

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,201	1,414	-15% ▼
	Admits	822	983	-16% ▼
	Discharges	841	1,085	-22% ▼
	Service Hours	4,081	5,421	-25% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Forensic SA</b>	Forensics Community-based	688	56.0%
	Outpatient	540	44.0%

### Consumer Satisfaction Survey (Based on 348 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Recovery		93%	80%	79%
✓ Access		92%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		88%	80%	83%
✓ General Satisfaction		87%	80%	92%

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

### Client Demographics

Age	#	%	State Avg
18-25	343	29%	▲ 16%
26-34	341	29%	23%
35-44	204	17%	20%
45-54	208	17%	24%
55-64	79	7%	14%
65+	18	2%	4%

Gender	#	%	State Avg
Male	862	72%	▲ 60%
Female	339	28%	▼ 40%

Ethnicity	#	%	State Avg
Non-Hispanic	1,001	83%	75%
Unknown	105	9%	6%
Hisp-Puerto Rican	56	5%	12%
Hispanic-Other	27	2%	6%
Hispanic-Mexican	12	1%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	992	83%	▲ 65%
Black/African American	85	7%	17%
Unknown	51	4%	3%
Other	40	3%	▼ 14%
Am. Indian/Native Alaskan	27	2%	1%
Asian	6	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

# Outpatient 202200

New Directions Inc of North Central Conn.

Addiction - Outpatient - Standard Outpatient

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	540	686	-21% ▼
Admits	382	520	-27% ▼
Discharges	418	562	-26% ▼
Service Hours	4,081	5,421	-25% ▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		260	62%	50%	52%	12% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		385	68%	55%	58%	13% ▲
✓ Not Arrested		482	85%	75%	89%	10%
✓ Employed		286	50%	50%	37%	0%
● Stable Living Situation		515	91%	95%	87%	-4%
● Improved/Maintained Axis V GAF Score		326	66%	75%	60%	-9%
● Self Help		60	11%	60%	25%	-49% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%
Valid TEDS Data		94%

On-Time Periodic	Actual	State Avg
6 Month Updates		34%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		95%
✓ SA Screen Complete		95%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		91%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		80	53%	90%	84%	-37% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		307	84%	75%	74%	9%

## 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													83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

**Pre-Trial Drug/Alc Ed 202705**

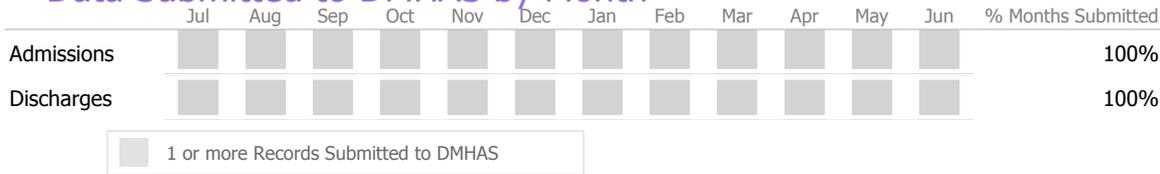
New Directions Inc of North Central Conn.

Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	688	767	-10%
Admits	440	463	-5%
Discharges	423	523	-19% ▼

**Data Submitted to DMHAS by Month**



\* State Avg based on 16 Active Pre-trial Intervention Programs Programs