

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,363	2,239	6%
	Admits	1,761	1,601	10%
	Discharges	1,766	1,595	11% ▲
	Service Hours	45,196	45,746	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	1,964	82.6%
	Other	413	17.4%

Consumer Satisfaction Survey (Based on 135 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		99%	80%	92%
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		99%	80%	91%
✓ Access		98%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		93%	80%	83%
✓ Recovery		90%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	365	15%	16%
26-34	660	28%	23%
35-44	554	23%	20%
45-54	625	26%	24%
55-64	159	7%	14%
65+			4%

Gender	#	%	State Avg
Male	1,373	58%	60%
Female	989	42%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	1,963	83%	75%
Hispanic-Other	264	11%	6%
Unknown	70	3%	6%
Hisp-Puerto Rican	61	3%	12%
Hispanic-Mexican	4	0%	0%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	1,742	74%	65%
Black/African American	425	18%	17%
Other	78	3%	14% ▼
Unknown	66	3%	3%
Multiple Races	37	2%	1%
Asian	9	0%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	747	754	-1%
Admits	529	529	0%
Discharges	551	513	7%
Service Hours	13,658	14,704	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	87%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		232	42%	50%	41%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		189	24%	20%	19%	4%
Stable Living Situation		564	71%	80%	77%	-9%
Self Help		365	46%	60%	48%	-14%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		239	97%	90%	93%	7%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,255	1,141	10%
Admits	1,033	878	18% ▲
Discharges	994	893	11% ▲
Service Hours	31,537	31,042	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		934	66%	50%	70%	16% ▲
● Employed		207	15%	20%	16%	-5%
● Stable Living Situation		953	67%	80%	71%	-13% ▼
● Self Help		541	38%	60%	42%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		407	97%	90%	97%	7%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		94%	94%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		88%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■		■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 1 Active Intensive Case Management Programs

Womens Recovery Spec 780733

Advanced Behavioral Health

Addiction - Other - Conversion

Connecticut Dept of Mental Health and Addiction Services

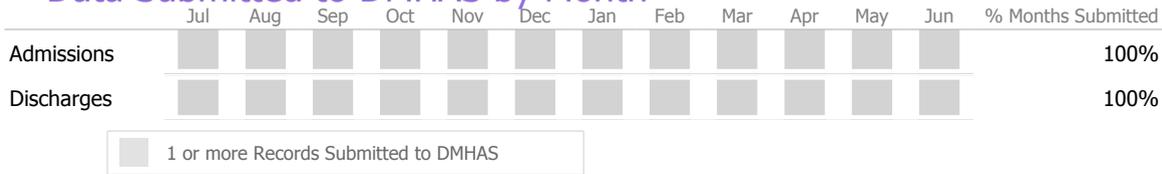
Program Quality Dashboard

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	413	405	2%
Admits	199	194	3%
Discharges	221	189	17% ▲

Data Submitted to DMHAS by Month



* State Avg based on 3 Active Conversion Programs