Capitol Region Mental Health Center
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,809	1,863	-3%	
	Admits	1,178	1,272	-7%	
	Discharges	1,125	1,210	-7%	
	Service Hours	35,874	28,383	26%	▲
	Bed Days	6,303	4,652	35%	▲
	S.Rehab/PHP/IOP	1	193	-99%	▼

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

Consumer Satisfaction Survey   (Based on 188 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Overall		89%	80%	91%
✔ Respect		88%	80%	91%
✔ Participation in Treatment		88%	80%	92%
✔ Quality and Appropriateness		86%	80%	93%
✔ General Satisfaction		85%	80%	92%
✔ Access		85%	80%	88%
🔴 Outcome		78%	80%	83%
🔴 Recovery		68%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,143	35.4%
	Social Rehabilitation	668	20.7%
	Crisis Services	300	9.3%
	Community Support	261	8.1%
	Intake	213	6.6%
	ACT	58	1.8%
	Other	39	1.2%
	Inpatient Services	31	1.0%
	Residential Services	11	0.3%
Forensic MH			
	Forensics Community-based	323	10.0%
	Outpatient	66	2.0%
	Case Management	34	1.1%
Forensic SA			
	Forensics Community-based	85	2.6%

Client Demographics

Age		#	%	State Avg
18-25		250	14%	15%
26-34		327	18%	24%
35-44		328	18%	19%
45-54		449	25%	23%
55-64		332	18%	15%
65+		120	7%	5%

Gender		#	%	State Avg
Male		1,095	61%	60%
Female		712	39%	40%
Transgender		2	0%	0%

Ethnicity		#	%	State Avg
Non-Hispanic		1,191	66%	75%
Hisp-Puerto Rican		410	23% ▲	12%
Hispanic-Other		108	6%	7%
Unknown		88	5%	5%
Hispanic-Cuban		6	0%	0%
Hispanic-Mexican		6	0%	1%

Race		#	%	State Avg
Black/African American		717	40% ▲	17%
White/Caucasian		591	33% ▼	65%
Other		388	22%	13%
Unknown		41	2%	3%
Asian		24	1%	1%
Multiple Races		14	1%	1%
Am. Indian/Native Alaskan		7	0%	0%
Hawaiian/Other Pacific Islander		4	0%	0%

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

500 Vine Jail Div
Capitol Region Mental Health Center
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

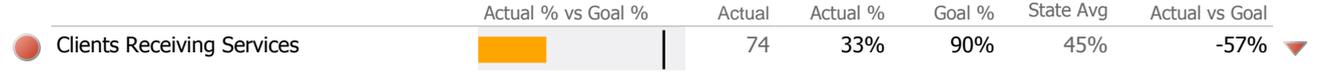Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	311	270	15%	▲
Admits	266	278	-4%	
Discharges	211	219	-4%	
Service Hours	276	155	78%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		74	33%	90%	45%	-57%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		35	18%	0%	19%	18%	▲

Data Submitted to DMHAS by Month

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

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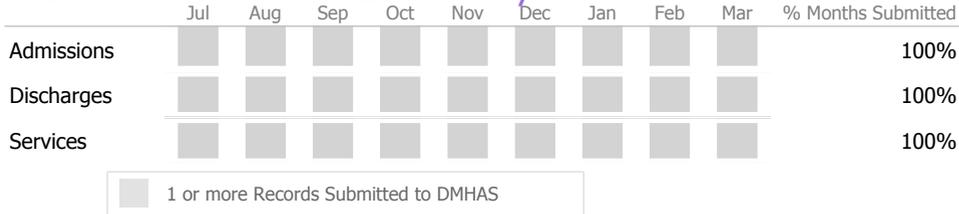
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

ACT Program
Capitol Region Mental Health Center
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	45	29%	▲
Admits	11	32	-66%	▼
Discharges	8	-		
Service Hours	1,669	1,375	21%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		97%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		43%	74%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	80%
✓ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	100%
✓ Valid Axis V GAF Score		78%	76%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	12%	65%	45%	-53%	▼
✓	No Re-admit within 30 Days of Discharge		6	86%	85%	94%	1%	
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	51%	-90%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		36	62%	60%	87%	2%	
🔴	Employed		1	2%	15%	9%	-13%	▼
🔴	Social Support		22	38%	60%	74%	-22%	▼
🔴	Improved/Maintained Axis V GAF Score		27	56%	85%	47%	-29%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		50	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▣	▣	▣	▣	▣	▣	▣	78%
Discharges		▣	▣		▣			▣		56%
Services		▣	▣	▣	▣	▣	▣	▣	▣	100%

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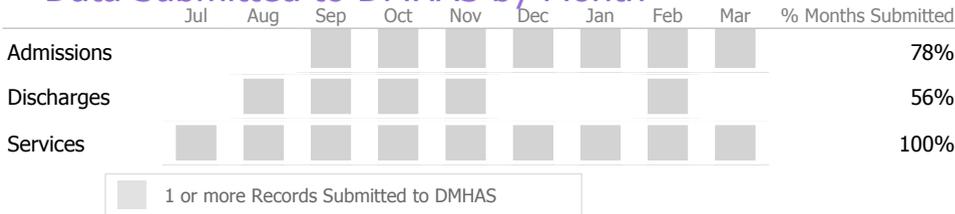
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

ASIST
Capitol Region Mental Health Center
Forensic MH - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	34	0%	
Admits	16	10	60%	▲
Discharges	15	16	-6%	
Service Hours	882	558	58%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		93%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		67%	57%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	20%	50%	5%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		34	100%	60%	94%	40%	▲
🔴 Employed		2	6%	20%	4%	-14%	▼
🔴 Stable Living Situation		21	62%	80%	68%	-18%	▼
🔴 Social Support		14	41%	60%	48%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	100%	90%	100%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										78%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✔ Goal Met	🔴 Below Goal
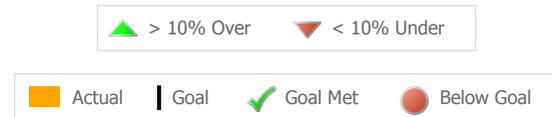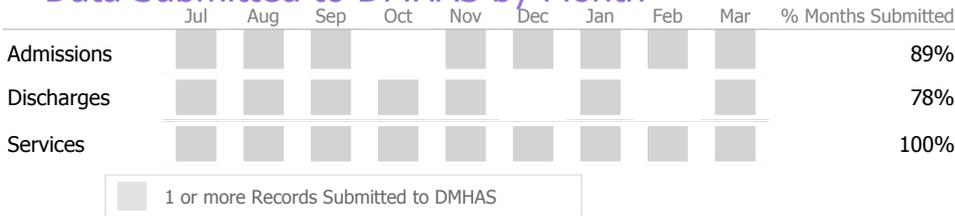
* State Avg based on 4 Active Standard Case Management Programs

BHH ADULT NAE
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	62%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	77%
SA Screen Complete		N/A	74%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	21%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
● Social Support		N/A	N/A	60%	69%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	84%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

	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

Co-Occurring Program
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	295	314	-6%	▼
Admits	25	34	-26%	▼
Discharges	22	39	-44%	▼
Service Hours	3,931	3,608	9%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		87%	62%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		92%	77%
✔ SA Screen Complete		92%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
Valid Axis V GAF Score		36%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Social Support		171	58%	60%	69%	-2%	
🔴 Stable Living Situation		261	88%	95%	86%	-7%	
🔴 Employed		11	4%	30%	21%	-26%	▼
🔴 Improved/Maintained Axis V GAF Score		73	26%	75%	52%	-49%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		273	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		20	80%	75%	65%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
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

Corp Post-Release
Capitol Region Mental Health Center
Forensic MH - Forensics Community-based - Re-entry Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	19	0%	
Admits	6	6	0%	
Discharges	3	8	-63%	▼
Service Hours	393	417	-6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪					▪	▪	▪		44%
Discharges			▪			▪				22%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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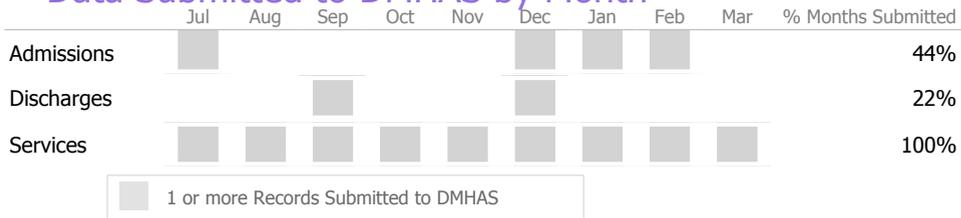
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 2 Active Re-entry Programs Programs

CRMHC UM Screening
Capitol Region Mental Health Center
Mental Health - Intake - UM Screening

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	27	-70%	▼
Admits	-	4	-100%	▼
Discharges	13	24	-46%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges	▢	▢		▢	▢	▢				56%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal
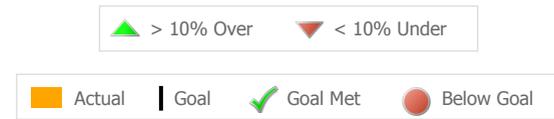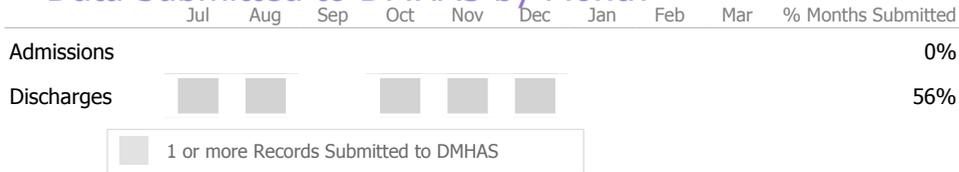
* State Avg based on 3 Active UM Screening Programs

CSP/RP
Capitol Region Mental Health Center
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	261	213	23%	▲
Admits	127	69	84%	▲
Discharges	69	75	-8%	
Service Hours	3,365	1,375	145%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		82%	89%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		94%	80%
✔ SA Screen Complete		94%	79%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	99%
Valid Axis V GAF Score		44%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		58	84%	65%	69%	19%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		233	85%	80%	92%	5%	
✔ Social Support		176	64%	60%	80%	4%	
🔴 Employed		13	5%	20%	11%	-15%	▼
🔴 Improved/Maintained Axis V GAF Score		36	18%	95%	59%	-77%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		174	85%	90%	97%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 CSP Programs

Deaf and Hard of Hearing Team
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	83	-1%	
Admits	9	11	-18%	▼
Discharges	11	7	57%	▲
Service Hours	1,562	1,034	51%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		87%	62%

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		10%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		8	73%	50%	42%	23%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		54	64%	60%	69%	4%	
🔴 Stable Living Situation		79	94%	95%	86%	-1%	
🔴 Employed		24	29%	30%	21%	-1%	
🔴 Improved/Maintained Axis V GAF Score		12	15%	75%	52%	-60%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		73	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		7	78%	75%	65%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪			▪		▪		44%
Discharges		▪	▪	▪	▪	▪	▪			67%
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

Forensic Outpatient 3120140F
Capitol Region Mental Health Center
Forensic MH - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
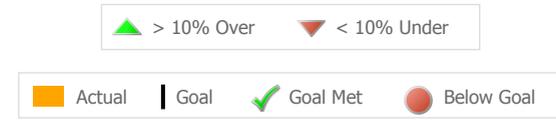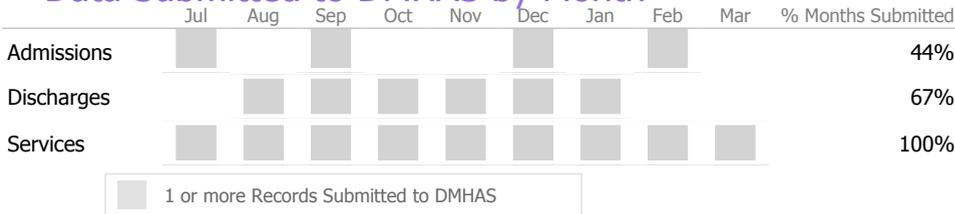
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	96	-31%	▼
Admits	11	23	-52%	▼
Discharges	21	32	-34%	▼
Service Hours	1,841	2,231	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	89%

On-Time Periodic		Actual	State Avg
6 Month Updates		83%	89%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	98%
✓ SA Screen Complete		100%	97%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		21%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		4	19%	50%	40%	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Self Help		66	100%	60%	27%	40%	▲
✓ Social Support		42	64%	60%	61%	4%	
🔴 Stable Living Situation		54	82%	95%	80%	-13%	▼
🔴 Employed		2	3%	30%	18%	-27%	▼
🔴 Improved/Maintained Axis V GAF Score		17	27%	75%	62%	-48%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	100%	90%	98%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	82%	75%	92%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	☐	☐	☐		☐	☐	☐		☐	78%
Discharges	☐	☐	☐	☐		☐	☐	☐	☐	89%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal
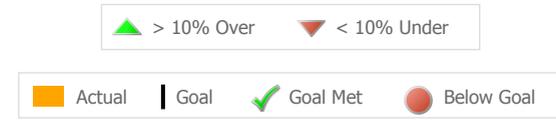
* State Avg based on 2 Active Standard Outpatient Programs

General Psych Program
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	369	386	-4%	
Admits	18	42	-57%	▼
Discharges	24	34	-29%	▼
Service Hours	4,022	4,103	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		77%	62%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		82%	77%
✔ SA Screen Complete		82%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
✔ Valid Axis V GAF Score		86%	85%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	25%	50%	42%	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		241	65%	60%	69%	5%	
✔	Stable Living Situation		353	96%	95%	86%	1%	
🔴	Improved/Maintained Axis V GAF Score		214	60%	75%	52%	-15%	▼
🔴	Employed		20	5%	30%	21%	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		347	100%	90%	84%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		16	89%	75%	65%	14%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪		▪	▪	▪	▪	89%
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

Hartford Crisis Intervention Team
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	112	-11%	▼
Admits	106	119	-11%	▼
Discharges	105	115	-9%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		113	99%	75%	64%	24%	▲
✔	Community Location Evaluation		114	100%	80%	59%	20%	▲
🔴	Follow-up Service within 48 hours		13	41%	90%	51%	-49%	▼

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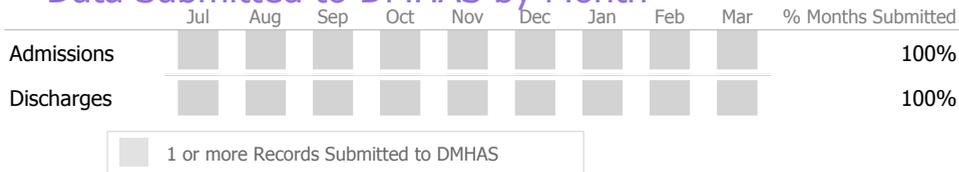
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

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

Hilltop
Capitol Region Mental Health Center
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	2	3	-33%	▼
Discharges	3	1	200%	▲
Bed Days	2,064	430	380%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		98%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	81%
✔ SA Screen Complete		100%	80%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		91%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		2	67%	60%	65%	7%
✔ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		10	91%	95%	97%	-4%	
🔴 Employed		1	9%	25%	8%	-16%	▼
🔴 Social Support		3	27%	60%	88%	-33%	▼
🔴 Improved/Maintained Axis V GAF Score		5	56%	95%	70%	-39%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		10	582 days	0.4	75%	90%	93%	-15%	▼

☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								☐	☐	22%
Discharges				☐		☐				22%

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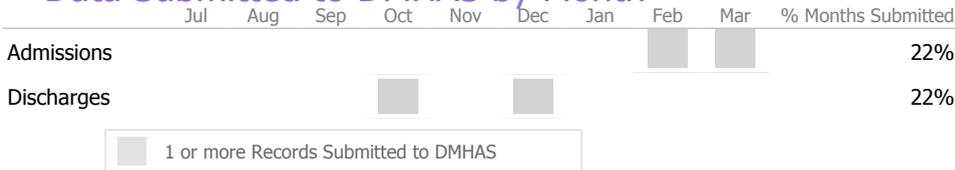
▲ > 10% Over	▼ < 10% Under

🟧 Actual	▏ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

Homeless Outreach Team
Capitol Region Mental Health Center
Mental Health - Other - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	22	-5%	
Admits	6	8	-25%	▼
Discharges	9	7	29%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▧	▧	▧	▧		▧			56%
Discharges	▧	▧	▧				▧	▧		56%

▧ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

Inpatient Treatment Unit
Capitol Region Mental Health Center
Mental Health - Inpatient Services - Non-Certified Subacute

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	39	-21%	▼
Admits	16	24	-33%	▼
Discharges	16	26	-38%	▼
Bed Days	4,239	4,222	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		14	88%	95%	88%	-7%	
🔴	No Re-admit within 30 Days of Discharge		13	81%	85%	81%	-4%	
🔴	Follow-up within 30 Days of Discharge		11	79%	90%	79%	-11%	▼

Data Submission Quality

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

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

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		10%	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		3	14%	75%	14%	-61%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	301 days	0.3	96%	90%	96%	6%

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	⬜	⬜	⬜		⬜	⬜	⬜	⬜	⬜	89%
Discharges	⬜	⬜	⬜		⬜	⬜	⬜	⬜	⬜	89%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	▌ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 2 Active Non-Certified Subacute Programs

Intake Team
Capitol Region Mental Health Center
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	206	211	-2%	
Admits	119	118	1%	
Discharges	144	125	15%	▲
Service Hours	455	368	24%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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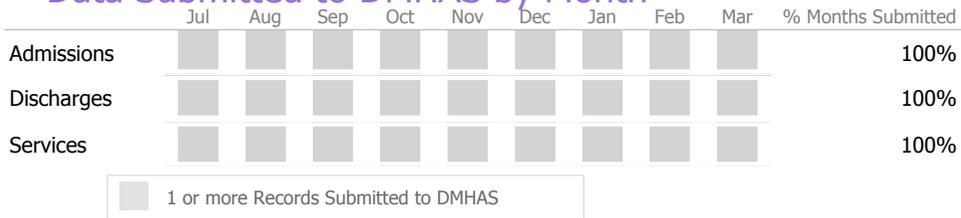
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Central Intake Programs

JD Sub Use
Capitol Region Mental Health Center
Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
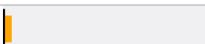Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	105	-19%	▼
Admits	57	99	-42%	▼
Discharges	45	82	-45%	▼
Service Hours	-	-		

Service Utilization

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

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		1	4%	0%	4%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										0%

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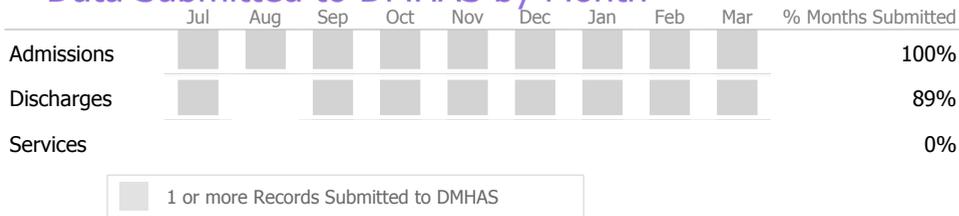
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 1 Active Court Liaison-Jail Diversion Programs

Liaison Program
Capitol Region Mental Health Center
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	5	260%	▲
Admits	13	3	333%	▲
Discharges	9	1	800%	▲
Service Hours	53	45	18%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢		▢	▢	▢		▢		▢	67%
Discharges				▢		▢	▢	▢	▢	56%
Services			▢	▢	▢	▢	▢	▢	▢	78%

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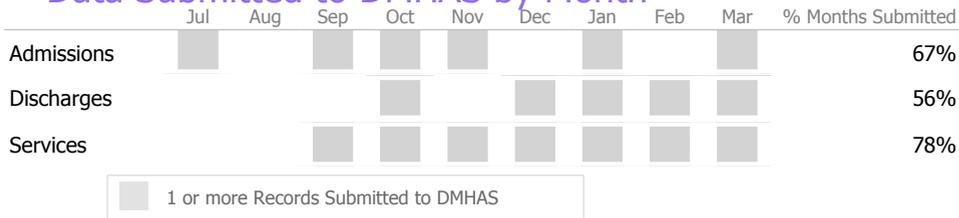
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Med Management Program
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	264	283	-7%	
Admits	9	19	-53%	▼
Discharges	25	26	-4%	
Service Hours	3,988	3,695	8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	62%

Cooccurring		Actual	State Avg
MH Screen Complete		76%	77%
✔ SA Screen Complete		82%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		55%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		8	32%	50%	42%	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		225	85%	60%	69%	25%	▲
🔴 Stable Living Situation		249	94%	95%	86%	-1%	
🔴 Employed		30	11%	30%	21%	-19%	▼
🔴 Improved/Maintained Axis V GAF Score		100	39%	75%	52%	-36%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		239	100%	90%	84%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		7	78%	75%	65%	3%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▦			▦	▦	▦	▦	56%
Discharges	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%
Services	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

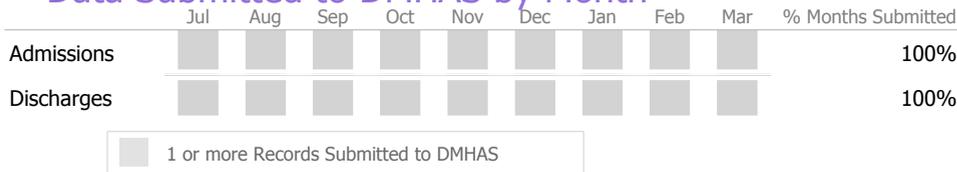* State Avg based on 93 Active Standard Outpatient Programs

Mobile Crisis Team
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
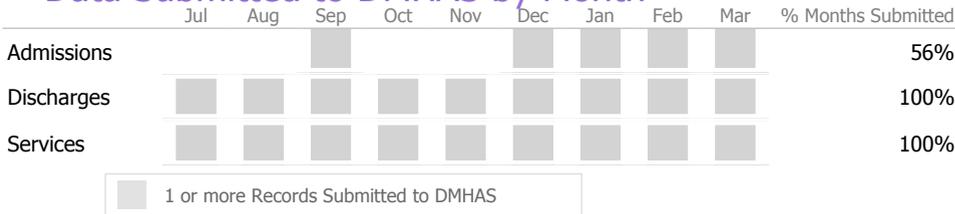
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	215	224	-4%
Admits	278	255	9%
Discharges	276	262	5%

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		284	93%	75%	64%	18%	▲
✔	Community Location Evaluation		291	96%	80%	59%	16%	▲
🔴	Follow-up Service within 48 hours		53	60%	90%	51%	-30%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

Peer Support
Capitol Region Mental Health Center
Mental Health - Social Rehabilitation - Social Rehabilitation

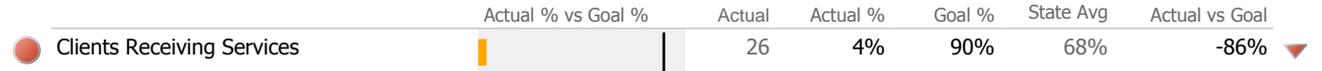Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
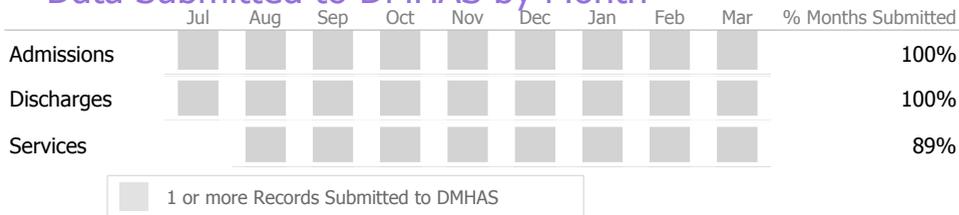Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	668	675	-1%	
Admits	55	71	-23%	▼
Discharges	59	62	-5%	
Service Hours	58	31	85%	▲
Social Rehab/PHP/IOP Days	1	193	-99%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		26	4%	90%	68%	-86%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services		▪	▪	▪	▪	▪	▪	▪	▪	89%

▫ 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 Program
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	144	149	-3%	
Admits	28	28	0%	
Discharges	37	35	6%	
Service Hours	13,381	9,354	43%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		92%	92%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		67%	62%

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		86%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		10	27%	50%	42%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		128	88%	95%	86%	-7%	
🔴 Social Support		77	53%	60%	69%	-7%	
🔴 Improved/Maintained Axis V GAF Score		79	62%	75%	52%	-13%	▼
🔴 Employed		10	7%	30%	21%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		107	99%	90%	84%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		21	75%	75%	65%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%
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