

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	688	1,114	-38%	▼
	Admits	647	1,348	-52%	▼
	Discharges	655	1,243	-47%	▼
	Service Hours	5,048	5,344	-6%	
	Bed Days	37,582	42,092	-11%	▼

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

Consumer Satisfaction Survey (Based on 137 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		90%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Overall		85%	80%	91%
✓ Access		80%	80%	88%
● Recovery		74%	80%	79%
● Outcome		67%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	532	63.2%
	Case Management	310	36.8%
Mental Health	Residential Services	532	63.2%
	Case Management	310	36.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	34	5%	16%	Male	396	58%	60%
26-34	104	15%	23%	Female	292	42%	40%
35-44	148	22%	20%				
45-54	237	34%	24%				
55-64	134	19%	14%				
65+	31	5%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	570	83%	75%	White/Caucasian	367	53%	65%
Hisp-Puerto Rican	91	13%	12%	Black/African American	294	43%	17%
Unknown	15	2%	6%	Am. Indian/Native Alaskan	9	1%	1%
Hispanic-Other	10	1%	6%	Other	7	1%	14%
Hispanic-Mexican	2	0%	0%	Multiple Races	5	1%	1%
Hispanic-Cuban			0%	Asian	3	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Unknown	1	0%	3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	15	20% ▲
Admits	5	-	
Discharges	3	2	50% ▲
Service Hours	330	365	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	90%	9%

Service Utilization

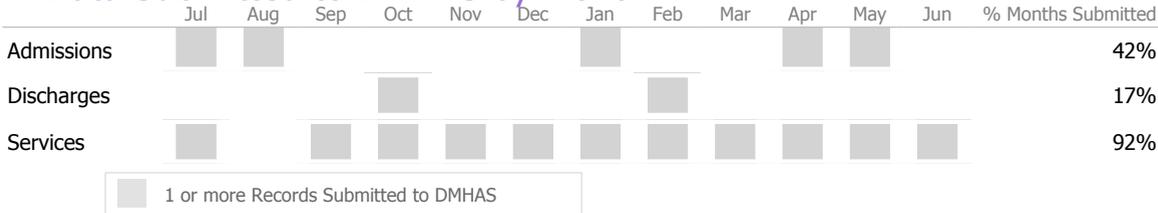
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	1	5	-80% ▼
Discharges	3	-	
Service Hours	239	136	76% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	70%	85%	89%	-15% ▼

Service Utilization

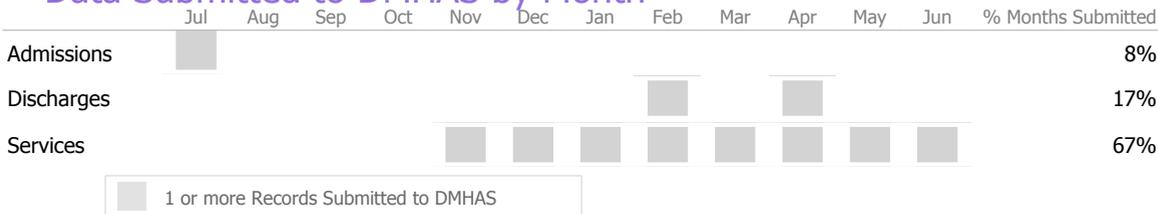
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	21	10%
Admits	9	3	200% ▲
Discharges	3	7	-57% ▼
Service Hours	780	602	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	83%	85%	89%	-2%

Service Utilization

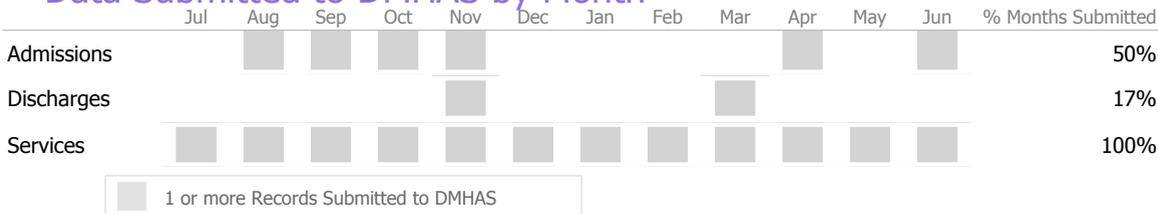
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	95%	90%	93%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	34	0%
Admits	6	8	-25% ▼
Discharges	9	6	50% ▲
Service Hours	731	874	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		32	94%	85%	89%	9%

Service Utilization

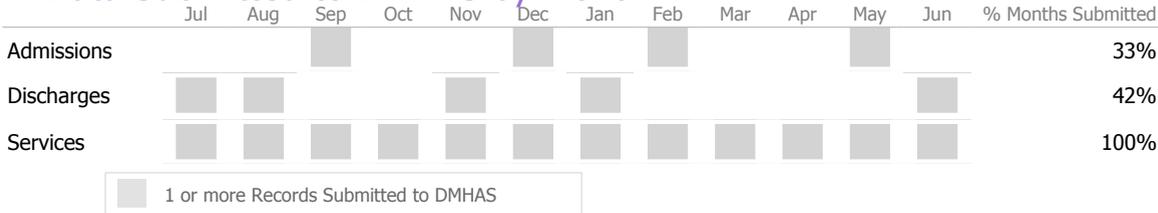
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	228	268	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	90%	15% ▲

