

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 293    | 237      | 24% ▲      |
|               | Admits         | 333    | 243      | 37% ▲      |
|               | Discharges     | 282    | 234      | 21% ▲      |
|               | Service Hours  | 2,009  | 1,077    | 86% ▲      |
|               | Bed Days       | 13,466 | 14,487   | -7%        |

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

### Consumer Satisfaction Survey (Based on 343 FY18 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Participation in Treatment  |                      | 82%         | 80%    | 92%       |
| ✓ Quality and Appropriateness |                      | 82%         | 80%    | 93%       |
| ✓ Respect                     |                      | 81%         | 80%    | 91%       |
| ● Overall                     |                      | 78%         | 80%    | 91%       |
| ● Recovery                    |                      | 76%         | 80%    | 79%       |
| ● Access                      |                      | 73%         | 80%    | 88%       |
| ● Outcome                     |                      | 72%         | 80%    | 83%       |
| ● General Satisfaction        |                      | 71%         | 80%    | 92%       |

■ 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          | 140 | 30.6% |
|                      | Outpatient                    | 112 | 24.5% |
|                      | Medication Assisted Treatment | 106 | 23.2% |
|                      | Employment Services           | 48  | 10.5% |
| <b>Mental Health</b> | Community Support             | 32  | 7.0%  |
|                      | Residential Services          | 19  | 4.2%  |

### Client Demographics

| Age              | #                 | %     | State Avg | Gender      | #                               | %   | State Avg |     |
|------------------|-------------------|-------|-----------|-------------|---------------------------------|-----|-----------|-----|
| 18-25            | 14                | 5%    | 12%       | Male        | 188                             | 64% | 60%       |     |
| 26-34            | 109               | 37% ▲ | 24%       | Female      | 105                             | 36% | 40%       |     |
| 35-44            | 93                | 32% ▲ | 21%       | Transgender |                                 |     | 0%        |     |
| 45-54            | 55                | 19%   | 20%       | <b>Race</b> | White/Caucasian                 | 181 | 62%       | 63% |
| 55-64            | 19                | 6% ▼  | 17%       |             | Other                           | 51  | 17%       | 14% |
| 65+              | 3                 | 1%    | 6%        |             | Black/African American          | 45  | 15%       | 16% |
|                  |                   |       |           |             | Hawaiian/Other Pacific Islander | 8   | 3%        | 0%  |
| <b>Ethnicity</b> | Non-Hispanic      | 246   | 84% ▲     | 71%         | Unknown                         | 7   | 2%        | 5%  |
|                  | Unknown           | 28    | 10%       | 9%          | Asian                           | 1   | 0%        | 1%  |
|                  | Hisp-Puerto Rican | 16    | 5%        | 13%         | Am. Indian/Native Alaskan       |     |           | 1%  |
|                  | Hispanic-Other    | 3     | 1%        | 7%          | Multiple Races                  |     |           | 1%  |
|                  | Hispanic-Cuban    |       |           | 0%          |                                 |     |           |     |
| Hispanic-Mexican |                   |       | 1%        |             |                                 |     |           |     |

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 112    | 103      | 9%         |
| Admits         | 86     | 73       | 18% ▲      |
| Discharges     | 51     | 82       | -38% ▼     |
| Service Hours  | 138    | 88       | 57% ▲      |

### Data Submission Quality

| Data Entry              | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data         | 75%    | 92%       |
| Valid TEDS Data         | 100%   | 88%       |
| <b>On-Time Periodic</b> |        |           |
| 6 Month Updates         | 0%     | 25%       |
| <b>Cooccurring</b>      |        |           |
| MH Screen Complete      | 100%   | 95%       |
| SA Screen Complete      | 100%   | 99%       |
| <b>Diagnosis</b>        |        |           |
| Valid Axis I Diagnosis  | 100%   | 99%       |
| Valid Axis V GAF Score  | 97%    | 97%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 28     | 55%      | 50%    | 54%       | 5%             |

### Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Abstinence/Reduced Drug Use          |                    | 76     | 68%      | 55%    | 51%       | 13% ▲          |
| ✓ Not Arrested                         |                    | 94     | 84%      | 75%    | 83%       | 9%             |
| ● Stable Living Situation              |                    | 82     | 73%      | 95%    | 81%       | -22% ▼         |
| ● Self Help                            |                    | 42     | 38%      | 60%    | 31%       | -22% ▼         |
| ● Improved/Maintained Axis V GAF Score |                    | 44     | 69%      | 75%    | 57%       | -6%            |
| ● Employed                             |                    | 5      | 4%       | 50%    | 41%       | -46% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 55     | 90%      | 90%    | 60%       | 0%             |

### Service Engagement

| Outpatient                          | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days |                    | 35     | 41%      | 75%    | 65%       | -34% ▼         |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   |     | ■   | 89%                |
| Services   |     |     | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 78%                |

■ 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 | 58     | 62       | -6%        |
| Admits         | 44     | 48       | -8%        |
| Discharges     | 39     | 45       | -13% ▼     |
| Bed Days       | 4,282  | 4,434    | -3%        |

### Data Submission Quality

| Data Entry      | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | 78%    | 95%       |
| Valid TEDS Data | 99%    | 100%      |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates  | 0%     | 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 | 95%    | 99%       |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully        |                    | 24     | 62%      | 70%    | 75%       | -8%            |
| ✓ No Re-admit within 30 Days of Discharge |                    | 37     | 95%      | 85%    | 93%       | 10%            |
| ● Follow-up within 30 Days of Discharge   |                    | 9      | 38%      | 90%    | 68%       | -52% ▼         |

### Recovery

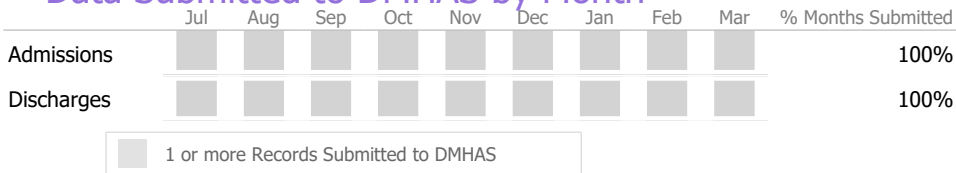
| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Abstinence/Reduced Drug Use          |                    | 45     | 78%      | 70%    | 80%       | 8%             |
| ● Improved/Maintained Axis V GAF Score |                    | 34     | 85%      | 95%    | 78%       | -10%           |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate |                 | 15   | 105 days | 0.2      | 104%     | 90%    | 103%      | 14% ▲          |

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 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 82     | 73       | 12% ▲      |
| Admits         | 66     | 56       | 18% ▲      |
| Discharges     | 64     | 62       | 3%         |
| Bed Days       | 5,235  | 5,603    | -7%        |

### Data Submission Quality

| Data Entry              | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data         | 74%    | 95%       |
| Valid TEDS Data         | 99%    | 100%      |
| <b>On-Time Periodic</b> |        |           |
| 6 Month Updates         | 0%     | 3%        |
| <b>Cooccurring</b>      |        |           |
| MH Screen Complete      | 100%   | 96%       |
| SA Screen Complete      | 100%   | 96%       |
| <b>Diagnosis</b>        |        |           |
| Valid Axis I Diagnosis  | 100%   | 100%      |
| Valid Axis V GAF Score  | 96%    | 99%       |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | 35     | 55%      | 70%    | 75%       | -15% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 59     | 92%      | 85%    | 93%       | 7% ▲           |
| Follow-up within 30 Days of Discharge   |                    | 15     | 43%      | 90%    | 68%       | -47% ▼         |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use          |                    | 44     | 52%      | 70%    | 80%       | -18% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 55     | 85%      | 95%    | 78%       | -10%           |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 19   | 94 days | 0.2      | 101%     | 90%    | 103%      | 11% ▲          |

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

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | █   | █   | █   | █   | █   | █   | █   | █   | █   | 100%               |
| Discharges | █   | █   | █   | █   | █   | █   | █   | █   | █   | 100%               |

Legend: █ 1 or more Records Submitted to DMHAS

▲ > 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 | 5      | 6        | -17% ▼     |
| Admits         | -      | 1        | -100% ▼    |
| Discharges     | -      | 1        | -100% ▼    |
| Bed Days       | 1,370  | 1,329    | 3%         |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully        |                    | N/A    | N/A      | 75%    | 54%       | N/A            |
| No Re-admit within 30 Days of Discharge |                    | N/A    | N/A      | 85%    | 77%       | N/A            |
| Follow-up within 30 Days of Discharge   |                    | N/A    | N/A      | 90%    | 82%       | N/A            |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        |        | 99%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        |        | 95%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     |        | 91%       |
| SA Screen Complete     |        | 91%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis |        | 95%       |
| Valid Axis V GAF Score |        | 89%       |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score |                    | 0      | 0%       | 75%    | 54%       | -75% ▼         |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS    | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 5    | 1,430 days | 0.3      | 100%     | 90%    | 93%       | 10%            |

