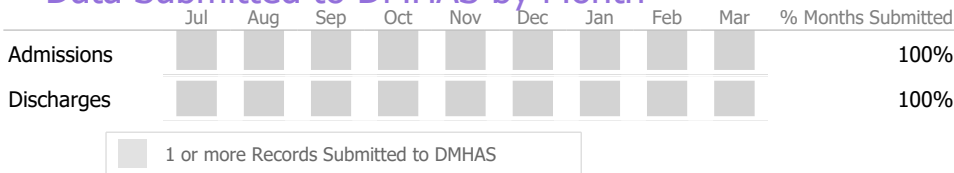
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		49	100%	70%	80%	30% ▲
● Improved/Maintained Axis V GAF Score		36	73%	95%	78%	-22% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	66 days	0.1	93%	90%	103%	3%

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 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	43	-95% ▼
Admits	-	33	-100% ▼
Discharges	2	33	-94% ▼
Bed Days	30	365	-92% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	99%
Valid TEDS Data	50%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	100%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	98%
SA Screen Complete	N/A	98%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	85%	74%	15% ▲
● No Re-admit within 30 Days of Discharge		1	50%	85%	70%	-35% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	54%	-90% ▼

Recovery

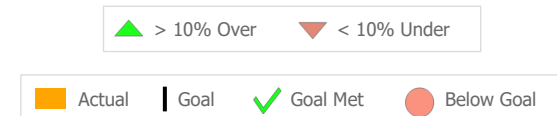
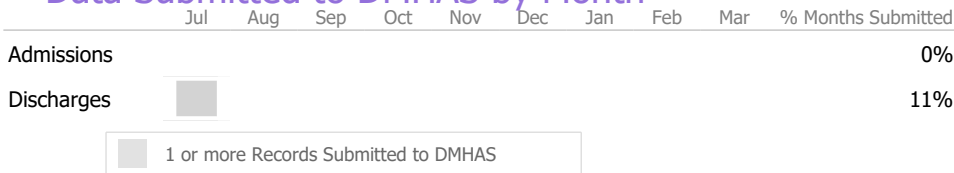
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		1	50%	70%	93%	-20% ▼
● Employed		0	0%	60%	34%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	81%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	168 days	7.0	1%	90%	77%	-89% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



* State Avg based on 10 Active Transitional/Halfway House 3.1 Programs