

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	344	319	8%
	Admits	154	159	-3%
	Discharges	163	128	27% ▲
	Service Hours	5,121	4,934	4%
	Bed Days	23,979	19,115	25% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Employment Services	262	75.1%
	Residential Services	87	24.9%

Consumer Satisfaction Survey (Based on 134 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		94%	80%	88%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		93%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Respect		90%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Recovery		86%	80%	79%
✓ Outcome		85%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	64	19%	16%	Male	186	54%	60%
26-34	61	18%	23%	Female	157	46%	40%
35-44	65	19%	20%				
45-54	87	25%	24%				
55-64	54	16%	14%				
65+	12	3%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	308	90% ▲	75%	White/Caucasian	246	72%	65%
Hispanic-Other	23	7%	6%	Black/African American	59	17%	17%
Hisp-Puerto Rican	10	3%	12%	Other	19	6%	14%
Unknown	3	1%	6%	Asian	9	3%	1%
Hispanic-Cuban		0%		Unknown	7	2%	3%
Hispanic-Mexican		0%		Multiple Races	3	1%	1%
				Am. Indian/Native Alaskan	1	0%	1%
				Hawaiian/Other Pacific Islander		0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	10	40% ▲
Admits	5	3	67% ▲
Discharges	7	1	600% ▲
Bed Days	2,849	3,103	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	57%	60%	66%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	93%	60%	81%	33% ▲
Stable Living Situation		14	100%	95%	96%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		6	50%	95%	68%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		9	679 days	0.6	87%	90%	95%	-3%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,095	1,044	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	87%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	93%
SA Screen Complete	N/A	91%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	77%	40% ▲
✓ Stable Living Situation		3	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		2	67%	95%	64%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	2,161 days	1.0	100%	90%	96%	10%



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 25 Active Group Home Programs

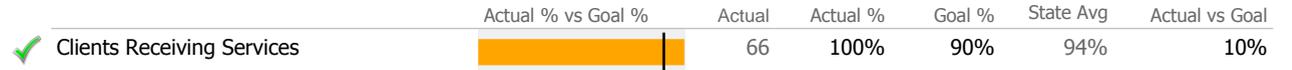
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	107	16% ▲
Admits	71	49	45% ▲
Discharges	63	53	19% ▲
Service Hours	2,541	2,338	9%

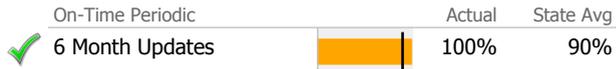
Recovery



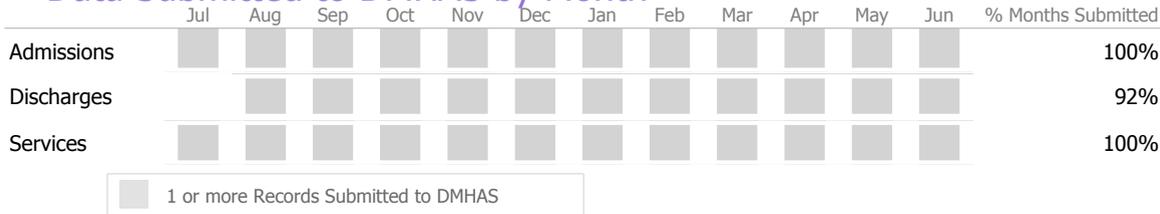
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	144	-4%
Admits	54	63	-14% ▼
Discharges	72	59	22% ▲
Service Hours	2,580	2,596	-1%