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % 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 28 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 26     |          |            |
| Admits         | 25     | -        |            |
| Discharges     | 10     | -        |            |

### Data Submission Quality

| Data Entry              | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data         | 74%    | 79%       |
| Valid TEDS Data         | 100%   | 99%       |
| <b>On-Time Periodic</b> |        |           |
| 6 Month Updates         | 0%     | 9%        |
| <b>Cooccurring</b>      |        |           |
| MH Screen Complete      | 100%   | 81%       |
| SA Screen Complete      | 100%   | 100%      |
| <b>Diagnosis</b>        |        |           |
| Valid Axis I Diagnosis  | 100%   | 98%       |
| Valid Axis V GAF Score  | 92%    | 95%       |

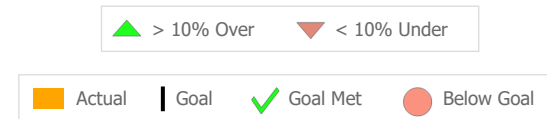
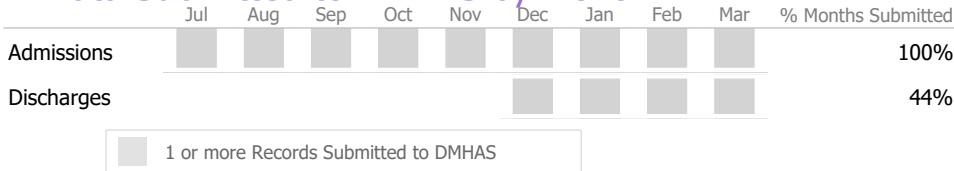
### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 7      | 70%      | 50%    | 56%       | 20% ▲          |

### Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Abstinence/Reduced Drug Use          |                    | 21     | 75%      | 55%    | 58%       | 20% ▲          |
| ✓ Not Arrested                         |                    | 25     | 89%      | 75%    | 77%       | 14% ▲          |
| ● Self Help                            |                    | 15     | 54%      | 60%    | 42%       | -6%            |
| ● Stable Living Situation              |                    | 25     | 89%      | 95%    | 84%       | -6%            |
| ● Employed                             |                    | 7      | 25%      | 50%    | 19%       | -25% ▼         |
| ● Improved/Maintained Axis V GAF Score |                    | 7      | 50%      | 75%    | 57%       | -25% ▼         |

### Data Submitted to DMHAS by Month



\* State Avg based on 8 Active Naltrexone Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7      | 9        | -22% ▼     |
| Admits         | 3      | 2        | 50% ▲      |
| Discharges     | 2      | 4        | -50% ▼     |
| Bed Days       | 1,205  | 1,583    | -24% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 96%    | 99%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 88%       |
| Cooccurring            |        |           |
| MH Screen Complete     | 100%   | 82%       |
| SA Screen Complete     | 67%    | 93%       |
| 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        |                    | 1      | 50%      | 80%    | 84%       | -30% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 2      | 100%     | 85%    | 91%       | 15% ▲          |
| Follow-up within 30 Days of Discharge   |                    | 1      | 100%     | 90%    | 85%       | 10%            |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation              |                    | 7      | 100%     | 90%    | 99%       | 10%            |
| Improved/Maintained Axis V GAF Score |                    | 5      | 100%     | 95%    | 69%       | 5%             |
| Social Support                       |                    | 2      | 29%      | 60%    | 81%       | -31% ▼         |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 6    | 502 days | 0.4      | 73%      | 90%    | 95%       | -17% ▼         |

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

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     |     | ■   | ■   |     |     | ■   |     |     | 33%                |
| Discharges |     |     | ■   |     | ■   |     |     |     |     | 22%                |

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over    ▼ < 10% Under

Legend: ■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Group Home Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5      | 6        | -17% ▼     |
| Admits         | 1      | 1        | 0%         |
| Discharges     | 1      | 1        | 0%         |
| Service Hours  | 213    | 169      | 26% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 98%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 82%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 100%   | 90%       |
| SA Screen Complete     | 100%   | 90%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 98%       |
| Valid Axis V GAF Score | 100%   | 96%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 1      | 100%     | 65%    | 69%       | 35% ▲          |

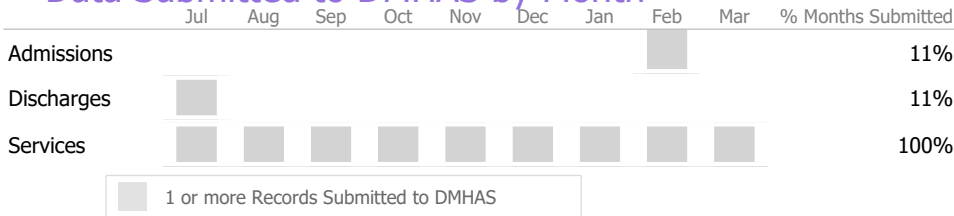
### Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                       |                    | 4      | 80%      | 60%    | 82%       | 20% ▲          |
| ✓ Stable Living Situation              |                    | 5      | 100%     | 80%    | 92%       | 20% ▲          |
| ✓ Improved/Maintained Axis V GAF Score |                    | 3      | 75%      | 65%    | 65%       | 10%            |
| ● Employed                             |                    | 0      | 0%       | 20%    | 13%       | -20% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 4      | 100%     | 90%    | 99%       | 10%            |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active CSP Programs



# STR E MAT Employment

Central Naugatuck Valley (CNV) Help Inc.

Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

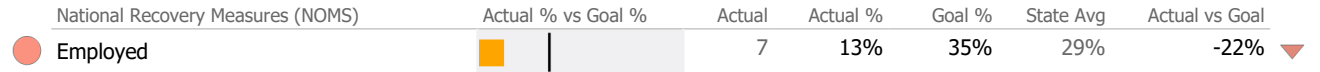
Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

## Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 48     | 3        | 1500% ▲    |
| Admits         | 39     | 3        | 1200% ▲    |
| Discharges     | 27     | -        |            |
| Service Hours  | 707    | -        |            |

## Recovery



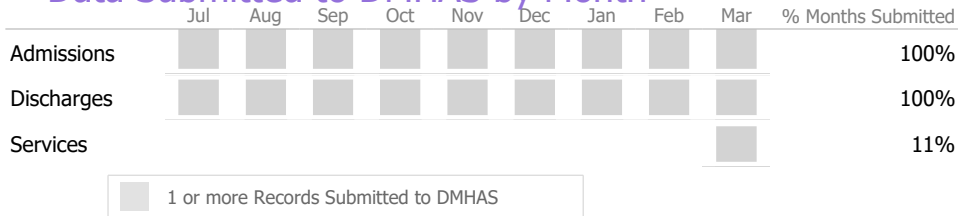
## Service Utilization



## Data Submission Quality



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 11 Active Employment Services Programs

# STR E MAT Recovery Coach

Central Naugatuck Valley (CNV) Help Inc.

Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

## 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 | % 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 5 Active Peer Based Mentoring Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 88     | 48       | 83% ▲      |
| Admits         | 58     | 53       | 9%         |
| Discharges     | 70     | 32       | 119% ▲     |
| Service Hours  | 590    | 292      | 102% ▲     |

### Data Submission Quality

| Data Entry              | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data         | 73%    | 93%       |
| Valid TEDS Data         | 98%    | 99%       |
| <b>On-Time Periodic</b> |        |           |
| 6 Month Updates         | 0%     | 37%       |
| <b>Cooccurring</b>      |        |           |
| MH Screen Complete      | 100%   | 84%       |
| SA Screen Complete      | 100%   | 99%       |
| <b>Diagnosis</b>        |        |           |
| Valid Axis I Diagnosis  | 100%   | 99%       |
| Valid Axis V GAF Score  | 84%    | 97%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 32     | 46%      | 50%    | 51%       | -4%            |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Not Arrested                         |                    | 85     | 92%      | 75%    | 89%       | 17% ▲          |
| Abstinence/Reduced Drug Use          |                    | 46     | 50%      | 55%    | 60%       | -5%            |
| Stable Living Situation              |                    | 74     | 80%      | 95%    | 87%       | -15% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 47     | 59%      | 75%    | 54%       | -16% ▼         |
| Employed                             |                    | 21     | 23%      | 50%    | 33%       | -27% ▼         |
| Self Help                            |                    | 28     | 30%      | 60%    | 30%       | -30% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 20     | 91%      | 90%    | 63%       | 1%             |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Services   | ■   |     | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 89%                |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 22 Active Buprenorphine Maintenance Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 27     | 22       | 23% ▲      |
| Admits         | 9      | 2        | 350% ▲     |
| Discharges     | 17     | 3        | 467% ▲     |
| Service Hours  | 362    | 528      | -31% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 98%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 86%    | 82%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 89%    | 90%       |
| SA Screen Complete     | 78%    | 90%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 98%       |
| Valid Axis V GAF Score | 100%   | 96%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 11     | 65%      | 65%    | 69%       | 0%             |

