CommuniCare Inc
North Haven, 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	924	742	25%	▲
	Admits	839	635	32%	▲
	Discharges	784	545	44%	▲
	Service Hours	11,247	5,507	104%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	476	51.1%
	Crisis Services	444	47.6%
	Residential Services	12	1.3%

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	78	9%	15%
26-34	136	15%	24%
35-44	177	20%	19%
45-54	260	29%	23%
55-64	178	20%	15%
65+	76	8%	5%

Gender

Gender	#	%		State Avg
Female	488	53%	▲	40%
Male	435	47%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	419	45%	▼	75%
Hisp-Puerto Rican	336	36%	▲	12%
Hispanic-Other	123	13%		7%
Hispanic-Mexican	30	3%		1%
Unknown	14	2%		5%
Hispanic-Cuban	2	0%		0%

Race

Race	#	%		State Avg
White/Caucasian	448	48%	▼	65%
Other	348	38%	▲	13%
Black/African American	85	9%		17%
Am. Indian/Native Alaskan	15	2%		0%
Unknown	15	2%		3%
Multiple Races	7	1%		1%
Asian	4	0%		1%
Hawaiian/Other Pacific Islander	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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	127	91	40%	▲
Admits	178	106	68%	▲
Discharges	175	106	65%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		172	98%	75%	64%	23%	▲
✔	Community Location Evaluation		176	100%	80%	59%	20%	▲
✔	Follow-up Service within 48 hours		72	96%	90%	51%	6%	

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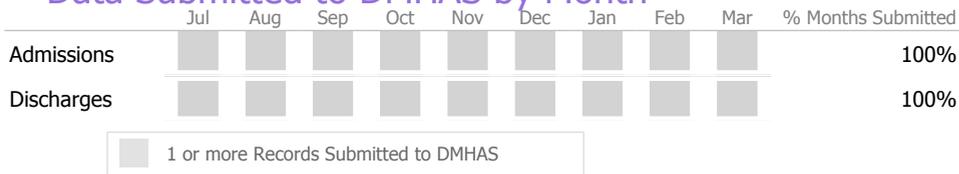
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

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

BH Care Shoreline Supported Residential Prog 315-2
CommuniCare Inc
Mental Health - Residential Services - Residential Support

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	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		0	0%	25%	14%	-25% ▼
🔴 Social Support		0	0%	60%	87%	-60% ▼
🔴 Stable Living Situation		0	0%	85%	94%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	97%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

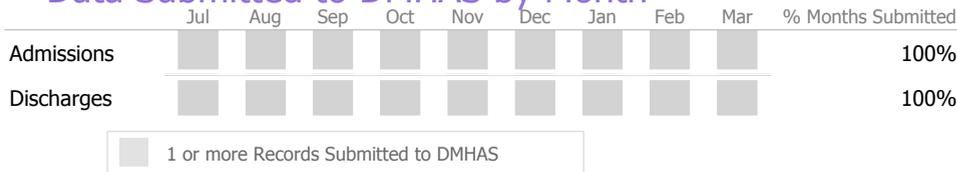* State Avg based on 51 Active Residential Support Programs

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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	69	41%	▲
Admits	158	113	40%	▲
Discharges	158	113	40%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		156	99%	75%	64%	24%	▲
✔	Community Location Evaluation		152	97%	80%	59%	17%	▲
✔	Follow-up Service within 48 hours		102	100%	90%	51%	10%	

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

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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	140	-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%	72%	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%	94%	-18% ▼
🔴 Employed		0	0%	25%	14%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	97%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

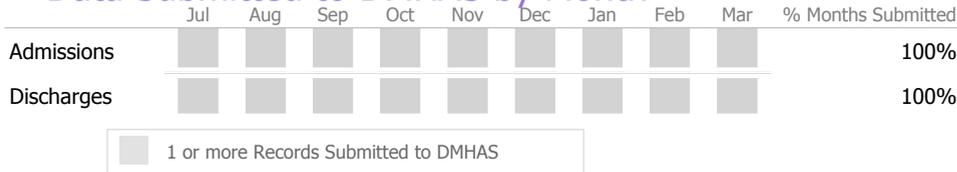* State Avg based on 51 Active Residential Support Programs

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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	129	83	55%	▲
Admits	174	107	63%	▲
Discharges	181	105	72%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		164	98%	75%	64%	23%	▲
✔	Community Location Evaluation		158	95%	80%	59%	15%	▲
✔	Follow-up Service within 48 hours		120	100%	90%	51%	10%	

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

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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	1	3	-67%	▼
Discharges	-	2	-100%	▼
Service Hours	195	323	-40%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		6	100%	60%	87%	40%	▲
⬤ Stable Living Situation		5	83%	85%	94%	-2%	
⬤ Employed		0	0%	25%	14%	-25%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		20%	92%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services		4	67%	90%	97%	-23%	▼

Data Submitted to DMHAS by Month
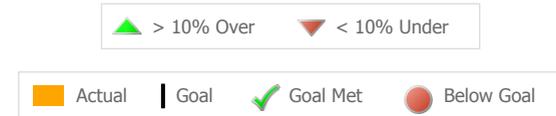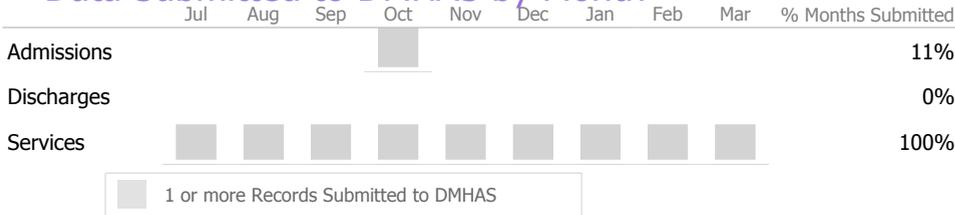
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪						11%
Discharges										0%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 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

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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	23	-30%	▼
Admits	-	9	-100%	▼
Discharges	8	10	-20%	▼
Service Hours	274	238	15%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		92%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	62%

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%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	12%	50%	42%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		16	100%	60%	69%	40%	▲
✓ Stable Living Situation		16	100%	95%	86%	5%	
✓ Improved/Maintained Axis V GAF Score		12	75%	75%	52%	0%	
🔴 Employed		3	19%	30%	21%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		8	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		0	0%	75%	65%	-75%	▼

Data Submitted to DMHAS by Month
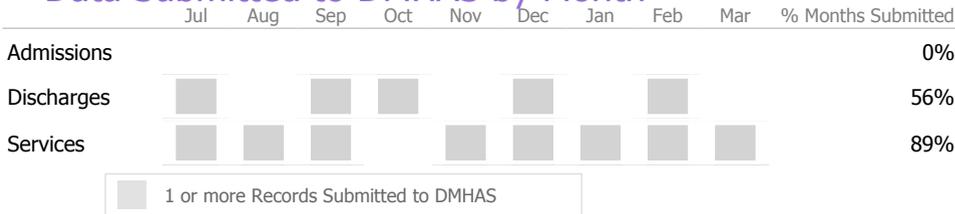
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges	▪		▪	▪		▪		▪		56%
Services	▪	▪	▪		▪	▪	▪	▪	▪	89%

☐ 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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	33	-6%	
Admits	11	16	-31%	▼
Discharges	10	13	-23%	▼
Service Hours	271	260	4%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		63%	62%

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

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		6	60%	50%	42%	10%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		28	88%	60%	69%	28%	▲
✔	Improved/Maintained Axis V GAF Score		22	85%	75%	52%	10%	
🔴	Employed		5	16%	30%	21%	-14%	▼
🔴	Stable Living Situation		26	81%	95%	86%	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		21	95%	90%	84%	5%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		6	55%	75%	65%	-20%	▼

Data Submitted to DMHAS by Month

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

☐ 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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	20	15%	▲
Admits	10	6	67%	▲
Discharges	4	6	-33%	▼
Service Hours	531	350	52%	▲

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
Valid NOMS Data		91%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		80%	62%

Cooccurring		Actual	State Avg
MH Screen Complete		65%	77%
SA Screen Complete		59%	74%

Diagnosis		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		2	50%	50%	42%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		23	96%	95%	86%	1%
🔴 Employed		7	29%	30%	21%	-1%
✔ Improved/Maintained Axis V GAF Score		17	89%	75%	52%	14% ▲
🔴 Social Support		12	50%	60%	69%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	95%	90%	84%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		6	60%	75%	65%	-15% ▼

Data Submitted to DMHAS by Month
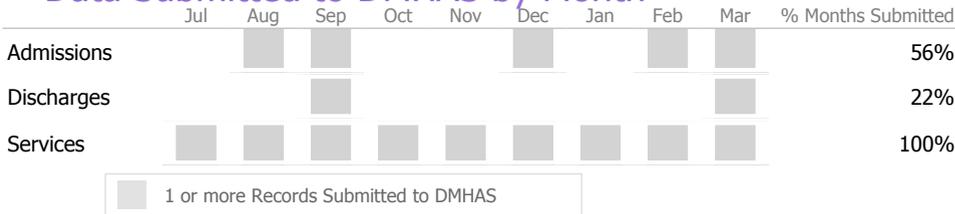
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪			▪		▪	▪	56%
Discharges			▪						▪	22%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	31	32%	▲
Admits	18	13	38%	▲
Discharges	16	10	60%	▲
Service Hours	494	305	62%	▲

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		100%	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		100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		11	69%	50%	42%	19%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		31	72%	60%	69%	12%	▲
✔ Improved/Maintained Axis V GAF Score		33	97%	75%	52%	22%	▲
🔴 Stable Living Situation		40	93%	95%	86%	-2%	
🔴 Employed		9	21%	30%	21%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		28	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	94%	75%	65%	19%	▲

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

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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	54	9%	
Admits	42	40	5%	
Discharges	45	39	15%	▲
Service Hours	7,842	2,146		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	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		100%	85%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		37	82%	50%	42%	32%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		50	85%	60%	69%	25%	▲
✔	Improved/Maintained Axis V GAF Score		45	100%	75%	52%	25%	▲
●	Stable Living Situation		44	75%	95%	86%	-20%	▼
●	Employed		0	0%	30%	21%	-30%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		14	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		42	100%	75%	65%	25%	▲

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 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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	55	-9%	▼
Admits	49	17	188%	▲
Discharges	8	11	-27%	▼
Service Hours	346	814	-58%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		44%	62%

Cooccurring		Actual	State Avg
MH Screen Complete		54%	77%
SA Screen Complete		54%	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%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		48	96%	95%	86%	1%	
🔴	Employed		7	14%	30%	21%	-16%	▼
🔴	Social Support		0	0%	60%	69%	-60%	▼
🔴	Improved/Maintained Axis V GAF Score		2	8%	75%	52%	-67%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		34	81%	90%	84%	-9%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		35	71%	75%	65%	-4%

Data Submitted to DMHAS by Month
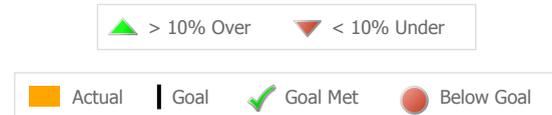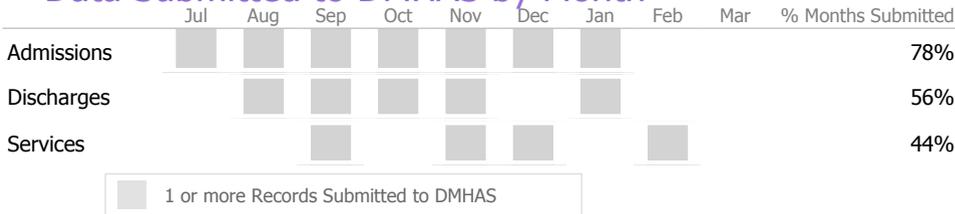
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪	▪	▪	▪	▪			78%
Discharges		▪	▪	▪		▪	▪			56%
Services			▪		▪	▪		▪		44%

☐ 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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	162	128	27%	▲
Admits	21	66	-68%	▼
Discharges	4	4	0%	
Service Hours	541	430	26%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		4%	62%

Cooccurring		Actual	State Avg
MH Screen Complete		26%	77%
SA Screen Complete		33%	74%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	25%	50%	42%	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		105	65%	60%	69%	5%	
✔	Stable Living Situation		159	98%	95%	86%	3%	
🔴	Employed		46	28%	30%	21%	-2%	
🔴	Improved/Maintained Axis V GAF Score		100	63%	75%	52%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		73	46%	90%	84%	-44%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days			14	67%	75%	65%	-8%

Data Submitted to DMHAS by Month
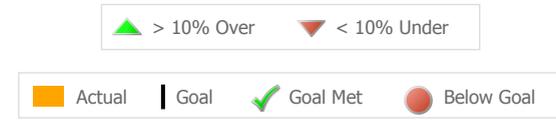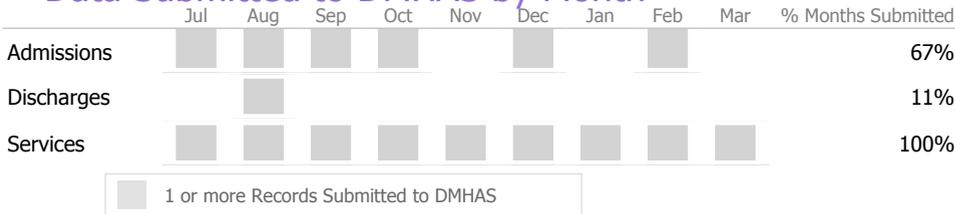
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪		▪		▪		67%
Discharges		▪								11%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Legend: ▬ 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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	67	46%	▲
Admits	41	32	28%	▲
Discharges	39	17	129%	▲
Service Hours	754	502	50%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	62%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	77%
✔ SA Screen Complete		96%	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		8	21%	50%	42%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		99	99%	60%	69%	39%	▲
✔ Stable Living Situation		96	96%	95%	86%	1%	
🔴 Employed		20	20%	30%	21%	-10%	
🔴 Improved/Maintained Axis V GAF Score		39	52%	75%	52%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		61	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		32	78%	75%	65%	3%

Data Submitted to DMHAS by Month
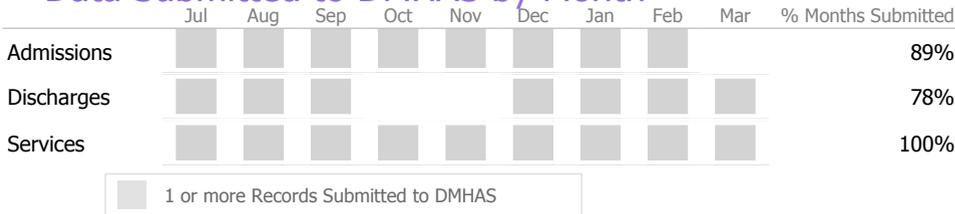
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	☐	☐	☐	☐	☐		☐	☐		89%
Discharges	☐	☐				☐	☐	☐	☐	78%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs
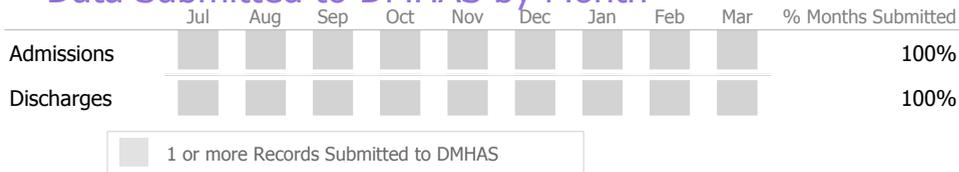
Yale Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	80	15%	▲
Admits	136	107	27%	▲
Discharges	136	109	25%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		118	88%	75%	64%	13%	▲
✔	Community Location Evaluation		123	92%	80%	59%	12%	▲
✔	Follow-up Service within 48 hours		72	100%	90%	51%	10%	

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