

Present: Jerry Brennan, Kuhn; Sandy Lavoie, CW; Paul Rosin, CRI; Peter Mason, DDS; Judy Dowd, OPM; Paula Pfister, DSS

Peter distributed the Utilization Report for period 2/1-6/30/10. (See attached). The report reflects data for those agencies that submitted and signed off on monthly attendance reports. The overall attendance percentage is 88.5%, but includes some programs showing greater than 100% attendance (some programs are open more than 250 days – ie. Saturdays, holidays or other reasons). DDS will need to review the specifics with those agencies reflecting more than 100% attendance. It may be that in some cases the services are not coded correctly. 10% of those agencies reflected on the report are showing 82% or less attendance. The overall analysis by program type shows attendance for all agencies fairly consistent at 88-89%.

There remains a question as the impact of participant benefits (paid time off) on attendance. This committee attempted to obtain information thru a survey to providers, but response was small and not beneficial. DDS will conduct a survey of providers regarding participant benefits. DDS new contract requires agencies to offer a minimum of 5 paid days off (or equivalent) to those working (Group supported or sheltered workshops). The data suggests that benefits are not negatively impacting attendance.

The committee addressed the primary question – “Is the 90% attendance factor reasonable?” The 5 months of available data shows :

- There are minimal percentage differences between programs
- DDS should look at the “outlier agencies” to determine reasons for extremes in attendance and provide assistance as needed
- There is no apparent need to provide variable rates for DSO or GSE based on attendance (this does not address level of need or supervision required)

What can we learn from the data?

- Are day program only providers at a disadvantage? While it appears that agencies who provide both day and residential services have a generally higher attendance percentage, a quick review of the data for day program only providers shows the overall attendance percentage based on 5 months of data is over 90% (Note: for the 25 agencies that provide only day programs, 12 agencies were below the average and 13 agencies were above.)
- Issues affecting attendance, such as doctor’s apts., attendance at IP meetings, etc. – require a change in “culture and attitude.” Meetings and appointments can be at different times or within a time frame to ensure attendance at program for the 2 hrs./46 mins. required to constitute a full day.

The committee has addressed the issues/questions assigned and offers the following recommendations:

- DDS should continue to find ways to include reasons for participant absence in the data collecting system (this may also be a topic for the IT sub-committee)
- DDS will compile and distribute data to the committee by mid-Sept. The committee will review the data at the next meeting.

Next meeting is 9/30/10 from 1:30-3:30 at the DDS Central Office. Conference room TBD

Submitted by: Pat Bourne

Utilization from 2/1-6/30/2010

| Provider | ***Res % | **** Day % | Sum of Pot Days | Sum of Act Days | Overall Utilization Percent | Percentile |
|----------------------------|----------|------------|-----------------|-----------------|-----------------------------|------------|
| VANTAGE GROUP, INC. | 98.98% | 1.02% | 105 | 49 | 46.67% | |
| AMERICAN SCHOOL FOR THE DE | 81.58% | 18.42% | 16 | 9 | 54.88% | |
| BIRMINGHAM GROUP HEALTH S | 0.00% | 100.00% | 508 | 398 | 78.35% | |
| ST. VINCENTS SPEC. NEEDS | 59.30% | 40.70% | 13440 | 10693 | 79.56% | |
| SHARP TRAINING | 0.00% | 100.00% | 4514 | 3630 | 80.42% | |
| SUNRISE NORTHEAST, INC. | 89.34% | 10.66% | 3896 | 3147 | 80.77% | |
| ARI OF CONNECTICUT, INC. | 67.49% | 32.51% | 6592 | 5360 | 81.31% | |
| VARCA INC. | 0.00% | 100.00% | 7497 | 6137 | 81.86% | |
| EDUCATION CONNECTIONS | 80.45% | 19.55% | 651 | 535 | 82.18% | 10% |
| ARC OF QUINEBAUG VALLEY | 61.00% | 39.00% | 3262 | 2686 | 82.35% | |
| NORTHEAST PLC SVS | 61.06% | 38.94% | 4667 | 3870 | 82.93% | |
| TRANSITIONAL EMPL UNLTD | 0.00% | 100.00% | 987 | 826 | 83.69% | |
| ABILITY BEYOND DISABILTY | 73.40% | 26.60% | 7391 | 6190 | 83.75% | |
| COMMUNITY RESIDENCES INC | 73.88% | 26.12% | 7164 | 6036 | 84.25% | |
| CLASP HOMES INC. | 97.26% | 2.74% | 440 | 372 | 84.55% | |
| LIGHTHOUSE VOC-ED CENTER | 0.00% | 100.00% | 420 | 358 | 85.24% | |
| TRICOUNTY ARC | 56.62% | 43.38% | 5040 | 4312 | 85.56% | |
| UCP OF EASTERN CT | 49.12% | 50.88% | 3337 | 2869 | 85.99% | |
| WHOLE LIFE, INC. | 95.22% | 4.78% | 2100 | 1808 | 86.10% | |
| WARC | 0.00% | 100.00% | 12140 | 10483 | 86.35% | |
| STAR INC. | 55.62% | 44.38% | 12209 | 10565 | 86.53% | |
| BAROCO CORPORATION | 0.00% | 100.00% | 10829 | 9400 | 86.81% | |
| EASTER SEAL-NC/HARTFORD | 0.00% | 100.00% | 7665 | 6665 | 86.95% | 25% |
| COMMUNITY VOC. SERVICES | 0.00% | 100.00% | 1449 | 1261 | 87.03% | |
| COCO | 0.00% | 100.00% | 3234 | 2816 | 87.07% | |
| ALTERNATIVES INC | 83.87% | 16.13% | 1680 | 1464 | 87.14% | |
| LCARC | 33.20% | 66.80% | 11777 | 10268 | 87.19% | |
| CCARC | 94.14% | 5.86% | 1033 | 902 | 87.30% | |
| BUCKINGHAM COM. SERV. | 22.35% | 77.65% | 4628 | 4050 | 87.50% | |
| COMMUNITY SOCIAL INTEGRT | 85.77% | 14.23% | 1348 | 1180 | 87.52% | |
| ARC MERIDEN-WALLINGFORD | 28.58% | 71.42% | 13513 | 11838 | 87.61% | |
| GREEN CHIMNEYS CHILD SVS | 70.77% | 29.23% | 903 | 792 | 87.71% | |
| KUHN EMPLOYMENT OPPORT. | 0.00% | 100.00% | 9915 | 8702 | 87.77% | |
| SARAH INC. | 0.00% | 100.00% | 15112 | 13273 | 87.83% | |
| FARMINGTON VALLEY ARC | 61.06% | 38.94% | 7346 | 6477 | 88.17% | |
| PRIME CARE, INC | 77.42% | 22.58% | 11529 | 10172 | 88.23% | |
| ARC OF NEW LONDON | 50.42% | 49.58% | 7556 | 6672 | 88.30% | |
| NETWORK, INC. | 86.55% | 13.45% | 3388 | 2994 | 88.37% | |
| KENNEDY CENTER | 46.91% | 53.09% | 37838 | 33448 | 88.40% | |
| HARC | 49.13% | 50.87% | 23879 | 21126 | 88.47% | |
| EASTER SEAL-SC/GOODWILL | 0.00% | 100.00% | 12304 | 10906 | 88.64% | |
| ACORD, INC. | 63.47% | 36.53% | 4303 | 3823 | 88.84% | |
| CW RESOURCES, INC. | 0.00% | 100.00% | 23067 | 20537 | 89.03% | |
| SEABIRD ENTERPRISES, INC. | 0.00% | 100.00% | 13652 | 12178 | 89.20% | |
| WINSTED SENIOR CENTER | 0.00% | 100.00% | 693 | 619 | 89.32% | |
| GOODWILL IND. OF W CT. | 0.00% | 100.00% | 13887 | 12406 | 89.34% | 50% |

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|-----------------------------|--------|---------|--------|--------|---------|-----|
| WEST HAVEN COMM.HOUSE | 58.26% | 41.74% | 3784 | 3383 | 89.40% | |
| BRISTOL ARC | 54.82% | 45.18% | 8739 | 7819 | 89.47% | |
| EASTER SEAL GT WATERBURY | 0.00% | 100.00% | 11119 | 9997 | 89.91% | |
| ALLIED REHABILITATION CN | 48.16% | 51.84% | 10630 | 9570 | 90.03% | |
| CORP. PUBLIC MGMT | 63.65% | 36.35% | 4976 | 4484 | 90.11% | |
| ACES | 0.00% | 100.00% | 5486 | 4971 | 90.61% | |
| MARC, INC.(MANCHESTER) | 52.26% | 47.74% | 14781 | 13432 | 90.87% | |
| ADULT VOC. PROGRAM | 0.00% | 100.00% | 6489 | 5897 | 90.88% | |
| REM CONNECTICUT COMMUNIT | 76.07% | 23.93% | 5183 | 4713 | 90.93% | |
| ARC OF GREATER NEW HAVEN | 0.00% | 100.00% | 6237 | 5677 | 91.02% | |
| COMMUNITY ENTERPRISES | 46.84% | 53.16% | 4576 | 4171 | 91.15% | |
| CT. INSTITUTE FOR BLIND | 87.74% | 12.26% | 15876 | 14509 | 91.39% | |
| MARC COMM. RESOURCES | 59.69% | 40.31% | 5712 | 5232 | 91.60% | |
| UCP-ASSOC. SOUTHERN CT | 0.00% | 100.00% | 1384 | 1268 | 91.62% | |
| RESOURCES FOR HUMAN DEV. | 90.23% | 9.77% | 1890 | 1734 | 91.75% | |
| ABILIS, INC | 72.05% | 27.95% | 6426 | 5914 | 92.03% | |
| HOCKANUM INDUSTRIES | 0.00% | 100.00% | 3297 | 3037 | 92.11% | |
| NEW SEASONS, INC. | 81.64% | 18.36% | 3904 | 3613 | 92.55% | |
| VINFEN CORP OF CT | 97.32% | 2.68% | 630 | 591 | 93.81% | |
| CAMP HORIZONS PROGRAMS | 45.86% | 54.14% | 3484 | 3273 | 93.94% | |
| FAMILY OPTIONS | 82.97% | 17.03% | 581 | 546 | 93.98% | |
| WILA | 87.78% | 12.22% | 398 | 377 | 94.72% | 25% |
| ALTERNATIVE ENRICHMENT BEL- | 0.00% | 100.00% | 259 | 246 | 94.91% | |
| MARRAKECH HOUSING OPT | 76.37% | 23.63% | 10545 | 10022 | 95.04% | |
| COMMUNITY SYSTEMS, INC | 88.72% | 11.28% | 5521 | 5257 | 95.22% | |
| RELIANCE HOUSE | 80.94% | 19.06% | 105 | 101 | 96.19% | |
| OPPORTUNITY HOUSE, INC. | 71.47% | 28.53% | 1785 | 1739 | 97.42% | |
| EASTERN COMM. DEV. CORP | 90.68% | 9.32% | 840 | 824 | 98.10% | |
| RMS DEVELOPMENT | 98.95% | 1.05% | 315 | 309 | 98.10% | |
| MAY INSTITUTE, INC (THE) | 91.61% | 8.39% | 188 | 186 | 98.94% | |
| INSTITUTE PROF. PRACTICE | 96.40% | 3.60% | 210 | 209 | 99.52% | |
| CARING COMMUNITY OF CT | 80.97% | 19.03% | 4830 | 4809 | 99.57% | |
| ALTERNATIVE SERVICES,INC | 97.95% | 2.05% | 105 | 106 | 100.95% | |
| ARC OF SOUTHLINGTON | 96.28% | 3.72% | 252 | 255 | 101.19% | |
| ICES | 84.93% | 15.07% | 1365 | 1385 | 101.47% | |
| BENHAVEN INC. | 82.68% | 17.32% | 105 | 107 | 101.90% | 10% |
| MOSAIC | 92.49% | 7.51% | 2839 | 2899 | 102.11% | |
| SUNSET HILL, INC. | 69.07% | 30.93% | 170 | 174 | 102.35% | |
| CONTINUUM OF CARE, INC. | 91.50% | 8.50% | 567 | 581 | 102.47% | |
| NORTH AMERICAN FAMILY INST | 92.31% | 7.69% | 105 | 108 | 102.86% | |
| OPTIONS UNLIMITED, INC. | 94.86% | 5.14% | 105 | 108 | 102.86% | |
| FUTURES, INC. | 0.00% | 100.00% | 525 | 542 | 103.24% | |
| CATHOLIC CHARITIES | 95.97% | 4.03% | 500 | 522 | 104.44% | |
| KEY HUMAN SERVICES, INC | 97.75% | 2.25% | 210 | 245 | 116.67% | |
| Total | | | 495932 | 439244 | 88.57% | |

| | | | | | |
|----------------------------------|--|----|--------|--------|--------|
| Total 100% Day Agencies | | 25 | 172668 | 152230 | 88.16% |
| Total Day agencies below average | | 12 | 74269 | 63949 | 86.10% |
| Total Day agencies above average | | 13 | 98399 | 88281 | 89.72% |

*** From the FY2009 Annalytical Report