Service Utilization

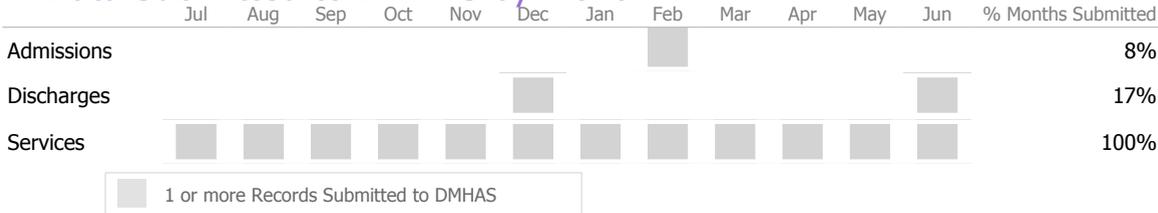
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	32	-13% ▼
Admits	19	23	-17% ▼
Discharges	18	23	-22% ▼
Service Hours	459	546	-16% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	94%	50%	60%	44% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	90%	60%	48%	30% ▲
● Employed		2	7%	20%	5%	-13% ▼
● Stable Living Situation		9	31%	80%	65%	-49% ▼

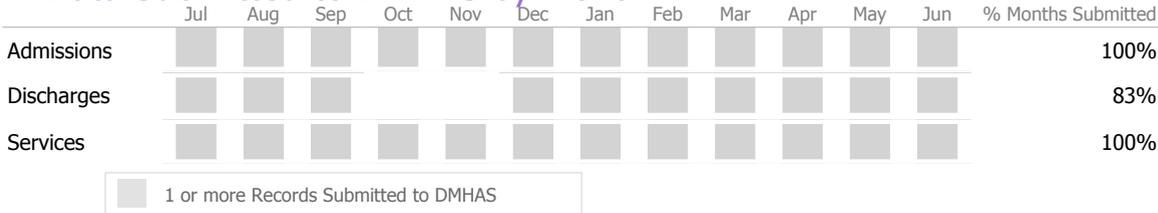
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		58%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

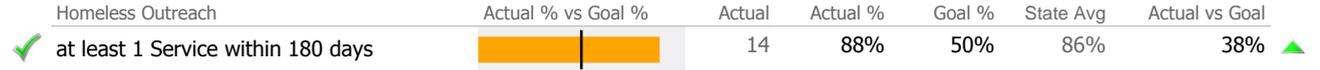
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

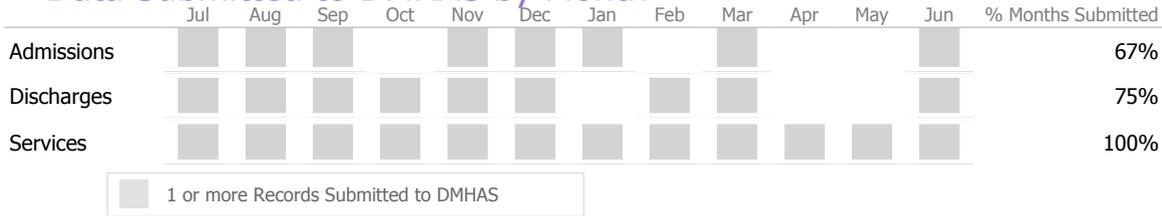
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	40	-15% ▼
Admits	16	35	-54% ▼
Discharges	21	24	-13% ▼
Service Hours	796	1,323	-40% ▼

Service Engagement



Data Submitted to DMHAS by Month

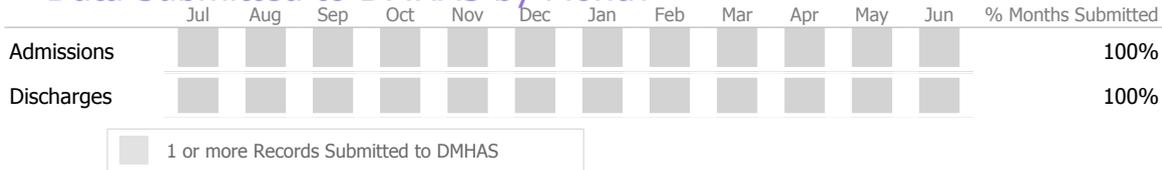


* State Avg based on 41 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	74	-8%
Admits	60	68	-12% ▼
Discharges	61	68	-10%
Bed Days	2,916	2,830	3%

Data Submitted to DMHAS by Month



* State Avg based on 13 Active Recovery House Programs

Shelter 901750

Columbus House

Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services

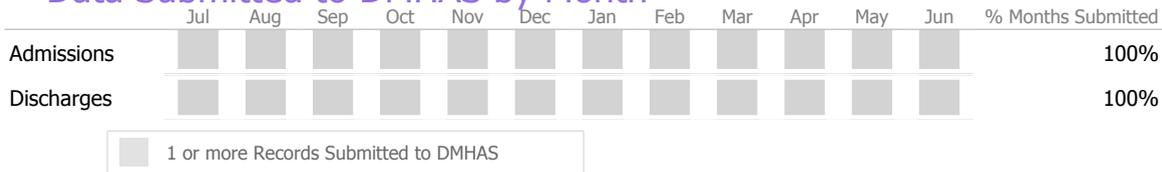
Program Quality Dashboard

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	469	892	-47% ▼
Admits	426	1,076	-60% ▼
Discharges	441	989	-55% ▼
Bed Days	25,519	31,338	-19% ▼

Data Submitted to DMHAS by Month

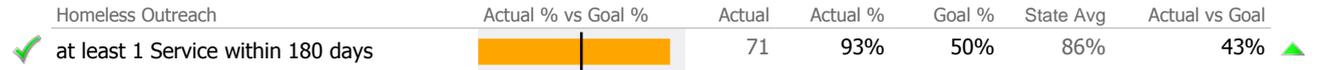


* State Avg based on 7 Active Shelter Programs

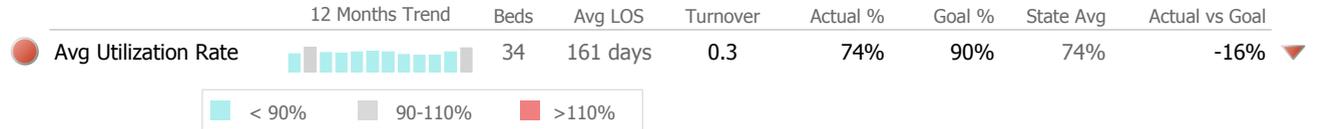
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	114	-12% ▼
Admits	77	92	-16% ▼
Discharges	74	91	-19% ▼
Bed Days	9,147	7,924	15% ▲

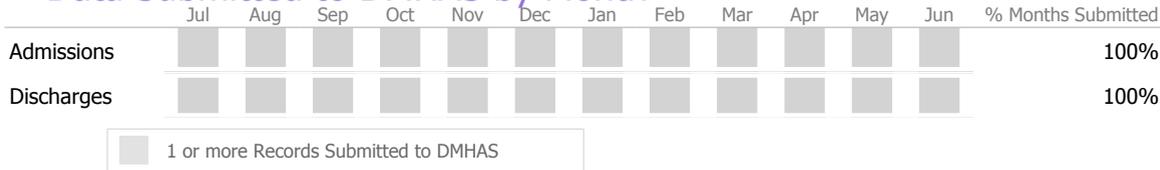
Service Engagement



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 41 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	6	4	50% ▲
Discharges	6	5	20% ▲
Service Hours	322	198	63% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	90%	15% ▲

Service Utilization

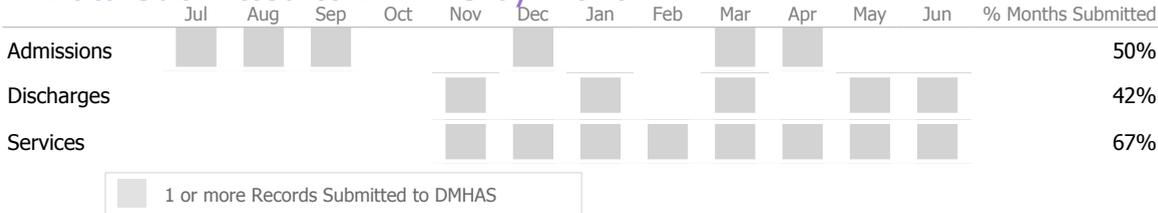
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

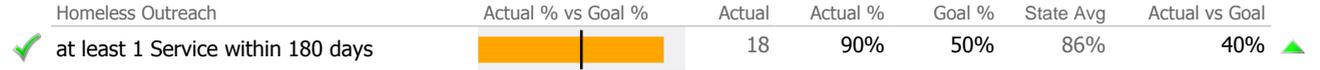
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

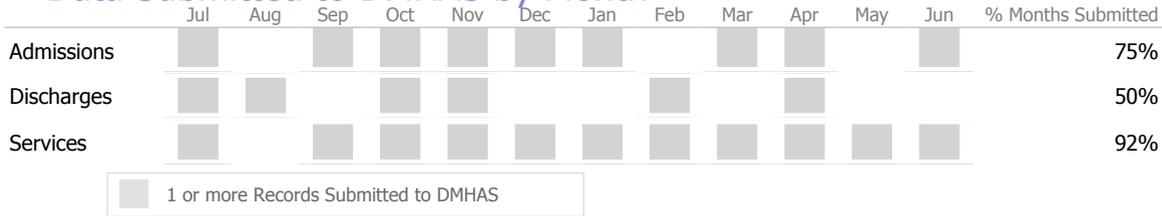
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	42	-10%
Admits	20	32	-38% ▼
Discharges	14	24	-42% ▼
Service Hours	1,017	887	15% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 41 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	145	146	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs