

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,426	1,410	1%
	Admits	1,827	1,742	5%
	Discharges	1,819	1,760	3%
	Service Hours	6,543	8,079	-19% ▼
	Bed Days	7,091	6,627	7%

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

### Consumer Satisfaction Survey

(Based on 445 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		85%	80%	92%
✓ Quality and Appropriateness		84%	80%	93%
✓ General Satisfaction		82%	80%	92%
✓ Overall		80%	80%	91%
○ Respect		79%	80%	91%
○ Access		76%	80%	88%
○ Outcome		73%	80%	83%
○ Recovery		68%	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	1,390	97.3%
<b>Mental Health</b>	Case Management	21	1.5%
	Social Rehabilitation	17	1.2%

### Client Demographics

Age	#	%	State Avg
18-25	130	9%	14%
26-34	423	30%	24%
35-44	362	25%	20%
45-54	320	22%	22%
55-64	176	12%	16%
65+	14	1%	5%

Gender	#	%	State Avg
Male	955	67%	60%
Female	471	33%	40%
Transgender		0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,189	83%	74%
Hisp-Puerto Rican	165	12%	13%
Hispanic-Other	57	4%	7%
Unknown	7	0%	6%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,005	70%	65%
Other	197	14%	13%
Black/African American	196	14%	16%
Unknown	14	1%	3%
Am. Indian/Native Alaskan	6	0%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races	2	0%	1%

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

# Outreach & Engage.Srvs 915-294

Cornell Scott-Hill Health Corporation

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

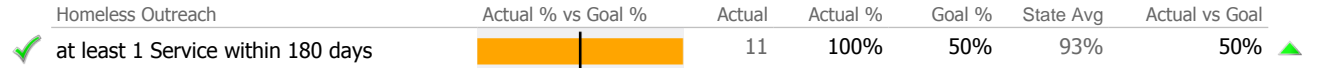
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

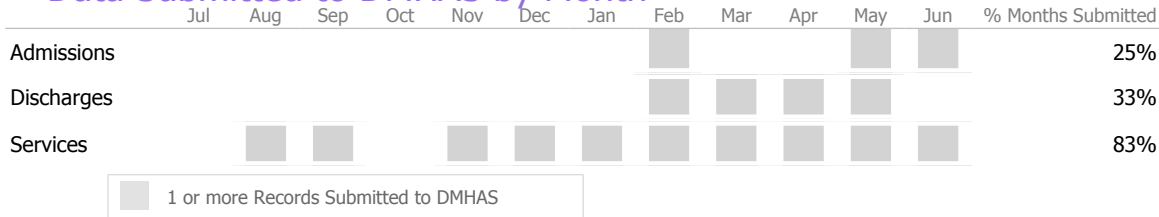
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	11	3	267% ▲
Discharges	5	13	-62% ▼
Service Hours	311	334	-7%

## 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 6 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,390	1,361	2%
Admits	1,812	1,729	5%
Discharges	1,806	1,733	4%
Bed Days	7,091	6,627	7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,353	75%	80%	77%	-5%
No Re-admit within 30 Days of Discharge		1,514	84%	85%	83%	-1%
Follow-up within 30 Days of Discharge		864	64%	90%	56%	-26%

### Data Submission Quality

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

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		24	4 days	0.0	81%	90%	86%	-9%

Legend: ■ < 90%    ■ 90-110%    ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

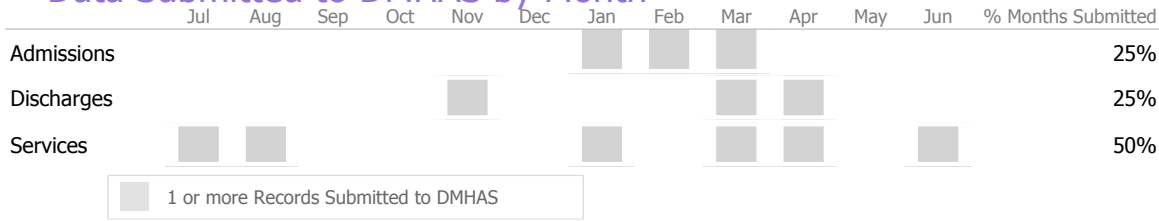
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	27	-37% ▼
Admits	4	10	-60% ▼
Discharges	8	14	-43% ▼
Service Hours	6,232	7,745	-20% ▼
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	78%	-1%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 35 Active Social Rehabilitation Programs