Recovery



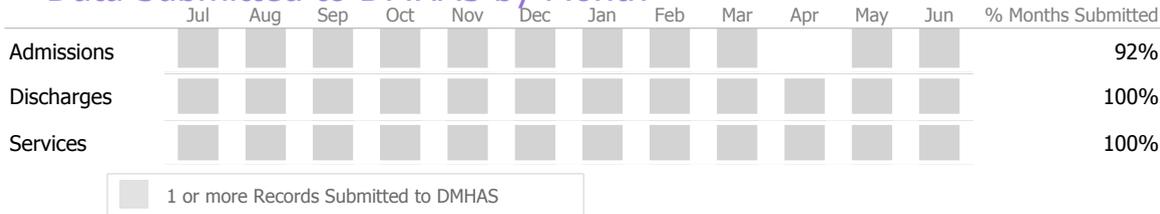
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Intensive Res Recovery Program 250

Ability Beyond

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	10	50%	▲
Admits	5	10	-50%	▼
Discharges	5	-		
Bed Days	3,111	2,243	39%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	0%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	99%
Valid Axis V GAF Score	87%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	60%	66%	-40% ▼

Recovery

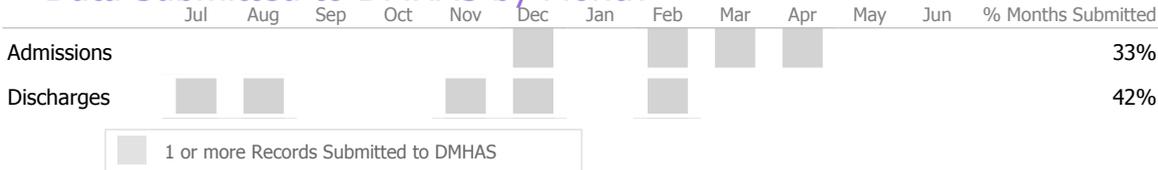
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		15	100%	95%	96%	5%
Social Support		9	60%	60%	81%	0%
Employed		1	7%	25%	8%	-18% ▼
Improved/Maintained Axis V GAF Score		2	17%	95%	68%	-78% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	476 days	0.7	85%	90%	95%	-5%

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 72 Active Supervised Apartments Programs

Intensive Res Support Program 251

Ability Beyond

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	3	18	-83% ▼
Discharges	3	3	0%
Bed Days	5,287	3,123	69% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	0%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	67%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	60%	66%	40% ▲

Recovery

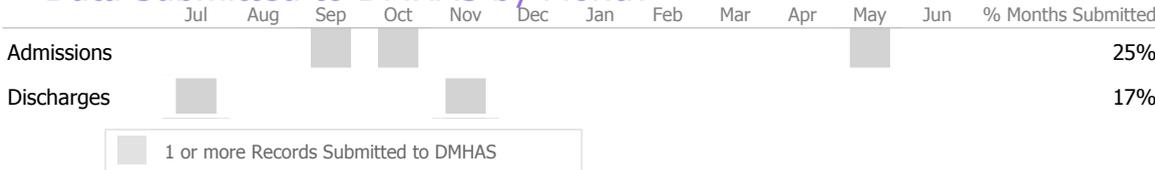
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	89%	60%	81%	29% ▲
Stable Living Situation		18	100%	95%	96%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		3	18%	95%	68%	-77% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	529 days	0.9	91%	90%	95%	1%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	17	-24% ▼
Admits	5	8	-38% ▼
Discharges	6	8	-25% ▼
Bed Days	3,056	3,232	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	60%	66%	-10% ▼

Recovery

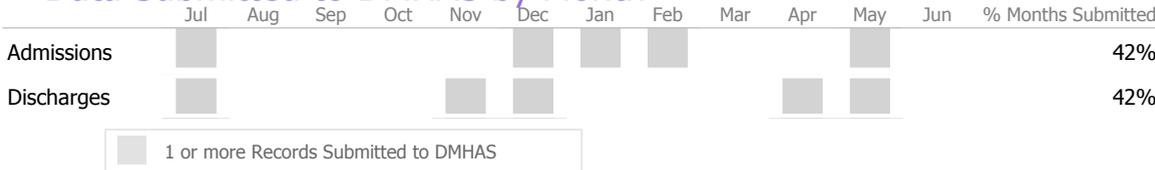
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	93%	60%	81%	33% ▲
Stable Living Situation		14	100%	95%	96%	5%
Employed		1	7%	25%	8%	-18% ▼
Improved/Maintained Axis V GAF Score		4	36%	95%	68%	-59% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		9	585 days	0.7	93%	90%	95%	3%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	8	50%	▲
Admits	6	1	500%	▲
Discharges	5	2	150%	▲
Bed Days	2,931	2,431	21%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	60%	66%	-40% ▼

Recovery

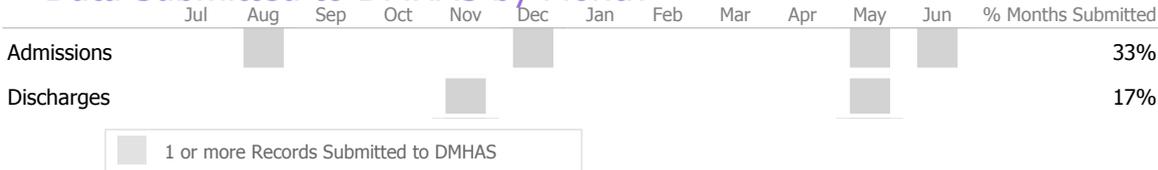
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	60%	81%	40% ▲
Stable Living Situation		12	100%	95%	96%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		0	0%	95%	68%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	826 days	0.5	134%	90%	95%	44% ▲

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 72 Active Supervised Apartments Programs

Stage Coach

Ability Beyond

Mental Health - Residential Services - Supervised Apartments

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	0	
Admits	3	-	
Discharges	-	-	
Bed Days	183	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	81%	40% ▲
✓ Employed		1	33%	25%	8%	8%
✓ Stable Living Situation		3	100%	95%	96%	5%
● Improved/Maintained Axis V GAF Score		N/A	N/A	95%	68%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		85%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		76%
✓ SA Screen Complete		75%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	60 days	1.0	100%	90%	94%	100%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%

1 or more Records Submitted to DMHAS



* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	3	33% ▲
Admits	1	-	
Discharges	-	-	
Bed Days	1,221	1,095	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	100%	90%	98%	10%
Social Support		2	50%	60%	77%	-10%
Improved/Maintained Axis V GAF Score		0	0%	95%	64%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	1,634 days	0.8	112%	90%	96%	22% ▲

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 25 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,460	1,396	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic		
6 Month Updates	100%	87%
Cooccurring		
MH Screen Complete	N/A	93%
SA Screen Complete	N/A	91%
Diagnosis		
Valid Axis I Diagnosis	75%	99%
Valid Axis V GAF Score	25%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	100%	90%	98%	10%
Social Support		2	50%	60%	77%	-10%
Improved/Maintained Axis V GAF Score		0	0%	95%	64%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	3,362 days	1.0	100%	90%	96%	10%



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 25 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	1	5	-80%	▼
Discharges	2	-		
Bed Days	2,786	1,448	92%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	60%	66%	-10% ▼

Recovery

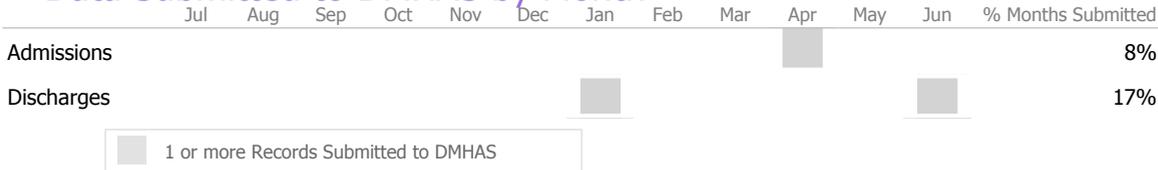
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	100%	60%	81%	40% ▲
Stable Living Situation		9	100%	95%	96%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		1	12%	95%	68%	-83% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		9	1,008 days	1.0	85%	90%	95%	-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 72 Active Supervised Apartments Programs