

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,274	3,514	-35% ▼
	Admits	3,652	5,609	-35% ▼
	Discharges	4,019	5,870	-32% ▼
	Service Hours	2,014	3,721	-46% ▼
	Bed Days	28,456	37,779	-25% ▼

▲ > 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	92	3.3%

Client Demographics

Age	#	%	State Avg
18-25	186	8%	12%
26-34	620	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	1,560	69%	60%
Female	710	31%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,669	73%	70%
Hisp-Puerto Rican	484	21%	12%
Hispanic-Other	78	3%	7%
Unknown	30	1%	10%
Hispanic-Cuban	7	0%	0%
Hispanic-Mexican	6	0%	1%

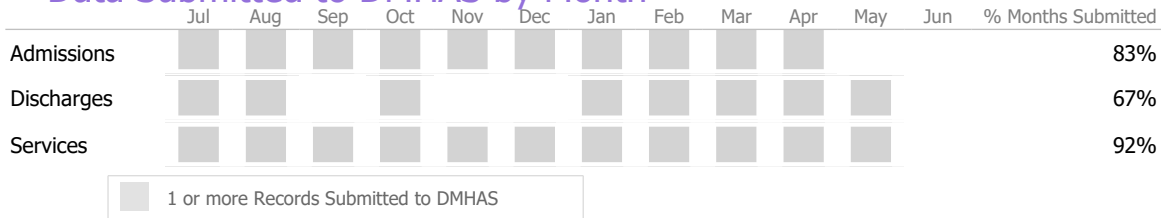
Race	#	%	State Avg
White/Caucasian	1,241	55%	63%
Other	525	23%	13%
Black/African American	482	21%	17%
Hawaiian/Other Pacific Islander	12	1%	0%
Am. Indian/Native Alaskan	6	0%	1%
Asian	5	0%	1%
Unknown	3	0%	5%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	31	197% ▲
Admits	71	31	129% ▲
Discharges	95	7	1257% ▲
Service Hours	683	128	

Data Submitted to DMHAS by Month



* State Avg based on 3 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	141	-38% ▼
Admits	49	117	-58% ▼
Discharges	88	111	-21% ▼
Service Hours	447	729	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	43%	35%	29%	8%

Service Utilization

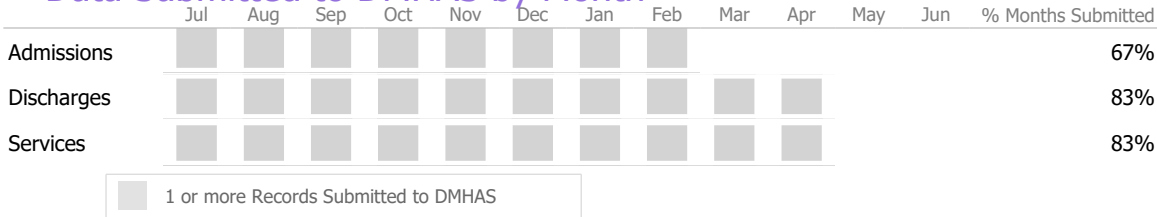
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	88%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% / 86%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A / 30%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	53	-19% ▼
Admits	28	40	-30% ▼
Discharges	43	40	8%
Bed Days	3,918	4,629	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	71%
Valid TEDS Data	100%	72%

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

Cooccurring	Actual	State Avg
MH Screen Complete	97%	55%
SA Screen Complete	97%	55%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	93%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	84%	85%	74%	-1%
No Re-admit within 30 Days of Discharge		25	58%	85%	68%	-27% ▼
Follow-up within 30 Days of Discharge		9	25%	90%	63%	-65% ▼

Recovery

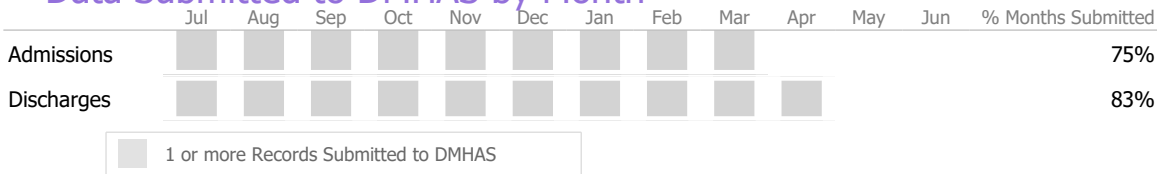
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		42	98%	70%	87%	28% ▲
Employed		31	72%	60%	36%	12% ▲
Improved/Maintained Axis V GAF Score		22	51%	75%	83%	-24% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	142 days	0.2	72%	90%	58%	-18% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ 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	25	36	-31% ▼
Admits	19	26	-27% ▼
Discharges	25	31	-19% ▼
Bed Days	2,563	3,009	-15% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	80%	70%	75%	10% ▲
● No Re-admit within 30 Days of Discharge		16	64%	85%	92%	-21% ▼
✓ Follow-up within 30 Days of Discharge		18	90%	90%	68%	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	86%
✓ Valid TEDS Data	99%	84%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		20	80%	70%	79%	10% ▲
● Improved/Maintained Axis V GAF Score		18	72%	95%	82%	-23% ▼

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

Bed Utilization

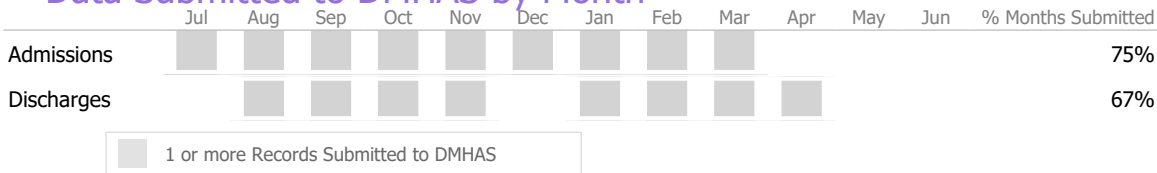
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	169 days	0.2	70%	90%	94%	-20% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	77%
✓ SA Screen Complete	100%	77%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

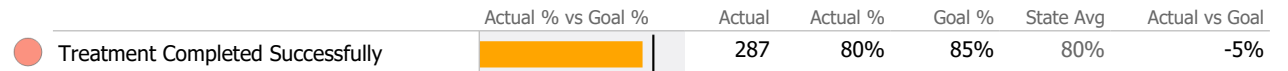
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

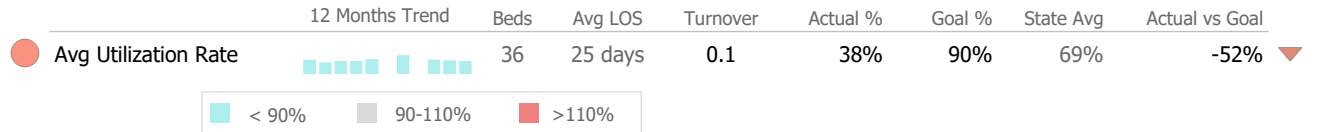
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	307	348	-12% ▼
Admits	341	383	-11% ▼
Discharges	360	381	-6%
Bed Days	5,051	5,138	-2%

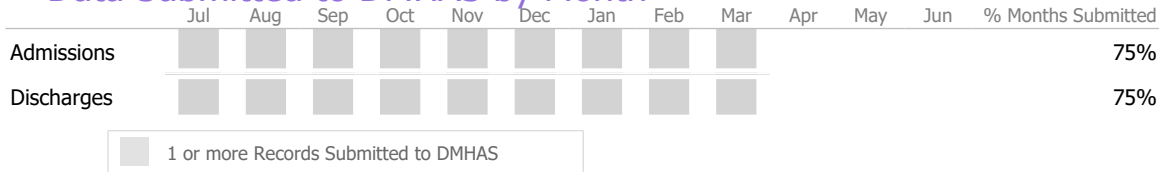
Discharge Outcomes



Bed Utilization



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	820	1,036	-21% ▼
Admits	672	702	-4%
Discharges	837	928	-10%
Service Hours	878	1,663	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
Valid TEDS Data	89%	85%
On-Time Periodic		
6 Month Updates	N/A	34%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		832	99%	50%	57%	49% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		698	83%	75%	80%	8%
● Self Help		282	34%	60%	30%	-26% ▼
● Abstinence/Reduced Drug Use		217	26%	55%	52%	-29% ▼
● Stable Living Situation		543	65%	95%	78%	-30% ▼
● Employed		144	17%	50%	40%	-33% ▼
● Improved/Maintained Axis V GAF Score		144	17%	75%	68%	-58% ▼

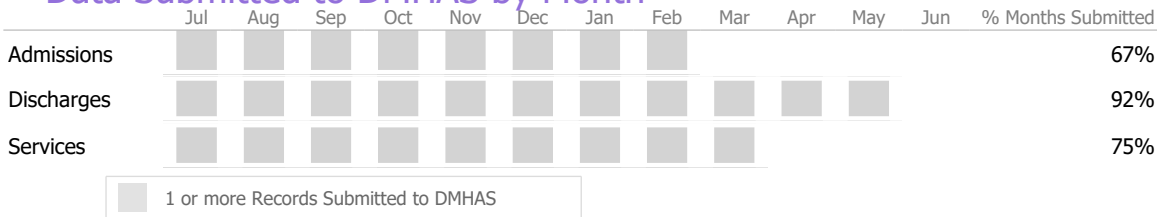
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	76%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		37	6%	75%	67%	-69% ▼

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

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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,467	2,369	-38% ▼
Admits	1,855	3,221	-42% ▼
Discharges	1,889	3,214	-41% ▼
Bed Days	7,182	8,810	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	100%	99%

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

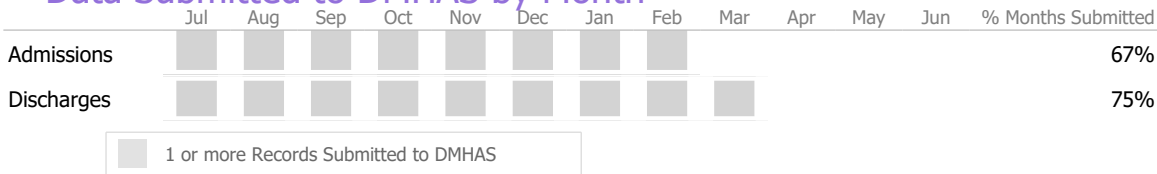
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,478	78%	80%	75%	-2%
No Re-admit within 30 Days of Discharge		1,470	78%	85%	80%	-7%
Follow-up within 30 Days of Discharge		716	48%	90%	56%	-42% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		35	4 days	0.0	56%	90%	85%	-34% ▼

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 9 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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	58	-10% ▼
Admits	44	55	-20% ▼
Discharges	54	52	4%
Service Hours	6	73	-92% ▼

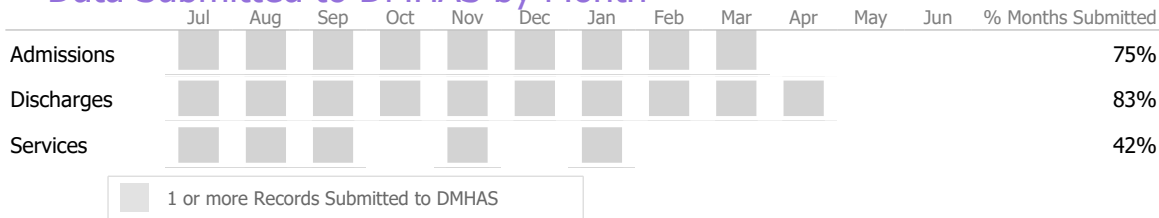
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	100%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours		4	1%	0%	4%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	337	531	-37% ▼
Admits	321	546	-41% ▼
Discharges	349	546	-36% ▼
Bed Days	7,175	7,662	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
Valid TEDS Data	100%	95%

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

Cooccurring	Actual	State Avg
MH Screen Complete	96%	95%
SA Screen Complete	96%	95%

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		285	82%	80%	80%	2%
✓ No Re-admit within 30 Days of Discharge		303	87%	85%	92%	2%
● Follow-up within 30 Days of Discharge		207	73%	90%	65%	-17% ▼

Recovery

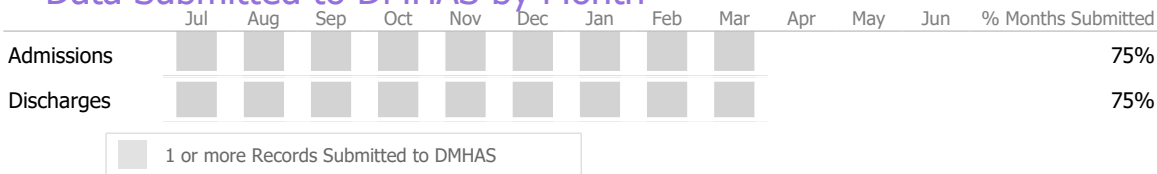
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		313	90%	60%	69%	30% ▲
✓ Abstinence/Reduced Drug Use		263	75%	70%	65%	5%
● Improved/Maintained Axis V GAF Score		243	70%	75%	90%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		28	23 days	0.1	70%	90%	86%	-20% ▼

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 SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	68	-29% ▼
Admits	39	59	-34% ▼
Discharges	49	58	-16% ▼
Bed Days	2,537	2,739	-7%

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		37	76%	85%	92%	-9%
● Follow-up within 30 Days of Discharge		26	67%	90%	68%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	86%
✓ Valid TEDS Data	100%	84%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		49	100%	70%	79%	30% ▲
● Improved/Maintained Axis V GAF Score		36	73%	95%	82%	-22% ▼

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

Bed Utilization

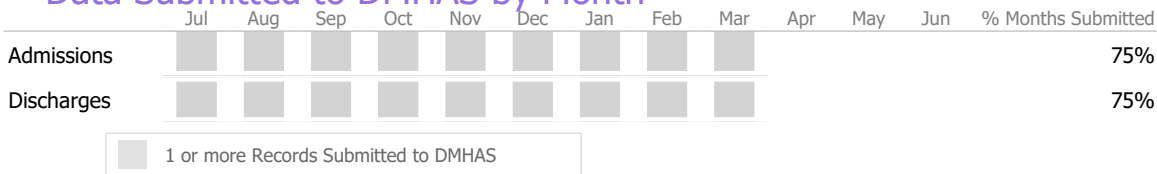
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	66 days	0.1	70%	90%	94%	-20% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	77%
✓ SA Screen Complete	100%	77%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	44	-95% ▼
Admits	-	34	-100% ▼
Discharges	2	44	-95% ▼
Bed Days	30	365	-92% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	71%
Valid TEDS Data	50%	72%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
MH Screen Complete	N/A	55%
SA Screen Complete	N/A	55%
Diagnosis		
Valid Axis I Diagnosis	100%	93%
Valid Axis V GAF Score	0%	92%

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%	68%	-35% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	63%	-90% ▼

Recovery

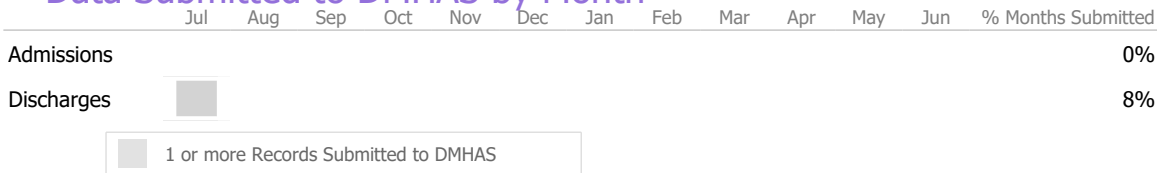
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		1	50%	70%	87%	-20% ▼
● Employed		0	0%	60%	36%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	83%	-75% ▼

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%	58%	-89% ▼

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