

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	393	431	-9%
	Admits	164	213	-23% ▼
	Discharges	187	220	-15% ▼
	Service Hours	5,671	5,766	-2%
	Bed Days	4,479	3,857	16% ▲

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

### Consumer Satisfaction Survey

(Based on 112 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		96%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		94%	80%	91%
✓ Access		93%	80%	88%
● Outcome		78%	80%	83%
● Recovery		77%	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>	Employment Services	218	54.2%
	Case Management	154	38.3%
	Residential Services	18	4.5%
	Recovery Support	12	3.0%

### Client Demographics

Age	#	%	State Avg
18-25	75	19%	13%
26-34	68	17%	24%
35-44	69	18%	20%
45-54	92	23%	21%
55-64	76	19%	16%
65+	13	3%	5%

Gender	#	%	State Avg
Male	262	67%	60%
Female	131	33%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	323	82%	72%
Hisp-Puerto Rican	34	9%	12%
Hispanic-Other	33	8%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown	1	0%	7%

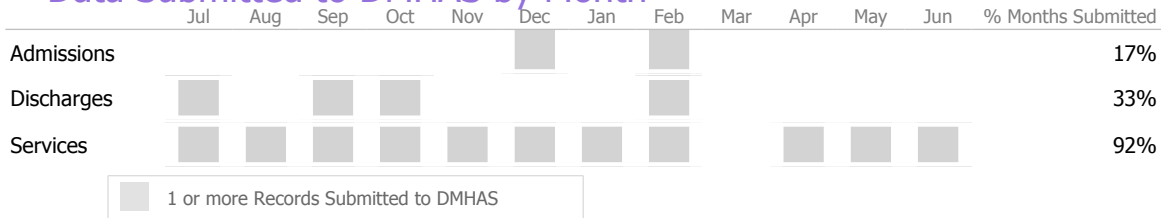
Race	#	%	State Avg
Black/African American	213	54%	▲ 17%
White/Caucasian	115	29%	▼ 64%
Other	52	13%	13%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	2	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Unknown	1	0%	4%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	2	6	-67% ▼
Discharges	4	1	300% ▲
Service Hours	822	409	101% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 5 Active Specialing Programs

# Discretionary Discharge Fiduciary

Marrakech Day Services

Mental Health - Other - Fiduciary

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	0		
Admits	-	-	
Discharges	-	-	

## 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 3 Active Fiduciary Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	6	5	20% ▲
Discharges	9	5	80% ▲
Bed Days	3,062	2,740	12% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	67%	60%	68%	7%
● Follow-up within 30 Days of Discharge		5	83%	90%	80%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	86%	60%	84%	26% ▲
✓ Stable Living Situation		14	100%	95%	96%	5%
● Employed		2	14%	25%	11%	-11% ▼
● Improved/Maintained Axis V GAF Score		8	67%	95%	68%	-28% ▼

### Data Submission Quality

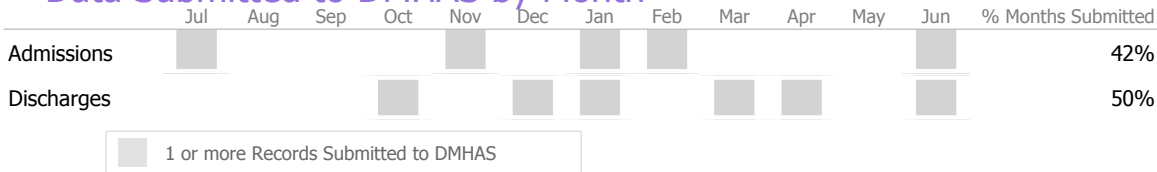
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	83%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	84%
✓ SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	456 days	0.3	84%	90%	94%	-6%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

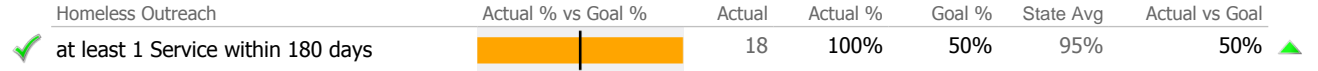
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 62 Active Supervised Apartments Programs

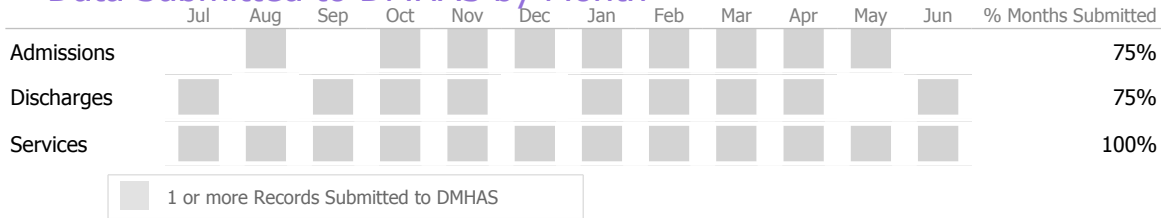
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	45	2%
Admits	18	29	-38% ▼
Discharges	28	17	65% ▲
Service Hours	1,076	1,283	-16% ▼

### 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	5	8	-38% ▼
Admits	1	4	-75% ▼
Discharges	2	4	-50% ▼
Bed Days	1,417	1,117	27% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	60%	68%	-10% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	84%	40% ▲
✓ Stable Living Situation		5	100%	95%	96%	5%
● Employed		0	0%	25%	11%	-25% ▼
● Improved/Maintained Axis V GAF Score		1	25%	95%	68%	-70% ▼

### Data Submission Quality

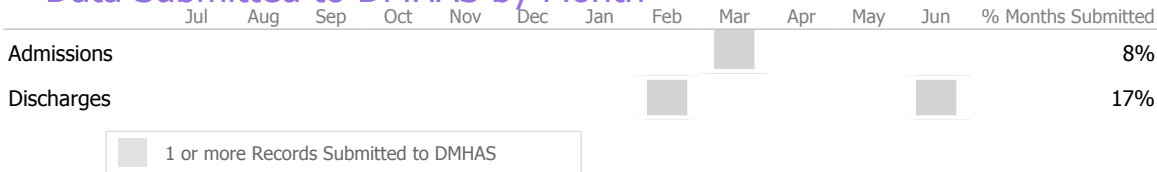
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	84%
✓ SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	466 days	0.3	85%	90%	94%	-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 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	26	-23% ▼
Admits	8	13	-38% ▼
Discharges	7	14	-50% ▼
Service Hours	231	305	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	45%	35%	43%	10% ▲

### Service Utilization

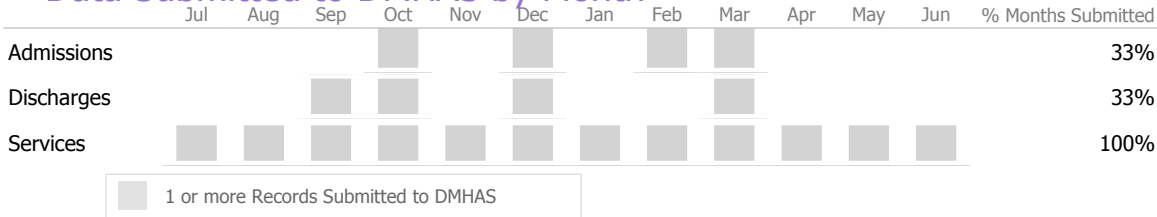
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

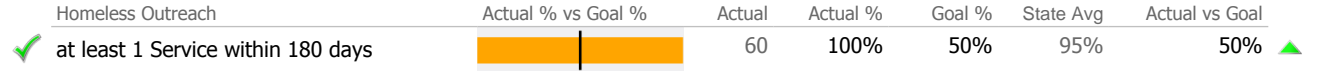
Actual    |    Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 41 Active Employment Services Programs

