CommuniCare Inc
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	755	543	39%	▲
	Admits	561	394	42%	▲
	Discharges	509	341	49%	▲
	Service Hours	6,814	3,727	83%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	432	56.6%
	Crisis Services	319	41.8%
	Residential Services	12	1.6%

Consumer Satisfaction Survey   (Based on 124 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		96%	80%	93%
✔ Respect		96%	80%	91%
✔ General Satisfaction		94%	80%	92%
✔ Participation in Treatment		93%	80%	92%
✔ Access		93%	80%	88%
✔ Overall		91%	80%	91%
✔ Outcome		84%	80%	83%
✔ Recovery		82%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	52	7%	13%
26-34	108	15%	23%
35-44	154	21%	19%
45-54	228	31%	23%
55-64	139	19%	16%
65+	61	8%	5%

Gender

Gender	#	%		State Avg
Female	414	55%	▲	41%
Male	340	45%	▼	59%
Transgender				0%

Race

Race	#	%		State Avg
White/Caucasian	338	45%	▼	65%
Other	311	41%	▲	13%
Black/African American	73	10%		17%
Am. Indian/Native Alaskan	13	2%		0%
Unknown	11	1%		3%
Multiple Races	7	1%		1%
Asian	1	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%

Ethnicity

Ethnicity	#	%		State Avg
Hisp-Puerto Rican	310	41%	▲	12%
Non-Hispanic	298	39%	▼	75%
Hispanic-Other	106	14%		6%
Hispanic-Mexican	28	4%		1%
Unknown	11	1%		6%
Hispanic-Cuban	2	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
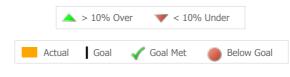Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	57	56%	▲
Admits	108	64	69%	▲
Discharges	107	63	70%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		105	97%	75%	64%	22%	▲
✔ Community Location Evaluation		108	100%	80%	58%	20%	▲
✔ Follow-up Service within 48 hours		43	96%	90%	50%	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	50	48%	▲
Admits	112	81	38%	▲
Discharges	112	80	40%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		112	100%	75%	64%	25%	▲
✔	Community Location Evaluation		110	98%	80%	58%	18%	▲
✔	Follow-up Service within 48 hours		73	100%	90%	50%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	100	-100% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		2	67%	60%	87%	7%
● Stable Living Situation		2	67%	85%	93%	-18% ▼
● Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	96%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	43	88%	▲
Admits	103	60	72%	▲
Discharges	107	51	110%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		96	98%	75%	64%	23%	▲
✔ Community Location Evaluation		90	92%	80%	58%	12%	▲
✔ Follow-up Service within 48 hours		76	100%	90%	50%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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
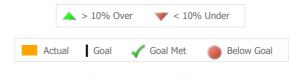Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	6	0%	
Admits	1	2	-50%	▼
Discharges	-	1	-100%	▼
Service Hours	146	257	-43%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		60%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▢			17%
Discharges							0%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	67%	60%	87%	7%
● Stable Living Situation		5	83%	85%	93%	-2%
● Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	67%	90%	96%	-23% ▼

▲ > 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
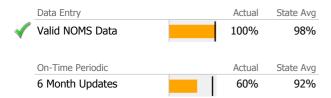CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	20	-20%	▼
Admits	-	6	-100%	▼
Discharges	7	9	-22%	▼
Service Hours	170	188	-9%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		89%	64%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	77%
SA Screen Complete		0%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		94%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges	▢		▢	▢		▢	67%
Services	▢	▢	▢		▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	14%	50%	45%	-36%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		15	94%	60%	67%	34%	▲
✔	Stable Living Situation		16	100%	95%	85%	5%	
✔	Improved/Maintained Axis V GAF Score		12	75%	75%	52%	0%	
🔴	Employed		3	19%	30%	20%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		9	100%	90%	80%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		0	0%	75%	62%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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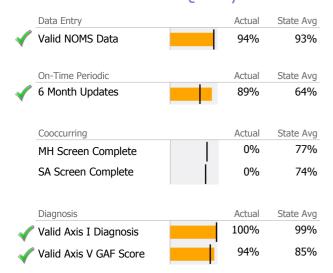CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	30	-13%	▼
Admits	6	11	-45%	▼
Discharges	5	6	-17%	▼
Service Hours	174	196	-11%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		89%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		75%	64%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		88%	77%
✔ SA Screen Complete		88%	74%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		96%	99%
✔ Valid Axis V GAF Score		100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		5	100%	50%	45%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		24	89%	60%	67%	29%	▲
✔ Improved/Maintained Axis V GAF Score		19	90%	75%	52%	15%	▲
🔴 Employed		5	19%	30%	20%	-11%	▼
🔴 Stable Living Situation		22	81%	95%	85%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		21	95%	90%	80%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		4	67%	75%	62%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢	▢	▢	▢	83%
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 94 Active Standard Outpatient Programs

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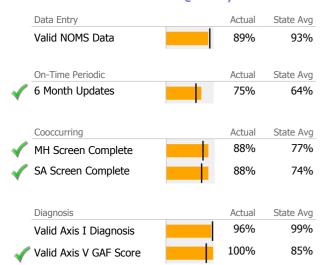Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
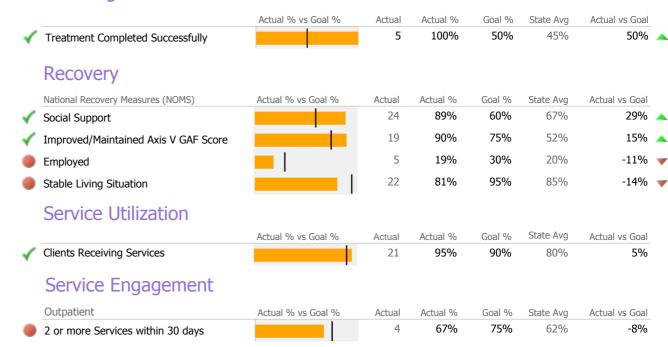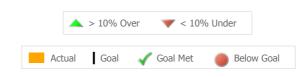Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	19	16%	▲
Admits	6	4	50%	▲
Discharges	3	4	-25%	▼
Service Hours	329	278	18%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		91%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		77%	64%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		77%	77%
SA Screen Complete		62%	74%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		95%	99%
✔ Valid Axis V GAF Score		95%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢			▢	50%
Discharges			▢				17%
Services		▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	33%	50%	45%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		19	86%	95%	85%	-9%	
🔴 Employed		4	18%	30%	20%	-12%	▼
✔ Improved/Maintained Axis V GAF Score		13	81%	75%	52%	6%	
🔴 Social Support		9	41%	60%	67%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		17	89%	90%	80%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		4	67%	75%	62%	-8%

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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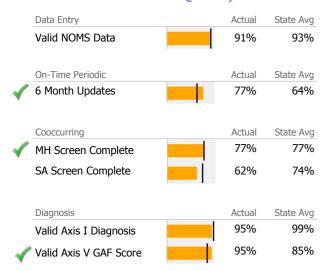CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)
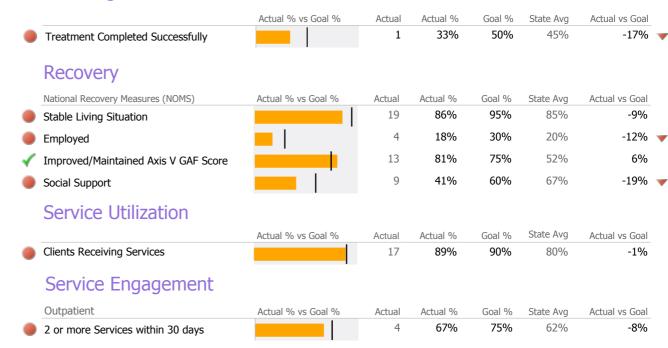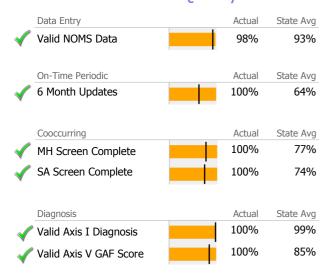
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	26	27%	▲
Admits	9	7	29%	▲
Discharges	12	7	71%	▲
Service Hours	339	190	78%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	64%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	77%
✔ SA Screen Complete		100%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		7	58%	50%	45%	8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		27	79%	60%	67%	19%	▲
✔ Improved/Maintained Axis V GAF Score		29	100%	75%	52%	25%	▲
✔ Stable Living Situation		33	97%	95%	85%	2%	
🔴 Employed		7	21%	30%	20%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		22	100%	90%	80%	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%	62%	14%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 94 Active Standard Outpatient Programs

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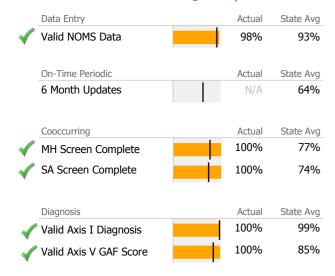CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	42	14%	▲
Admits	31	28	11%	▲
Discharges	33	27	22%	▲
Service Hours	4,524	1,363		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		N/A	64%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	77%
✔ SA Screen Complete		100%	74%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		26	79%	50%	45%	29%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		43	90%	60%	67%	30%	▲
✔ Improved/Maintained Axis V GAF Score		33	100%	75%	52%	25%	▲
● Stable Living Situation		35	73%	95%	85%	-22%	▼
● Employed		0	0%	30%	20%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		15	100%	90%	80%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		31	100%	75%	62%	25%	▲

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 94 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
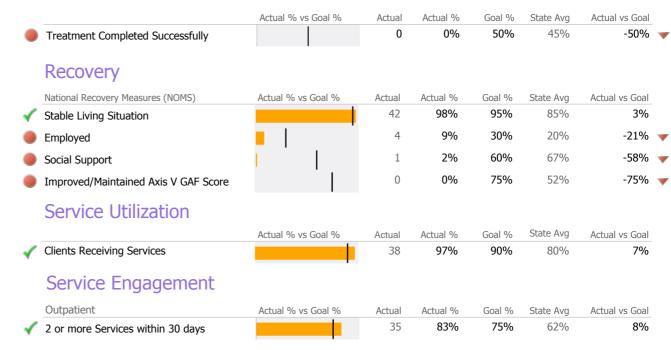Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	50	-14%	▼
Admits	42	12	250%	▲
Discharges	4	8	-50%	▼
Service Hours	286	563	-49%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		88%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	64%

Cooccurring		Actual	State Avg
MH Screen Complete		40%	77%
SA Screen Complete		40%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	45%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		42	98%	95%	85%	3%	
● Employed		4	9%	30%	20%	-21%	▼
● Social Support		1	2%	60%	67%	-58%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	52%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		38	97%	90%	80%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		35	83%	75%	62%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges		▢	▢	▢	▢		67%
Services			▢		▢	▢	50%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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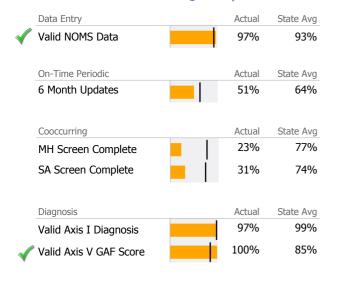CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	158	93	70%	▲
Admits	19	33	-42%	▼
Discharges	4	4	0%	
Service Hours	344	242	42%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		51%	64%

Cooccurring		Actual	State Avg
MH Screen Complete		23%	77%
SA Screen Complete		31%	74%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	99%
✔ Valid Axis V GAF Score		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							17%
Services							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	25%	50%	45%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		104	66%	60%	67%	6%
✔ Stable Living Situation		157	99%	95%	85%	4%
🔴 Employed		46	29%	30%	20%	-1%
🔴 Improved/Maintained Axis V GAF Score		99	71%	75%	52%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		66	43%	90%	80%	-47%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		12	63%	75%	62%	-12%	▼

▲ > 10% Over   ▼ < 10% Under

🟧 Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Latino Behavioral Health Services - Hispanos Unido
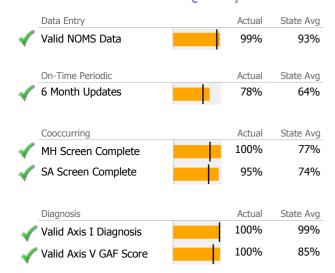CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	56	59%	▲
Admits	32	21	52%	▲
Discharges	23	14	64%	▲
Service Hours	503	350	44%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		78%	64%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	77%
✔ SA Screen Complete		95%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							67%
Services							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	26%	50%	45%	-24%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		90	99%	60%	67%	39%	▲
✔	Stable Living Situation		87	96%	95%	85%	1%	
🔴	Employed		20	22%	30%	20%	-8%	
🔴	Improved/Maintained Axis V GAF Score		23	39%	75%	52%	-36%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		65	96%	90%	80%	6%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		23	72%	75%	62%	-3%

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❙ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 94 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
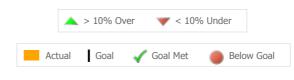Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	49	53%	▲
Admits	92	65	42%	▲
Discharges	92	67	37%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		80	88%	75%	64%	13%	▲
✔	Community Location Evaluation		85	93%	80%	58%	13%	▲
✔	Follow-up Service within 48 hours		51	100%	90%	50%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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