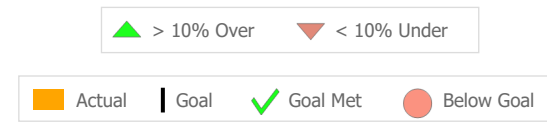
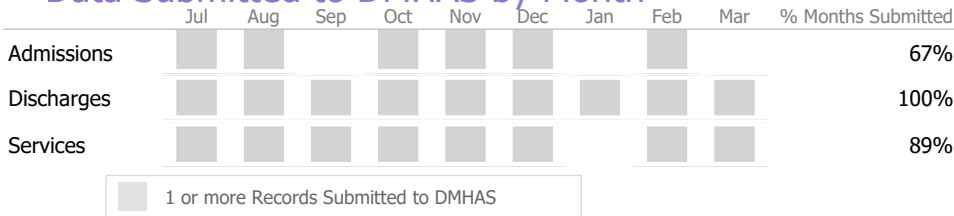
### Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                       |                    | 25     | 93%      | 60%    | 82%       | 33% ▲          |
| ✓ Stable Living Situation              |                    | 26     | 96%      | 80%    | 92%       | 16% ▲          |
| ✓ Improved/Maintained Axis V GAF Score |                    | 16     | 67%      | 65%    | 65%       | 2%             |
| ● Employed                             |                    | 0      | 0%       | 20%    | 13%       | -20% ▼         |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 10     | 100%     | 90%    | 99%       | 10%            |

### Data Submitted to DMHAS by Month



\* State Avg based on 37 Active CSP Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7      | 9        | -22% ▼     |
| Admits         | 2      | 4        | -50% ▼     |
| Discharges     | 1      | 4        | -75% ▼     |
| Bed Days       | 1,374  | 1,538    | -11% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 99%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 88%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 100%   | 82%       |
| SA Screen Complete     | 100%   | 93%       |
| 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      | 100%     | 80%    | 84%       | 20% ▲          |
| ✓ No Re-admit within 30 Days of Discharge |                    | 1      | 100%     | 85%    | 91%       | 15% ▲          |
| ✓ Follow-up within 30 Days of Discharge   |                    | 1      | 100%     | 90%    | 85%       | 10%            |

### Recovery

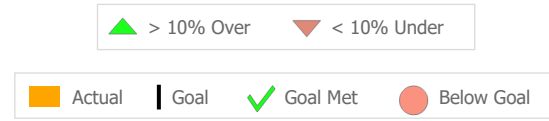
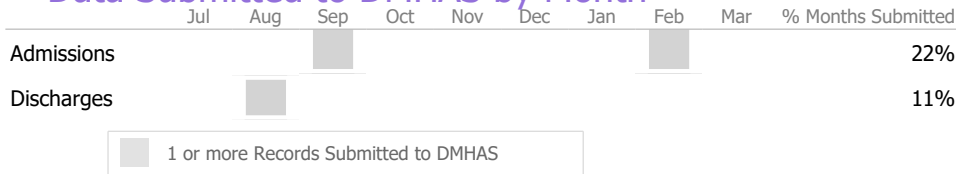
| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation              |                    | 7      | 100%     | 90%    | 99%       | 10%            |
| ● Social Support                       |                    | 4      | 57%      | 60%    | 81%       | -3%            |
| ● Improved/Maintained Axis V GAF Score |                    | 1      | 17%      | 95%    | 69%       | -78% ▼         |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate |                 | 6    | 446 days | 0.4      | 84%      | 90%    | 95%       | -6%            |

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



\* State Avg based on 24 Active Group Home Programs