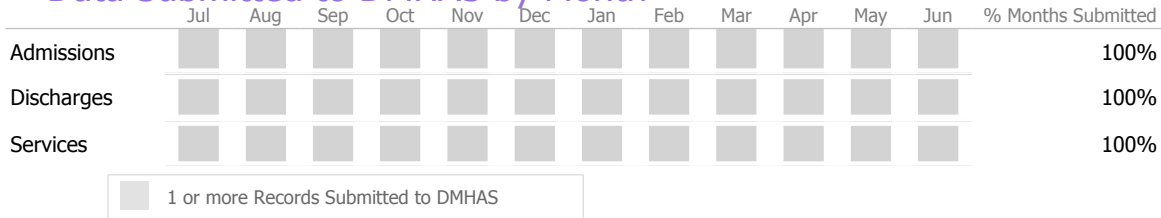
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	97	18% ▲
Admits	60	57	5%
Discharges	61	45	36% ▲
Service Hours	-	-	-

### 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	100	120	-17% ▼
Admits	32	41	-22% ▼
Discharges	35	51	-31% ▼
Service Hours	1,460	1,830	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	40%	35%	43%	5%

### Service Utilization

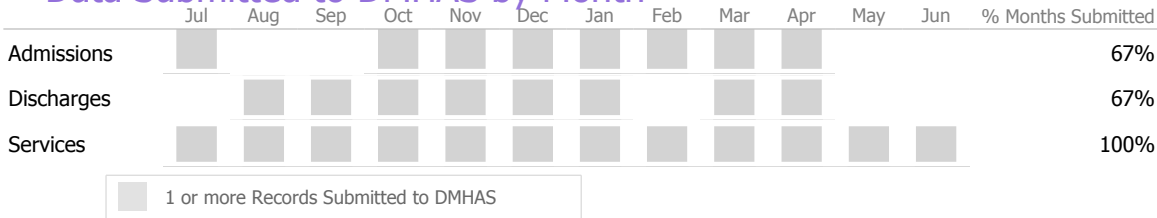
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		66	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    |    Goal    
 ✓ Goal Met    
 ● Below Goal

\* State Avg based on 41 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	119	-38% ▼
Admits	24	45	-47% ▼
Discharges	32	76	-58% ▼
Service Hours	1,554	1,683	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	43%	35%	43%	8%

### Service Utilization

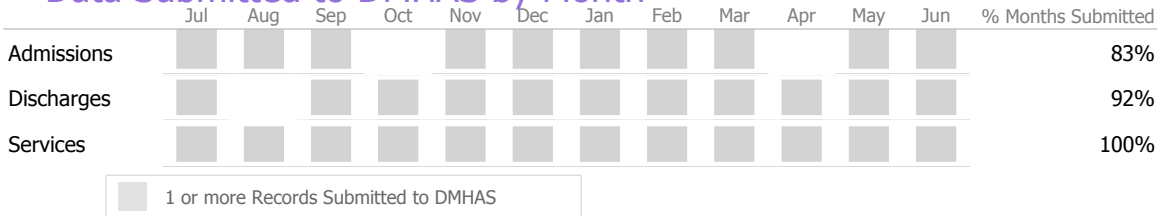
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

### Data Submitted to DMHAS by Month



\* State Avg based on 41 Active Employment Services 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 3 Active Fiduciary 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 3 Active Fiduciary Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	19	32% ▲
Admits	13	13	0%
Discharges	9	7	29% ▲
Service Hours	528	257	105% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	35%	35%	43%	0%

### Service Utilization

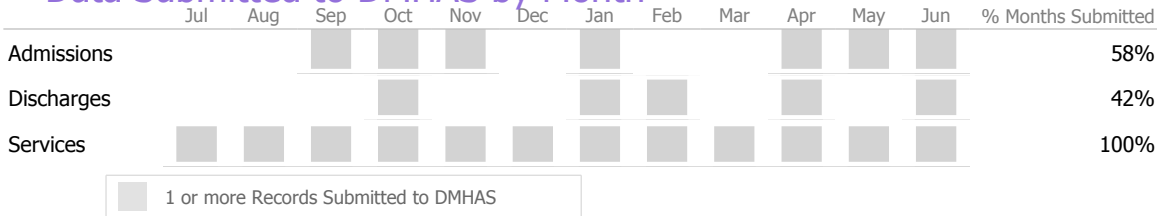
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	98%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    |    Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 41 Active Employment Services Programs