Community Health Resources Inc.
Windsor, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	9,726	8,741	11%	▲
	Admits	6,094	6,257	-3%	
	Discharges	5,618	5,284	6%	
	Service Hours	75,549	68,256	11%	▲
	Bed Days	27,768	25,634	8%	
	S.Rehab/PHP/IOP	13,420	13,834	-3%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		7,358	60.2%
	Community Support		637	5.2%
	Employment Services		422	3.5%
	Crisis Services		421	3.4%
	Social Rehabilitation		333	2.7%
	IOP		332	2.7%
	ACT		182	1.5%
	Case Management		123	1.0%
	Residential Services		93	0.8%
Addiction				
	Outpatient		618	5.1%
	Residential Services		287	2.3%
Forensic SA				
	Forensics Community-based		860	7.0%
Forensic MH				
	Forensics Community-based		562	4.6%

Consumer Satisfaction Survey   (Based on 298 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		95%	80%	93%
✔ Participation in Treatment		95%	80%	92%
✔ General Satisfaction		95%	80%	92%
✔ Access		93%	80%	88%
✔ Overall		92%	80%	91%
✔ Respect		91%	80%	91%
🔴 Outcome		76%	80%	83%
🔴 Recovery		66%	80%	79%

Satisfied %		Goal %		0-80%		80-100%		✔ Goal Met		🔴 Under Goal

Client Demographics

Age		#	%	State Avg
18-25		1,917	20%	16%
26-34		2,066	21%	23%
35-44		1,766	18%	20%
45-54		2,195	23%	24%
55-64		1,354	14%	14%
65+		378	4%	4%

Gender		#	%		State Avg
Female		5,079	52%	▲	40%
Male		4,643	48%	▼	60%

Ethnicity		#	%	State Avg
Non-Hispanic		8,245	85%	75%
Hisp-Puerto Rican		694	7%	12%
Unknown		500	5%	6%
Hispanic-Other		233	2%	6%
Hispanic-Mexican		36	0%	0%
Hispanic-Cuban		18	0%	0%

Race		#	%		State Avg
White/Caucasian		7,414	76%	▲	65%
Black/African American		1,016	10%		17%
Other		583	6%		14%
Unknown		541	6%		3%
Asian		86	1%		1%
Am. Indian/Native Alaskan		56	1%		1%
Multiple Races		17	0%		1%
Hawaiian/Other Pacific Islander		13	0%		0%

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

ACT Team - Manchester 606296
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

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	76	74	3%	
Admits	22	33	-33%	▼
Discharges	24	17	41%	▲
Service Hours	8,340	4,383	90%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		14	58%	65%	54%	-7%	
✔	No Re-admit within 30 Days of Discharge		21	88%	85%	91%	3%	
🔴	Follow-up within 30 Days of Discharge		5	36%	90%	47%	-54%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		90%	84%

Cooccurring		Actual	State Avg
MH Screen Complete		61%	80%
SA Screen Complete		57%	78%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		99%	91%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		75	94%	60%	86%	34%	▲
✔	Social Support		53	66%	60%	69%	6%	
🔴	Employed		3	4%	15%	9%	-11%	▼
🔴	Improved/Maintained Axis V GAF Score		19	25%	85%	41%	-60%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		56	100%	90%	98%	10%	

Data Submitted to DMHAS by Month
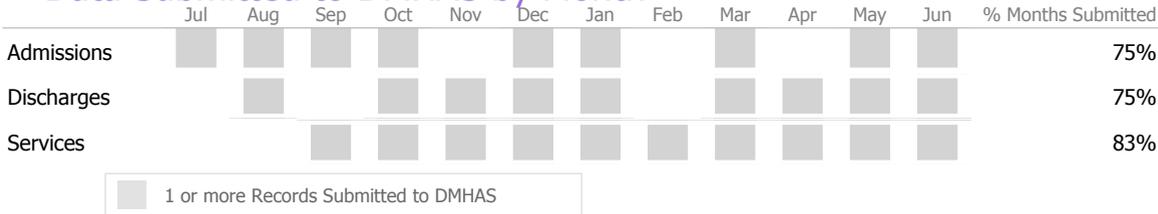
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪		▪	▪		▪		▪	▪	75%
Discharges		▪		▪	▪	▪	▪		▪	▪	▪	▪	75%
Services			▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

Adult Intensive OP - Enfield 633-210X
Community Health Resources Inc.
Mental Health - IOP - Standard IOP

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	332	288	15%	▲
Admits	329	309	6%	
Discharges	332	304	9%	
Service Hours	403	369	9%	
Social Rehab/PHP/IOP Days	3,954	3,726	6%	

Data Submission Quality

Data Entry		Actual % vs Goal %	Actual	State Avg
✔	Valid NOMS Data		98%	83%

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

Cooccurring			Actual	State Avg
✔	MH Screen Complete		96%	82%
✔	SA Screen Complete		96%	81%

