CommuniCare, Inc.
Ansonia, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	669	798	-16%	▼
	Admits	787	1,033	-24%	▼
	Discharges	790	981	-19%	▼
	Service Hours	8,031	2,401	235%	▲

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	410	61.3%
	Outpatient	252	37.7%
	Residential Services	12	1.8%

Consumer Satisfaction Survey   (Based on 79 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		95%	80%	93%
✓	General Satisfaction		95%	80%	92%
✓	Participation in Treatment		95%	80%	92%
✓	Overall		94%	80%	91%
✓	Access		91%	80%	88%
✓	Respect		90%	80%	91%
✓	Outcome		81%	80%	83%
	Recovery		79%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	72	11%	17%
26-34	113	18%	22%
35-44	129	20%	20%
45-54	180	28%	24%
55-64	108	17%	13%
65+	39	6%	4%

Gender

Gender	#	%		State Avg
Female	356	53%	▲	40%
Male	313	47%	▼	60%

Race

Race	#	%		State Avg
White/Caucasian	328	49%	▼	64%
Other	233	35%	▲	15%
Black/African American	56	8%		17%
Unknown	21	3%		2%
Am. Indian/Native Alaskan	16	2%		1%
Asian	7	1%		1%
Hawaiian/Other Pacific Islander	5	1%		0%
Multiple Races	3	0%		1%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	367	55%	▼	74%
Hisp-Puerto Rican	181	27%	▲	12%
Hispanic-Other	88	13%		7%
Unknown	19	3%		7%
Hispanic-Mexican	12	2%		0%
Hispanic-Cuban	2	0%		0%

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

Birmingham Supported Residential Program 315-201Y
CommuniCare, Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	4	0%	
Admits	1	3	-67%	▼
Discharges	1	1	0%	
Service Hours	177	656	-73%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		1	100%	50%	57%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		4	100%	60%	79%	40%	▲
✔ Stable Living Situation		4	100%	85%	93%	15%	▲
✔ Employed		1	25%	25%	10%	0%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		2	67%	90%	96%	-23%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▪					8%
Discharges								▪					8%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 54 Active Residential Support Programs

Bridges Crisis Prog 315-200Y
CommuniCare, Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	165	185	-11%	▼
Admits	258	277	-7%	
Discharges	258	276	-7%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		133	89%	75%	76%	14%	▲
🔴	Community Location Evaluation		61	41%	80%	42%	-39%	▼
🔴	Follow-up Service within 48 hours		21	14%	90%	19%	-76%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs
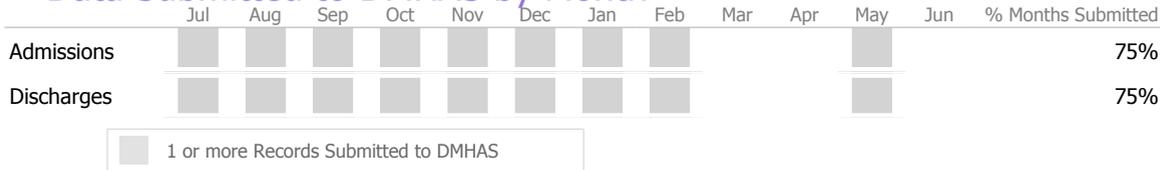
Bridges Supported Residential Prog 315-201Y
CommuniCare, Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	3	67%	▲
Admits	2	2	0%	
Discharges	1	-		
Service Hours	249	180	39%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		33%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		1	100%	50%	57%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		5	100%	60%	79%	40%	▲
✔ Stable Living Situation		5	100%	85%	93%	15%	▲
● Employed		0	0%	25%	10%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		3	75%	90%	96%	-15%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪								▪				17%
Discharges				▪									8%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 54 Active Residential Support Programs

Harbor Crisis Prog 315-200Y
CommuniCare, Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	214	-73%	▼
Admits	84	327	-74%	▼
Discharges	84	327	-74%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		85	98%	75%	76%	23%	▲
✔	Community Location Evaluation		84	97%	80%	42%	17%	▲
🔴	Follow-up Service within 48 hours		31	36%	90%	19%	-54%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢			▢		75%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢			▢		75%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Latino Behavioral Health Services - Birmingham
CommuniCare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	23	39%	▲
Admits	18	7	157%	▲
Discharges	15	7	114%	▲
Service Hours	229	139	65%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	33%	50%	54%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		28	82%	60%	49%	22%	▲
✔	Employed		12	35%	30%	17%	5%	
🔴	Stable Living Situation		31	91%	95%	74%	-4%	
🔴	Improved/Maintained Axis V GAF Score		13	48%	75%	39%	-27%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	79%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	83%	43%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	60%
✔	SA Screen Complete	100%	60%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
✔	Valid Axis V GAF Score	100%	90%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		18	95%	90%	90%	5%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		15	83%	75%	60%	8%

Data Submitted to DMHAS by Month
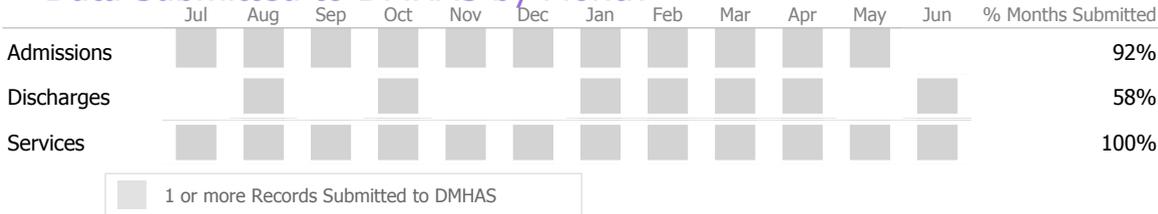
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													58%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Latino Behavioral Health Services - Bridges
CommuniCare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	10	9	11%	▲
Discharges	6	8	-25%	▼
Service Hours	247	145	70%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		93%	79%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		100%	43%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		83%	60%
SA Screen Complete		58%	60%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		95%	99%
✔ Valid Axis V GAF Score		95%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		3	50%	50%	54%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		12	63%	60%	49%	3%	
✔ Improved/Maintained Axis V GAF Score		14	88%	75%	39%	13%	▲
🔴 Stable Living Situation		17	89%	95%	74%	-6%	
🔴 Employed		4	21%	30%	17%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		12	92%	90%	90%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		8	80%	75%	60%	5%

Data Submitted to DMHAS by Month
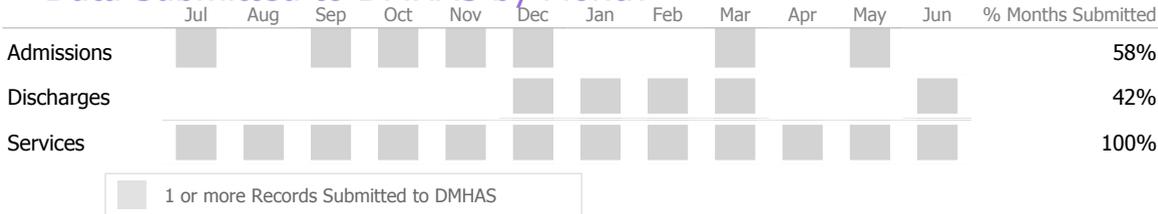
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪	▪	▪	▪					▪		58%
Discharges						▪	▪	▪	▪			▪	42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Latino Behavioral Health Services - CASA/MAAS
CommuniCare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	45	-18%	▼
Admits	14	31	-55%	▼
Discharges	19	23	-17%	▼
Service Hours	452	134	239%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	79%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	43%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	60%
✓ SA Screen Complete		100%	60%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		15	79%	50%	54%	29%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		24	65%	60%	49%	5%	
⬤ Employed		7	19%	30%	17%	-11%	▼
⬤ Stable Living Situation		31	84%	95%	74%	-11%	▼
⬤ Improved/Maintained Axis V GAF Score		19	58%	75%	39%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services		16	89%	90%	90%	-1%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ 2 or more Services within 30 days		7	50%	75%	60%	-25%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢		▢			75%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	92%
Services	▢	▢		▢		▢	▢	▢	▢	▢		▢	75%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual ▮ | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Latino Behavioral Health Services - Crossroads
CommuniCare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25		
Admits	25	-	
Discharges	16	-	
Service Hours	5,051	-	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	79%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	43%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		13	81%	50%	54%	31%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		24	96%	95%	74%	1%
🔴 Social Support		13	52%	60%	49%	-8%
🔴 Employed		5	20%	30%	17%	-10%

Service Utilization

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		25	100%	75%	60%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▢	▢	▢			33%
Discharges									▢	▢	▢	▢	33%
Services									▢	▢	▢	▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Latino Behavioral Health Services - CS - Hill Heal
CommuniCare, Inc.
Mental Health - Outpatient - Standard Outpatient

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	48	2%	
Admits	9	15	-40%	▼
Discharges	12	7	71%	▲
Service Hours	839	542	55%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	60%
✔ SA Screen Complete		88%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	54%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		48	96%	95%	74%	1%	
🔴 Employed		5	10%	30%	17%	-20%	▼
🔴 Social Support		2	4%	60%	49%	-56%	▼
🔴 Improved/Maintained Axis V GAF Score		9	19%	75%	39%	-56%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		38	100%	90%	90%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		8	89%	75%	60%	14%	▲

Data Submitted to DMHAS by Month
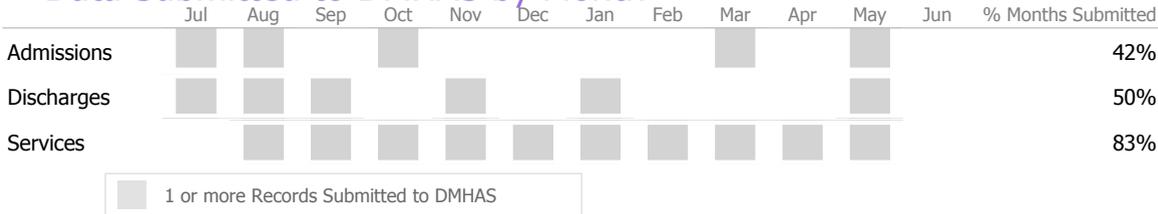
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													42%
Discharges													50%
Services													83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Latino Behavioral Health Services - Fair Haven
CommuniCare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	59	-5%	
Admits	13	30	-57%	▼
Discharges	42	15	180%	▲
Service Hours	325	305	7%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	79%

On-Time Periodic		Actual	State Avg
6 Month Updates		40%	43%

Cooccurring		Actual	State Avg
MH Screen Complete		54%	60%
SA Screen Complete		46%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		17	40%	50%	54%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Improved/Maintained Axis V GAF Score		51	89%	75%	39%	14%	▲
✔ Social Support		39	68%	60%	49%	8%	
✔ Employed		21	37%	30%	17%	7%	
✔ Stable Living Situation		57	100%	95%	74%	5%	

Service Utilization

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		12	92%	75%	60%	17%	▲

Data Submitted to DMHAS by Month
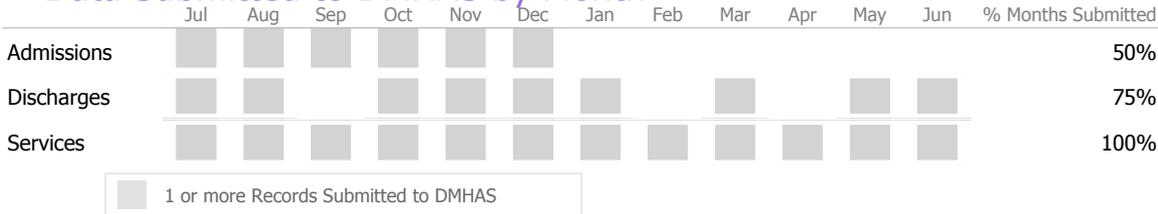
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪							50%
Discharges	▪	▪		▪	▪	▪	▪		▪		▪	▪	75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Latino Behavioral Health Services - Harbor
CommuniCare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	23	9%	
Admits	13	20	-35%	▼
Discharges	11	13	-15%	▼
Service Hours	196	145	35%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		90%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		77%	60%
✔ SA Screen Complete		77%	60%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	99%
✔ Valid Axis V GAF Score		96%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Treatment Completed Successfully		4	36%	50%	54%	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		24	92%	60%	49%	32%	▲
✔ Stable Living Situation		25	96%	95%	74%	1%	
⬤ Employed		4	15%	30%	17%	-15%	▼
⬤ Improved/Maintained Axis V GAF Score		12	67%	75%	39%	-8%	

Service Utilization

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		10	83%	75%	60%	8%

Data Submitted to DMHAS by Month
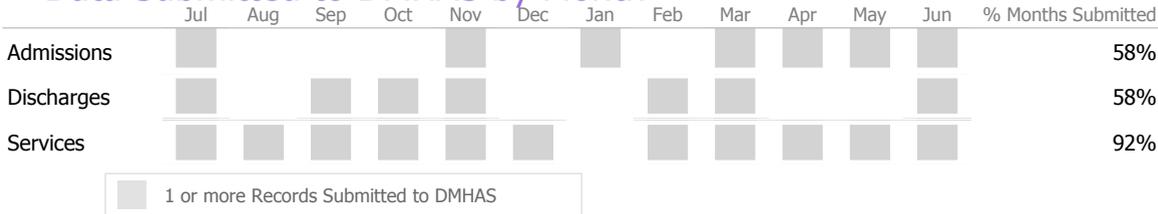
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪	▪		▪		▪	▪		▪	58%
Discharges	▪		▪	▪	▪			▪	▪		▪	▪	58%
Services	▪	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 91 Active Standard Outpatient Programs
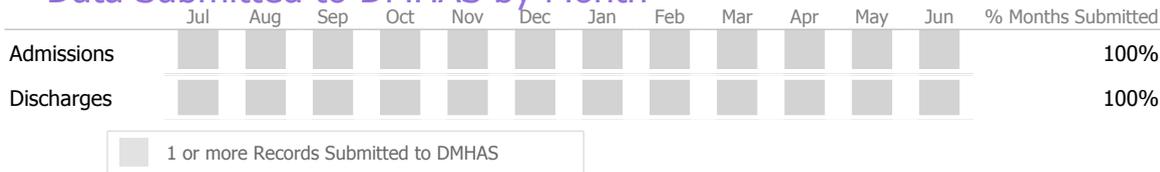
Latino Behavioral Health Services - Hispanos Unido
CommuniCare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	12	-	
Discharges	1	-	
Service Hours	38	-	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	79%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	43%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	60%
SA Screen Complete		0%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		0	0%	50%	54%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		8	67%	60%	49%	7%
✔ Stable Living Situation		12	100%	95%	74%	5%
🔴 Employed		1	8%	30%	17%	-22% ▼
✔ Improved/Maintained Axis V GAF Score		1	100%	75%	39%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		9	75%	75%	60%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▢	▢	▢	▢	▢		42%
Discharges											▢		8%
Services										▢			8%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

	Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Valley Mobile Crisis 315-200
CommuniCare, Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	137	-27%	▼
Admits	184	216	-15%	▼
Discharges	182	216	-16%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		182	98%	75%	76%	23%	▲
🔴	Community Location Evaluation		136	74%	80%	42%	-6%	
🔴	Follow-up Service within 48 hours		51	28%	90%	19%	-62%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs
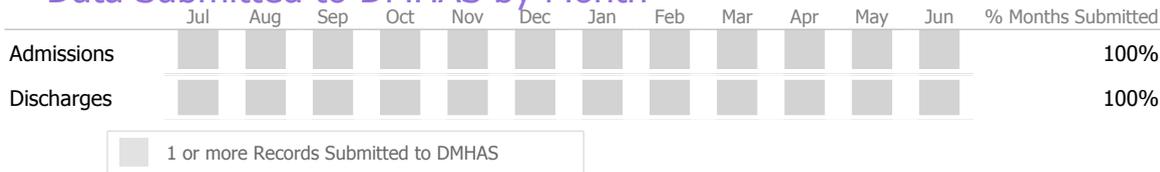
Yale Crisis Prog 315-200Y
CommuniCare, Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	45	100%	▲
Admits	144	88	64%	▲
Discharges	141	84	68%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		89	72%	75%	76%	-3%	
✔️ Community Location Evaluation		115	93%	80%	42%	13%	▲
🔴 Follow-up Service within 48 hours		22	18%	90%	19%	-72%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔️ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs