CommuniCare Inc
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	909	766	19% ▲
	Admits	862	891	-3%
	Discharges	770	804	-4%
	Service Hours	7,702	11,650	-34% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	468	51.1%
	Crisis Services	434	47.4%
	Residential Services	13	1.4%

Consumer Satisfaction Survey   (Based on 96 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		97%	80%	93%
✔	Overall		96%	80%	91%
✔	Participation in Treatment		96%	80%	92%
✔	Access		95%	80%	88%
✔	Respect		94%	80%	91%
✔	General Satisfaction		94%	80%	92%
✔	Outcome		89%	80%	83%
🔴	Recovery		78%	80%	79%

▮ Satisfied %	▎ Goal %	▮ 0-80%	▯ 80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	84	9%	16%
26-34	160	18%	24%
35-44	175	20%	19%
45-54	242	27%	23%
55-64	167	19%	14%
65+	67	7%	4%

Gender

Gender	#	%	State Avg
Female	470	52% ▲	40%
Male	439	48% ▼	60%

Race

Race	#	%	State Avg
White/Caucasian	431	47% ▼	66%
Other	352	39% ▲	13%
Black/African American	82	9%	17%
Am. Indian/Native Alaskan	17	2%	1%
Unknown	17	2%	3%
Multiple Races	7	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Asian	1	0%	1%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	397	44% ▼	75%
Hisp-Puerto Rican	337	37% ▲	12%
Hispanic-Other	122	13%	6%
Hispanic-Mexican	37	4%	1%
Unknown	12	1%	6%
Hispanic-Cuban	4	0%	0%

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

BH Care Shoreline 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	121	101	20%	▲
Admits	152	134	13%	▲
Discharges	152	129	18%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		146	95%	75%	57%	20%	▲
✔	Community Location Evaluation		150	98%	80%	61%	18%	▲
✔	Follow-up Service within 48 hours		42	98%	90%	46%	8%	

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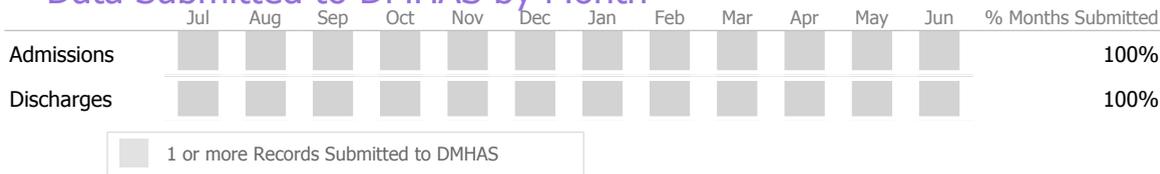
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

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

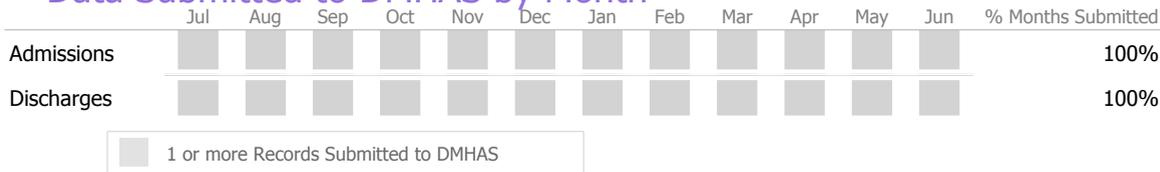**BH Care Valley Crisis 315-200**
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	102	-15%	▼
Admits	150	188	-20%	▼
Discharges	150	188	-20%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		145	97%	75%	57%	22%	▲
✔	Community Location Evaluation		139	93%	80%	61%	13%	▲
✔	Follow-up Service within 48 hours		88	98%	90%	46%	8%	

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

BH Care Valley Supported Residential Program 311-2
CommuniCare Inc
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	167	211	-21% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		2	67%	60%	88%	7%
🔴 Stable Living Situation		2	67%	85%	94%	-18% ▼
🔴 Employed		0	0%	25%	12%	-25% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	94%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		2	67%	90%	98%	-23% ▼

Data Submitted to DMHAS by Month
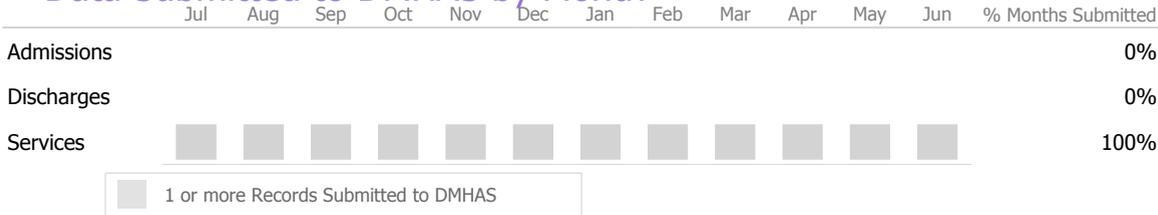
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

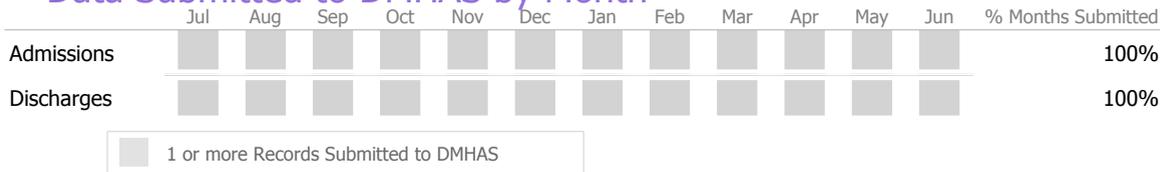* State Avg based on 51 Active Residential Support Programs

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	121	117	3%	
Admits	155	185	-16%	▼
Discharges	147	186	-21%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		141	97%	75%	57%	22%	▲
✔	Community Location Evaluation		126	87%	80%	61%	7%	
🔴	Follow-up Service within 48 hours		93	85%	90%	46%	-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 25 Active Mobile Crisis Team Programs

Bridges Supported Residential Prog 309 315-201Y
CommuniCare Inc
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	4	75%	▲
Admits	3	1	200%	▲
Discharges	2	-		
Service Hours	366	221	66%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	65%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		5	71%	60%	88%	11%	▲
✔ Stable Living Situation		6	86%	85%	94%	1%	
🔴 Employed		0	0%	25%	12%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		5	100%	90%	98%	10%

Data Submitted to DMHAS by Month
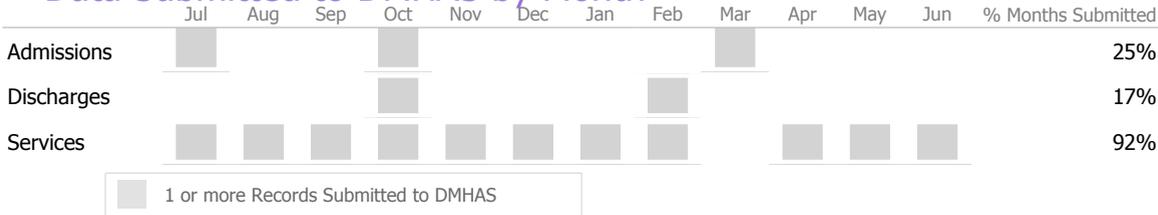
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢			▢					▢				25%
Discharges				▢				▢					17%
Services		▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 51 Active Residential Support Programs

Latino Behavioral Health Services - BH Care Shorel
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	12	11	9%
Discharges	10	11	-9%
Service Hours	304	144	112% ▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		82%	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	67%
✔ SA Screen Complete		95%	62%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	98%
Valid Axis V GAF Score		89%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		5	50%	50%	40%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		25	93%	60%	66%	33% ▲
✔ Stable Living Situation		27	100%	95%	85%	5%
🔴 Employed		6	22%	30%	21%	-8%
✔ Improved/Maintained Axis V GAF Score		16	76%	75%	57%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	94%	90%	86%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		10	83%	75%	69%	8%

Data Submitted to DMHAS by Month
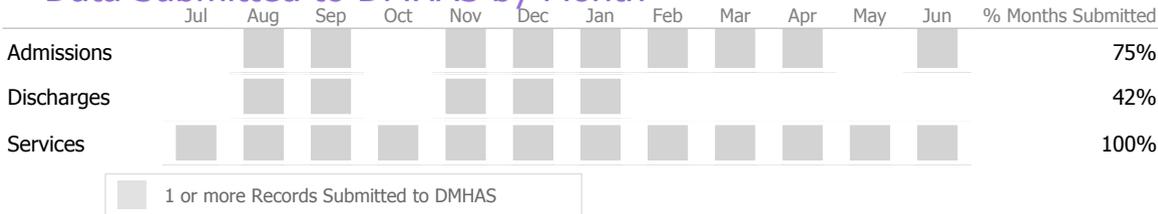
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢		▢	▢	▢	▢		▢		▢	75%
Discharges		▢	▢		▢		▢	▢					42%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Latino Behavioral Health Services - BH Care Valley
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	30	20%	▲
Admits	19	10	90%	▲
Discharges	18	10	80%	▲
Service Hours	333	196	70%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		95%	94%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		100%	66%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		90%	67%
✔ SA Screen Complete		90%	62%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		94%	98%
✔ Valid Axis V GAF Score		94%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		11	61%	50%	40%	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		29	74%	60%	66%	14%	▲
✔ Improved/Maintained Axis V GAF Score		26	79%	75%	57%	4%	
🔴 Stable Living Situation		34	87%	95%	85%	-8%	
🔴 Employed		9	23%	30%	21%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	90%	90%	86%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		7	39%	75%	69%	-36%	▼

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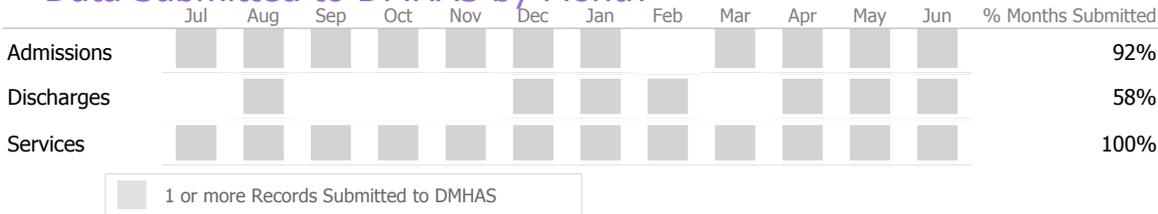
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪	▪	92%
Discharges		▪				▪	▪	▪		▪		▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	6	10	-40%	▼
Discharges	5	8	-38%	▼
Service Hours	462	466	-1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		36%	66%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		91%	67%
✓ SA Screen Complete		91%	62%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	98%
Valid Axis V GAF Score		90%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	40%	50%	40%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		15	71%	60%	66%	11%	▲
✓ Stable Living Situation		20	95%	95%	85%	0%	
🔴 Employed		6	29%	30%	21%	-1%	
✓ Improved/Maintained Axis V GAF Score		15	79%	75%	57%	4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		14	88%	90%	86%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	83%	75%	69%	8%

Data Submitted to DMHAS by Month
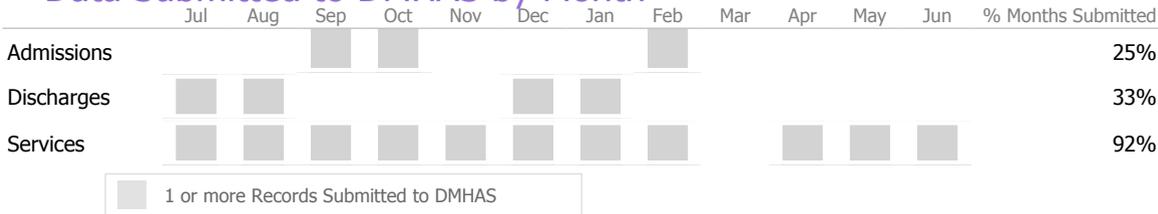
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢	▢				▢					25%
Discharges	▢	▢				▢	▢						33%
Services	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual	Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 93 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	38	-5%
Admits	19	20	-5%
Discharges	14	18	-22% ▼
Service Hours	470	653	-28% ▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	94%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	66%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	62%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	57%	50%	40%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		29	74%	60%	66%	14% ▲
✓ Improved/Maintained Axis V GAF Score		31	97%	75%	57%	22% ▲
✓ Stable Living Situation		37	95%	95%	85%	0%
● Employed		9	23%	30%	21%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	94%	75%	69%	19% ▲

Data Submitted to DMHAS by Month
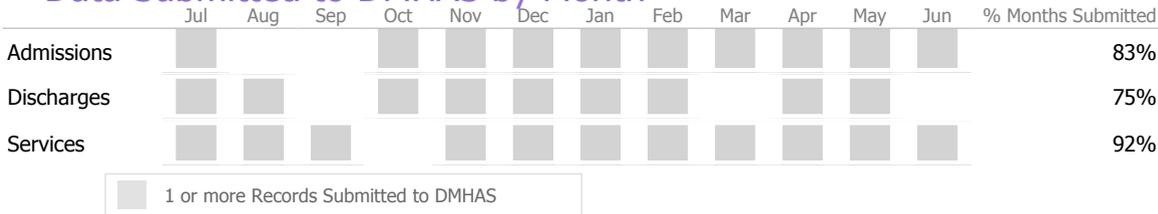
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■			■	■	■	■	■		■		■	83%
Discharges	■	■		■	■	■	■	■	■	■		■	75%
Services	■	■	■		■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	70	1%
Admits	57	63	-10%
Discharges	54	58	-7%
Service Hours	3,336	8,275	-60% ▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	67%
✔ SA Screen Complete		100%	62%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	98%
✔ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		36	67%	50%	40%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		53	75%	60%	66%	15% ▲
✔ Improved/Maintained Axis V GAF Score		53	98%	75%	57%	23% ▲
🔴 Stable Living Situation		49	69%	95%	85%	-26% ▼
🔴 Employed		1	1%	30%	21%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		17	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		56	98%	75%	69%	23% ▲

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 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	53	4%	
Admits	17	14	21%	▲
Discharges	47	15	213%	▲
Service Hours	907	964	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		67%	66%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	62%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		24	51%	50%	40%	1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		49	89%	60%	66%	29%	▲
✓ Stable Living Situation		55	100%	95%	85%	5%	
● Employed		0	0%	30%	21%	-30%	▼
● Improved/Maintained Axis V GAF Score		16	30%	75%	57%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		8	100%	90%	86%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		16	94%	75%	69%	19%	▲

Data Submitted to DMHAS by Month
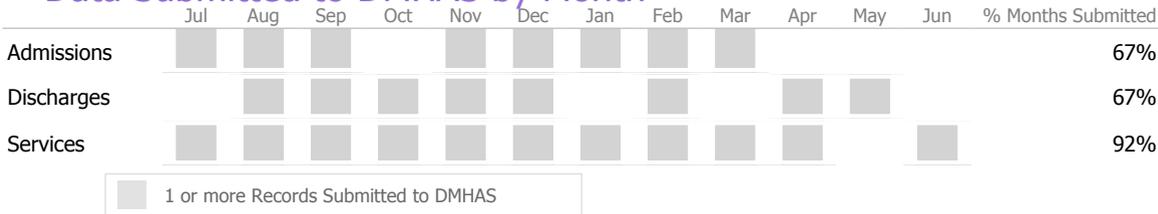
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪		▪	▪	▪	▪	▪				67%
Discharges		▪	▪	▪		▪		▪		▪	▪		67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 93 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	142	80	78%	▲
Admits	83	65	28%	▲
Discharges	4	21	-81%	▼
Service Hours	610	252	142%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		32%	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		71%	67%
✔ SA Screen Complete		77%	62%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	98%
✔ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	40%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		141	99%	95%	85%	4%	
✔ Social Support		91	64%	60%	66%	4%	
✔ Employed		44	31%	30%	21%	1%	
🔴 Improved/Maintained Axis V GAF Score		28	30%	75%	57%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		102	74%	90%	86%	-16%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		41	49%	75%	69%	-26%	▼

Data Submitted to DMHAS by Month
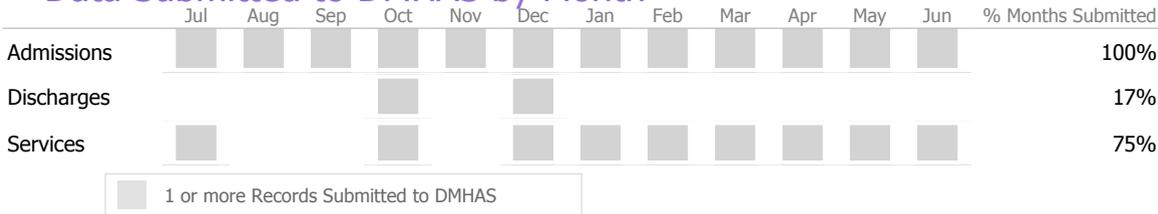
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													17%
Services													75%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	40	100%	▲
Admits	45	30	50%	▲
Discharges	22	5	340%	▲
Service Hours	747	269	178%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	94%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		49%	66%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		92%	67%
✓ SA Screen Complete		55%	62%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	18%	50%	40%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		79	98%	60%	66%	38%	▲
🔴 Stable Living Situation		76	94%	95%	85%	-1%	
🔴 Employed		23	28%	30%	21%	-2%	
🔴 Improved/Maintained Axis V GAF Score		5	9%	75%	57%	-66%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		37	82%	75%	69%	7%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

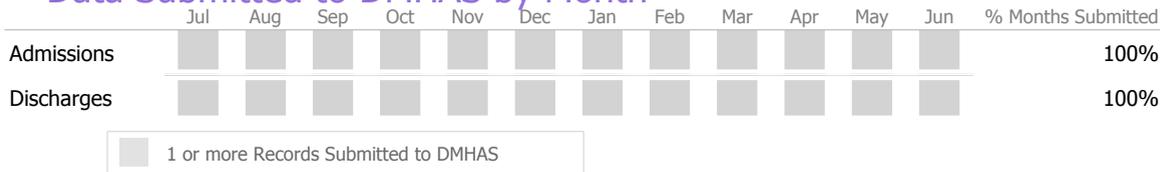* State Avg based on 93 Active Standard Outpatient Programs

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	85	25%	▲
Admits	144	160	-10%	
Discharges	145	155	-6%	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		133	94%	75%	57%	19%	▲
✔ Community Location Evaluation		142	100%	80%	61%	20%	▲
✔ Follow-up Service within 48 hours		60	98%	90%	46%	8%	

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