Diagnosis			Actual	State Avg
✔	Valid Axis I Diagnosis		98%	98%
✔	Valid Axis V GAF Score		99%	82%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		274	83%	50%	72%	33%	▲
🔴	Follow-up within 30 Days of Discharge		190	69%	90%	58%	-21%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		313	86%	60%	72%	26%	▲
✔	Improved/Maintained Axis V GAF Score		319	96%	75%	73%	21%	▲
✔	Stable Living Situation		343	95%	95%	78%	0%	
🔴	Employed		52	14%	30%	16%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		30	100%	90%	58%	10%

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
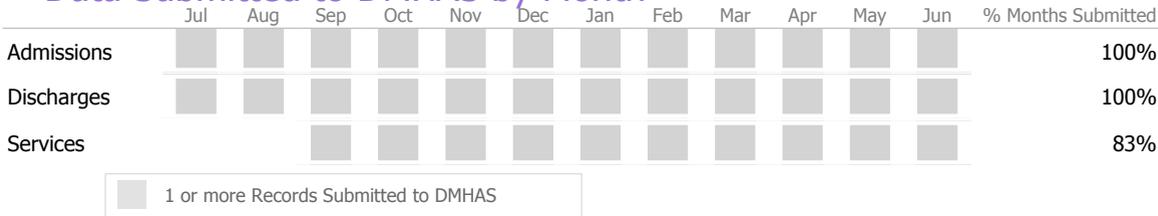
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 5 Active Standard IOP Programs

Adult Outpatient - Bloomfield 620212
Community Health Resources Inc.
Mental Health - 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	992	926	7%	
Admits	419	472	-11%	▼
Discharges	447	350	28%	▲
Service Hours	5,888	5,622	5%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		97%	88%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		66%	56%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		95%	70%
✓ SA Screen Complete		81%	67%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		99%	98%
✓ Valid Axis V GAF Score		98%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		77	17%	50%	45%	-33%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		341	33%	30%	19%	3%
✓ Stable Living Situation		970	95%	95%	81%	0%
🔴 Social Support		590	58%	60%	55%	-2%
🔴 Improved/Maintained Axis V GAF Score		599	70%	75%	51%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		557	96%	90%	87%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		356	86%	75%	67%	11%	▲

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 91 Active Standard Outpatient Programs

Adult Outpatient - Enfield 617-210
Community Health Resources Inc.
Mental Health - 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	2,907	2,625	11%	▲
Admits	1,022	1,074	-5%	
Discharges	1,006	733	37%	▲
Service Hours	14,666	13,411	9%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		52%	56%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		97%	70%
✔ SA Screen Complete		86%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	98%
✔ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		247	25%	50%	45%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		877	29%	30%	19%	-1%	
🔴 Stable Living Situation		2,649	89%	95%	81%	-6%	
🔴 Social Support		1,609	54%	60%	55%	-6%	
🔴 Improved/Maintained Axis V GAF Score		1,579	62%	75%	51%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		1,827	92%	90%	87%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		901	90%	75%	67%	15%	▲

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 91 Active Standard Outpatient Programs

Adult Outpatient - Manchester 606-211
Community Health Resources Inc.
Mental Health - 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	3,612	3,091	17%	▲
Admits	1,233	1,195	3%	
Discharges	696	740	-6%	
Service Hours	17,192	16,206	6%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		24%	56%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		97%	70%
✔ SA Screen Complete		92%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	98%
✔ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		115	17%	50%	45%	-33%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Social Support		2,035	55%	60%	55%	-5%	
🔴 Employed		901	25%	30%	19%	-5%	
🔴 Stable Living Situation		3,099	84%	95%	81%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		1,306	42%	75%	51%	-33%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		2,415	81%	90%	87%	-9%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		1,122	92%	75%	67%	17%	▲

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 91 Active Standard Outpatient Programs

Center Street Apartments
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

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	12	10	20%	▲
Admits	3	-		
Discharges	3	1	200%	▲
Service Hours	255	243	5%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		12	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%	99%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▨									▨	▨	25%
Discharges									▨		▨		17%
Services			▨	▨		▨	▨	▨	▨	▨		▨	75%

▨ 1 or more Records Submitted to DMHAS
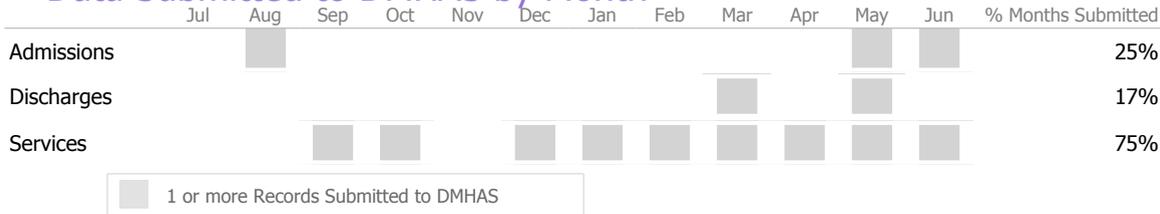
▲ > 10% Over ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

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

CPAS Danielson OP 923202
Community Health Resources Inc.
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	188	107	76%	▲
Admits	145	89	63%	▲
Discharges	112	62	81%	▲
Service Hours	841	365	130%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	95%
Valid TEDS Data		83%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		31%	34%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		95%	95%
SA Screen Complete		88%	95%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	99%
✓ Valid Axis V GAF Score		95%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		33	29%	50%	52%	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		159	82%	75%	89%	7%	
● Abstinence/Reduced Drug Use		90	46%	55%	58%	-9%	
● Stable Living Situation		163	84%	95%	87%	-11%	▼
✓ Improved/Maintained Axis V GAF Score		110	76%	75%	60%	1%	
● Employed		54	28%	50%	37%	-22%	▼
● Self Help		46	24%	60%	25%	-36%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		69	84%	90%	84%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		112	79%	75%	74%	4%

Data Submitted to DMHAS by Month
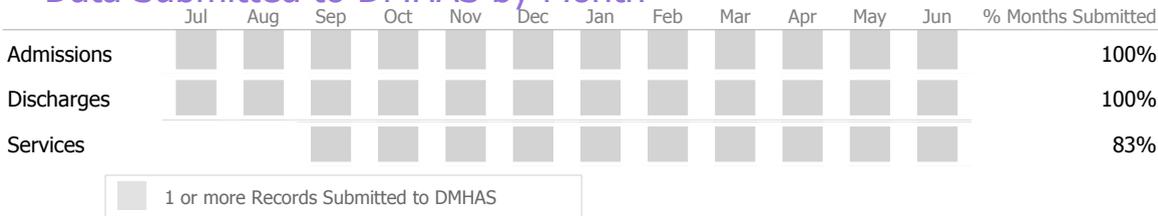
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													83%

☐ 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

CPAS Milestone-CSSD 923602
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

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	24	28	-14%	▼
Admits	23	26	-12%	▼
Discharges	21	27	-22%	▼
Bed Days	770	652	18%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		18	86%	80%	81%	6%	
✔	No Re-admit within 30 Days of Discharge		21	100%	85%	94%	15%	▲
●	Follow-up within 30 Days of Discharge		3	17%	90%	58%	-73%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	92%
✔	Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
MH Screen Complete	96%	99%
SA Screen Complete	96%	99%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	92%	100%
Valid Axis V GAF Score	96%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Axis V GAF Score		21	100%	75%	95%	25%	▲
✔	Abstinence/Reduced Drug Use		18	75%	70%	49%	5%	
✔	Self Help		15	62%	60%	63%	2%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		2	45 days	0.1	105%	90%	86%	15%	▲

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 13 Active SA Intensive Res. Rehabilitation 3.7 Programs

CPAS Milestone-DMHAS 923601
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

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	98	129	-24%	▼
Admits	97	126	-23%	▼
Discharges	85	132	-36%	▼
Bed Days	2,944	2,451	20%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	92%
Valid TEDS Data		99%	100%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		96%	99%
SA Screen Complete		95%	99%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	100%
Valid Axis V GAF Score		97%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		67	79%	80%	81%	-1%	
✔ No Re-admit within 30 Days of Discharge		81	95%	85%	94%	10%	
🔴 Follow-up within 30 Days of Discharge		47	70%	90%	58%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		73	73%	60%	63%	13%	▲
✔ Improved/Maintained Axis V GAF Score		76	89%	75%	95%	14%	▲
🔴 Abstinence/Reduced Drug Use		55	55%	70%	49%	-15%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		14	39 days	0.1	58%	90%	86%	-32%	▼

	< 90%		90-110%		>110%

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 13 Active SA Intensive Res. Rehabilitation 3.7 Programs

CPAS New Life Res LTT 923402
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

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	29	29	0%
Admits	23	26	-12% ▼
Discharges	25	23	9%
Bed Days	1,962	2,040	-4%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	98%
✓	Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	11%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	99%
✓	SA Screen Complete	100%	98%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		10	40%	70%	68%	-30% ▼
✓	No Re-admit within 30 Days of Discharge		22	88%	85%	93%	3%
🔴	Follow-up within 30 Days of Discharge		6	60%	90%	52%	-30% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Abstinence/Reduced Drug Use		20	69%	70%	77%	-1%
✓	Improved/Maintained Axis V GAF Score		24	96%	95%	94%	1%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		8	119 days	0.3	77%	90%	90%	-13% ▼
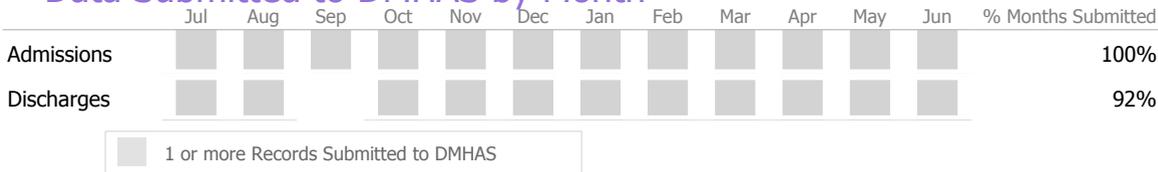
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

CPAS Oak St.Recovery Hse 923352
Community Health Resources Inc.
Addiction - Residential Services - Recovery House

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	92	77	19%	▲
Admits	90	72	25%	▲
Discharges	89	72	24%	▲
Bed Days	3,407	3,213	6%	

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
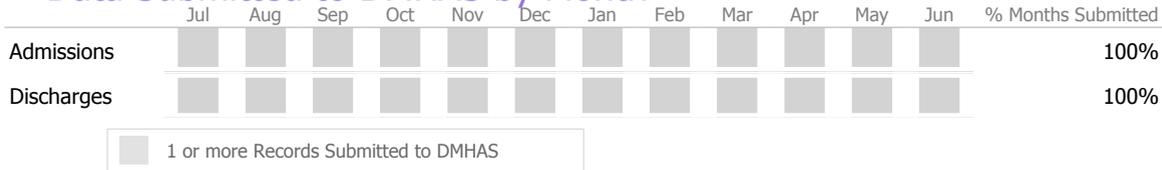
* State Avg based on 13 Active Recovery House Programs

CPAS PTIP-37 Commerce 923705
Community Health Resources Inc.

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

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	379	409	-7%	
Admits	266	266	0%	
Discharges	263	294	-11%	▼

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 16 Active Pre-trial Intervention Programs Programs

CPAS PTIP-W. Main Street 163705
Community Health Resources Inc.

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

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	481	520	-8%
Admits	346	347	0%
Discharges	410	391	5%

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 16 Active Pre-trial Intervention Programs Programs

CPAS T. Murphy-DMHAS 923400
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

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	78	72	8%	
Admits	64	64	0%	
Discharges	61	62	-2%	
Bed Days	6,114	4,179	46%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		37	61%	70%	68%	-9%	
✔ No Re-admit within 30 Days of Discharge		59	97%	85%	93%	12%	▲
🔴 Follow-up within 30 Days of Discharge		18	49%	90%	52%	-41%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Abstinence/Reduced Drug Use		49	63%	70%	77%	-7%	
🔴 Improved/Maintained Axis V GAF Score		49	77%	95%	94%	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	98%
Valid TEDS Data		99%	100%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	11%

Cooccurring		Actual	State Avg
MH Screen Complete		91%	99%
SA Screen Complete		69%	98%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	100%
Valid Axis V GAF Score		92%	100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		14	155 days	0.2	120%	90%	90%	30%	▲
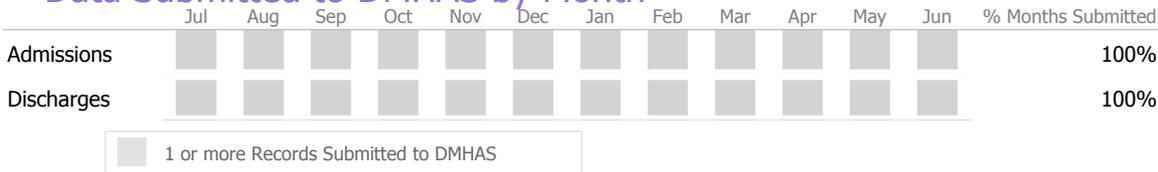
■ < 90%   ■ 90-110%   ■ >110%

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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

CPAS Willimantic OP 923200
Community Health Resources Inc.
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	445	289	54%	▲
Admits	329	244	35%	▲
Discharges	260	172	51%	▲
Service Hours	2,552	1,595	60%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	95%
	Valid TEDS Data	80%	94%

On-Time Periodic		Actual	State Avg
	6 Month Updates	30%	34%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	97%	95%
	SA Screen Complete	89%	95%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	97%	99%
✔	Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		92	36%	50%	52%	-14%	▼

Recovery

National Recovery Measures (NOMS)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		429	93%	75%	89%	18%	▲
🔴 Abstinence/Reduced Drug Use		229	50%	55%	58%	-5%	
🔴 Stable Living Situation		405	88%	95%	87%	-7%	
✔ Improved/Maintained Axis V GAF Score		268	76%	75%	60%	1%	
🔴 Self Help		205	45%	60%	25%	-15%	▼
🔴 Employed		134	29%	50%	37%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		184	91%	90%	84%	1%

Service Engagement

Outpatient

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		263	82%	75%	74%	7%

Data Submitted to DMHAS by Month
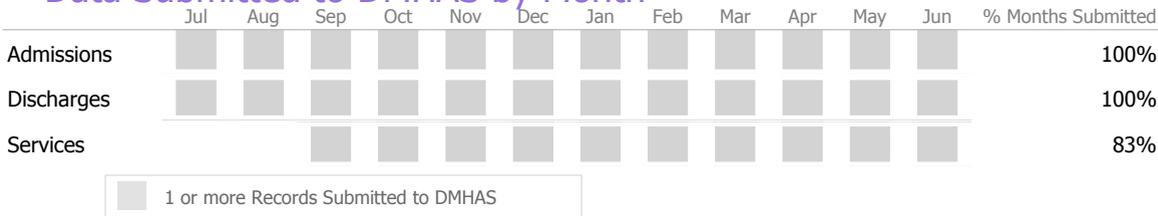
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													83%

☐ 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
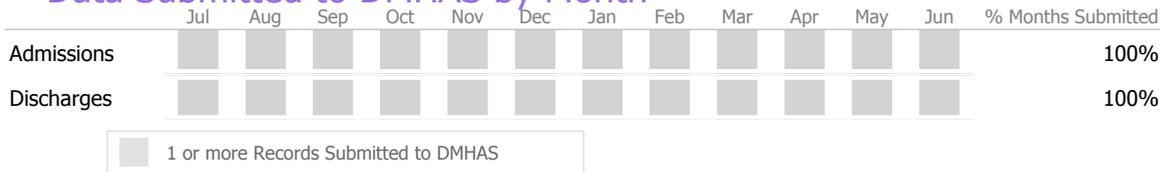
Crisis Services - Windsor 606-200
Community Health Resources Inc.
Mental Health - Crisis Services - Mobile Crisis Team

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	350	270	30%	▲
Admits	440	309	42%	▲
Discharges	434	310	40%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		279	63%	75%	73%	-12%	▼
✔️	Community Location Evaluation		444	100%	80%	47%	20%	▲
🔴	Follow-up Service within 48 hours		92	39%	90%	47%	-51%	▼

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

CSP/RP 606250, Manchester
Community Health Resources Inc.
Mental Health - Community Support - CSP

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	314	335	-6%	
Admits	88	239	-63%	▼
Discharges	123	121	2%	
Service Hours	6,615	5,625	18%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		47%	82%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		67%	62%
✓ SA Screen Complete		64%	61%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	99%
Valid Axis V GAF Score		95%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		65	54%	65%	54%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		280	88%	80%	91%	8%	
🔴 Social Support		163	51%	60%	68%	-9%	
🔴 Employed		31	10%	20%	10%	-10%	▼
🔴 Improved/Maintained Axis V GAF Score		150	50%	95%	58%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		183	92%	90%	97%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢		▢	▢	▢	▢	▢	92%
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 40 Active CSP Programs

CSP/RP 617290, Enfield
Community Health Resources Inc.
Mental Health - Community Support - CSP

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	329	360	-9%	
Admits	152	337	-55%	▼
Discharges	152	195	-22%	▼
Service Hours	6,151	5,381	14%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	82%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		79%	62%
✔ SA Screen Complete		74%	61%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
Valid Axis V GAF Score		96%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		73	50%	65%	54%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		332	95%	80%	91%	15%	▲
✔ Social Support		208	60%	60%	68%	0%	
🔴 Employed		23	7%	20%	10%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		157	54%	95%	58%	-41%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		183	91%	90%	97%	1%

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 40 Active CSP Programs

HUD SHP - 298
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	12	11	9%
Admits	1	2	-50% ▼
Discharges	1	-	
Service Hours	176	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		10	83%	85%	89%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		80%	84%

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							▢	▢	▢	▢		▢	50%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| 🟧 Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

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

Jail Diversion - Enfield 617-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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	309	235	31%	▲
Admits	238	197	21%	▲
Discharges	231	160	44%	▲
Service Hours	-	-		

Service Utilization
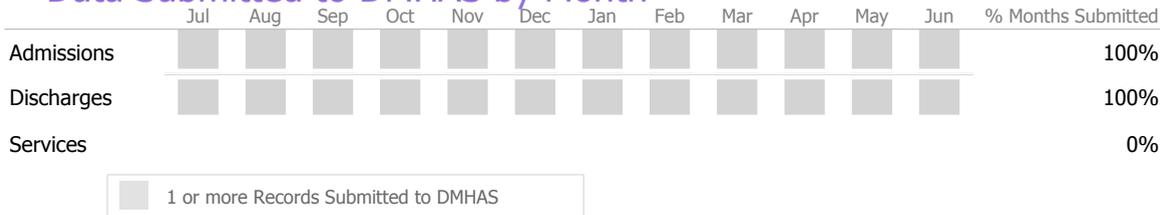
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	41%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		14	15%	0%	47%	15%	▲

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													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Jail Diversion - Manchester 606-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

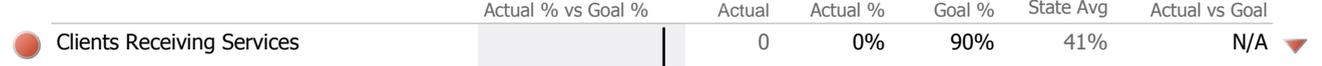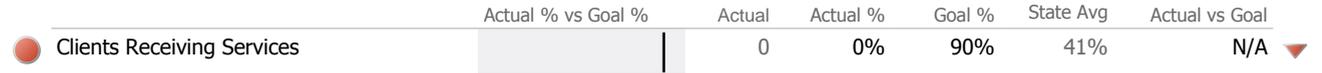Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	260	255	2%	
Admits	160	143	12%	▲
Discharges	144	155	-7%	
Service Hours	-	-		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	41%	N/A	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		11	9%	0%	47%	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													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	▏ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Manchester HospWrkSource606270
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

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	187	184	2%
Admits	106	109	-3%
Discharges	114	106	8%
Service Hours	1,672	1,646	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		87	46%	35%	37%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		81	99%	90%	94%	9%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		88%	90%

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 40 Active Employment Services Programs

Next Steps - Manchester 606551
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	21	21	0%	
Admits	1	1	0%	
Discharges	2	1	100%	▲
Service Hours	471	482	-2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		18	86%	85%	89%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		18	95%	90%	93%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		78%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▢						8%
Discharges			▢						▢				17%
Services			▢	▢		▢	▢	▢	▢	▢	▢	▢	75%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | ● Below Goal |

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

Northfield Group Home - Enfield 617-240
Community Health Resources Inc.
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
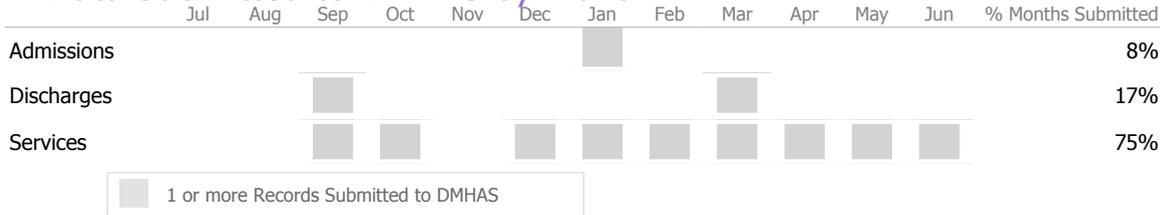
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	12	0%	
Admits	4	4	0%	
Discharges	5	4	25%	▲
Bed Days	2,761	2,920	-5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	75%	80%	78%	-5%	
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	87%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	81%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

Cooccurring		Actual	State Avg
MH Screen Complete		75%	93%
SA Screen Complete		75%	91%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		12	100%	90%	98%	10%	
✓	Social Support		8	67%	60%	77%	7%	
🔴	Improved/Maintained Axis V GAF Score		5	50%	95%	64%	-45%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	570 days	0.7	95%	90%	96%	5%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

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

▢ 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

Nursing Home Liaison - Manchester 617292
Community Health Resources Inc.
Mental Health - Case Management - Standard Case Management

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	61	22	177%	▲
Admits	58	15	287%	▲
Discharges	31	18	72%	▲
Service Hours	83	133	-38%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		62%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		10%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	60%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		52	84%	80%	65%	4%	
🔴 Employed		1	2%	20%	5%	-18%	▼
🔴 Social Support		18	29%	60%	48%	-31%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		28	90%	90%	67%	0%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■		■	■	■	■	■	92%
Services			■		■		■	■		■	■		58%

■ 1 or more Records Submitted to DMHAS
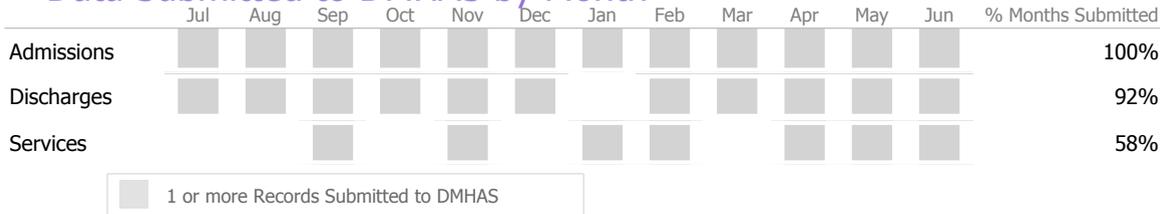
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 37 Active Standard Case Management Programs

Pilots Housing - East Hartford 617551
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	6	6	0%	
Admits	1	2	-50%	▼
Discharges	2	1	100%	▲
Service Hours	79	113	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		6	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		83%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						▪							8%
Discharges		▪				▪							17%
Services	▪			▪	▪	▪	▪	▪	▪	▪	▪	▪	83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Pilots Housing - Manchester 617297
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
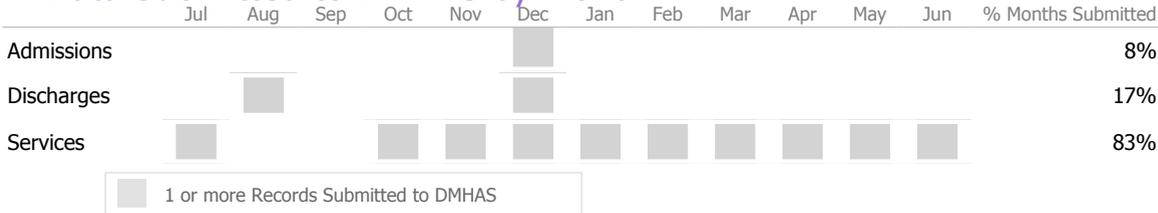
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	11	0%	
Admits	1	2	-50%	▼
Discharges	-	1	-100%	▼
Service Hours	376	394	-5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	89%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	93%	1%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												▢	8%
Discharges													0%
Services			▢	▢	▢	▢	▢	▢	▢	▢		▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✓ Goal Met	● Below Goal

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

Residential Outreach - Manchester - 606-252Y
Community Health Resources Inc.
Mental Health - Residential Services - Residential Support

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	45	30	50%	▲
Admits	25	10	150%	▲
Discharges	20	10	100%	▲
Service Hours	1,888	2,295	-18%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		44%	91%

Cooccurring		Actual	State Avg
MH Screen Complete		80%	91%
SA Screen Complete		80%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		98%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		14	74%	50%	70%	24%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		42	93%	85%	93%	8%	
🔴 Social Support		26	58%	60%	86%	-2%	
🔴 Employed		2	4%	25%	13%	-21%	▼
🔴 Improved/Maintained Axis V GAF Score		21	58%	95%	68%	-37%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		23	92%	90%	98%	2%

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		▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	83%

▪ 1 or more Records Submitted to DMHAS
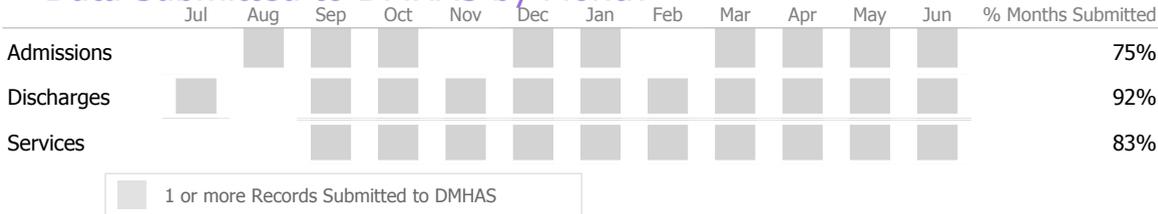
▲ > 10% Over	▼ < 10% Under

▭ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 52 Active Residential Support Programs

Respite - Enfield 617200
Community Health Resources Inc.
Mental Health - Crisis Services - Respite Bed

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	94	96	-2%
Admits	130	139	-6%
Discharges	134	136	-1%
Bed Days	1,483	1,447	2%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	No Re-admit within 30 Days of Discharge		119	89%	85%	88%	4%
✔	Follow-up within 30 Days of Discharge		109	93%	90%	63%	3%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		5	16 days	0.1	81%	90%	207%	-9%

▢ < 90%	▢ 90-110%	🟥 >110%

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 9 Active Respite Bed Programs

Second Wind Club House - Enfield 617-280
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

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	135	120	13%	▲
Admits	38	33	15%	▲
Discharges	24	23	4%	
Service Hours	-	-		
Social Rehab/PHP/IOP Days	4,571	5,699	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▮▮▮▮▮	96	86%	90%	81%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%
Discharges			▮					▮		▮			25%
Services			▮	▮	▮	▮	▮	▮	▮	▮	▮		83%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual	▮ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Strickland Street Residence - Manchester
Community Health Resources Inc.
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	9	6	50%	▲
Admits	4	2	100%	▲
Discharges	4	1	300%	▲
Bed Days	1,758	1,615	9%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		84%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		89%	99%
Valid Axis V GAF Score		89%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		2	67%	60%	66%	7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		7	78%	60%	81%	18%	▲
🔴 Stable Living Situation		8	89%	95%	96%	-6%	
🔴 Employed		0	0%	25%	8%	-25%	▼
🔴 Improved/Maintained Axis V GAF Score		6	75%	95%	68%	-20%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		4	944 days	0.4	120%	90%	95%	30%	▲
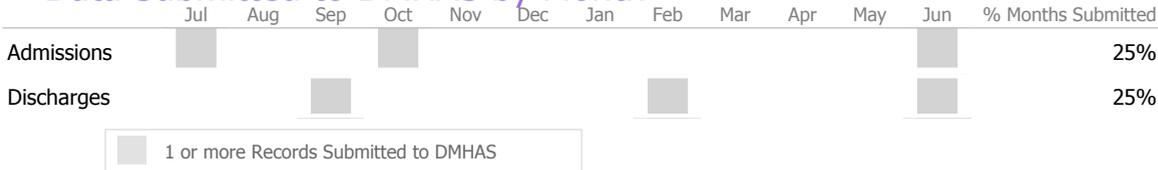
< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢			▢									25%
Discharges			▢					▢				▢	25%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Supported Employment - Enfield 620222
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

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	235	234	0%	
Admits	150	175	-14%	▼
Discharges	190	150	27%	▲
Service Hours	1,221	1,699	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		105	42%	35%	37%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		50	82%	90%	94%	-8%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		61%	90%

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 40 Active Employment Services Programs

Trans Support Program 617255
Community Health Resources Inc.
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	23	24	-4%	
Admits	10	9	11%	▲
Discharges	8	11	-27%	▼
Bed Days	5,344	4,674	14%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		33%	85%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		80%	76%
✔ SA Screen Complete		80%	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	38%	60%	66%	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		14	61%	60%	81%	1%	
🔴 Employed		4	17%	25%	8%	-8%	
🔴 Stable Living Situation		20	87%	95%	96%	-8%	
🔴 Improved/Maintained Axis V GAF Score		4	20%	95%	68%	-75%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		14	494 days	0.6	105%	90%	95%	15%	▲

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪	▪						▪		42%
Discharges	▪	▪		▪	▪			▪		▪			50%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs
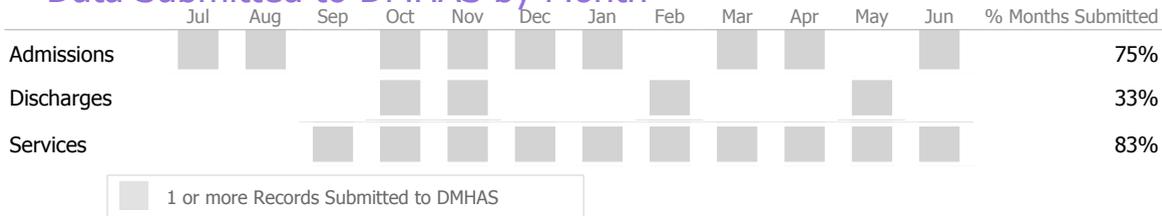
We Can Club House - Manchester 606284
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

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	201	197	2%	
Admits	17	38	-55%	▼
Discharges	103	16	544%	▲
Service Hours	-	-		
Social Rehab/PHP/IOP Days	4,895	4,409	11%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		93	94%	90%	81%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢		▢	▢	▢	▢		▢	▢		▢	75%
Discharges				▢	▢			▢			▢		33%
Services			▢	▢	▢	▢	▢	▢	▢	▢	▢		83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

YAS CTT - Enfield 617-373
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

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	78	75	4%
Admits	41	42	-2%
Discharges	42	41	2%
Service Hours	3,977	4,295	-7%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		19	45%	65%	54%	-20%	▼
🔴	No Re-admit within 30 Days of Discharge		34	81%	85%	91%	-4%	
🔴	Follow-up within 30 Days of Discharge		7	37%	90%	47%	-53%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		8%	84%

Cooccurring		Actual	State Avg
✅ MH Screen Complete		82%	80%
✅ SA Screen Complete		82%	78%

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

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Stable Living Situation		67	86%	60%	86%	26%	▲
✅	Social Support		59	76%	60%	69%	16%	▲
✅	Employed		16	21%	15%	9%	6%	
🔴	Improved/Maintained Axis V GAF Score		32	48%	85%	41%	-37%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		34	94%	90%	98%	4%

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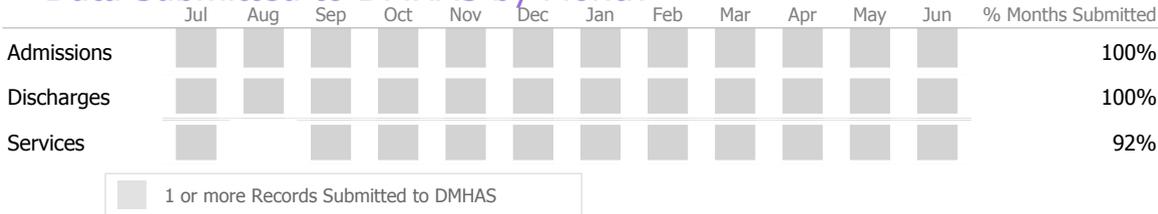
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

YAS Staffed Apartments - Enfield
Community Health Resources Inc.
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	5	6	-17%	▼
Admits	2	2	0%	
Discharges	1	3	-67%	▼
Bed Days	1,225	1,320	-7%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	60%	66%	40%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		5	100%	95%	96%	5%	
🔴 Employed		1	20%	25%	8%	-5%	
🔴 Social Support		2	40%	60%	81%	-20%	▼
🔴 Improved/Maintained Axis V GAF Score		1	25%	95%	68%	-70%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	85%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	76%
SA Screen Complete		50%	75%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		3	513 days	0.6	112%	90%	95%	22%	▲
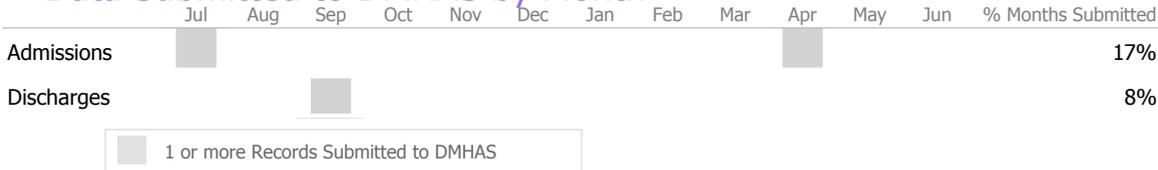
🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Young Adult Services - Manchester
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

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	35	33	6%	
Admits	16	16	0%	
Discharges	18	13	38%	▲
Service Hours	2,702	2,698	0%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		93%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	84%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		88%	80%
✔ SA Screen Complete		88%	78%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		94%	99%
✔ Valid Axis V GAF Score		94%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	61%	65%	54%	-4%	
✔	No Re-admit within 30 Days of Discharge		17	94%	85%	91%	9%	
🔴	Follow-up within 30 Days of Discharge		4	36%	90%	47%	-54%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		32	89%	60%	86%	29%	▲
✔	Social Support		28	78%	60%	69%	18%	▲
✔	Employed		6	17%	15%	9%	2%	
🔴	Improved/Maintained Axis V GAF Score		15	45%	85%	41%	-40%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		18	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪		▪	▪			▪	▪		67%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪				75%
Services			▪	▪	▪	▪	▪	▪	▪	▪		▪	83%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ▏ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs