Community Mental Health Affiliates
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,343	2,384	-2%	
	Admits	2,300	1,952	18%	▲
	Discharges	2,022	2,190	-8%	
	Service Hours	73,151	66,809	9%	
	Bed Days	24,970	26,620	-6%	
	S.Rehab/PHP/IOP	6,251	7,222	-13%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,095	33.2%
	Crisis Services	399	12.1%
	Social Rehabilitation	239	7.3%
	Community Support	213	6.5%
	Case Management	196	6.0%
	Employment Services	176	5.3%
	ACT	163	4.9%
	Residential Services	101	3.1%
Forensic MH			
	Forensics Community-based	364	11.1%
	Outpatient	237	7.2%
	Case Management	1	0.0%
Addiction			
	Outpatient	110	3.3%

Consumer Satisfaction Survey   (Based on 570 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		91%	80%	92%
✓	General Satisfaction		90%	80%	92%
✓	Respect		89%	80%	91%
✓	Overall		88%	80%	91%
✓	Quality and Appropriateness		87%	80%	93%
✓	Access		87%	80%	88%
●	Outcome		75%	80%	83%
●	Recovery		72%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	356	16%	14%
26-34	464	20%	24%
35-44	442	19%	20%
45-54	529	23%	22%
55-64	387	17%	16%
65+	99	4%	5%

Gender

Gender	#	%	State Avg
Male	1,181	50%	60%
Female	1,161	50%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	1,309	56%	▼	74%
Hisp-Puerto Rican	596	25%	▲	13%
Unknown	357	15%		6%
Hispanic-Other	77	3%		7%
Hispanic-Cuban	2	0%		0%
Hispanic-Mexican	2	0%		1%

Race

Race	#	%	State Avg
White/Caucasian	1,448	62%	65%
Other	459	20%	13%
Black/African American	278	12%	16%
Unknown	134	6%	3%
Asian	13	1%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races			1%

Legend: Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Adult OP - Torrington 603216
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	99	114	-13%	▼
Admits	52	50	4%	
Discharges	55	58	-5%	
Service Hours	1,879	1,149	64%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	70%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		84%	82%
✓ SA Screen Complete		86%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	98%
✓ Valid Axis V GAF Score		99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		24	44%	50%	45%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		95	93%	60%	70%	33%	▲
✓ Stable Living Situation		102	100%	95%	86%	5%	
🔴 Improved/Maintained Axis V GAF Score		58	68%	75%	59%	-7%	
🔴 Employed		8	8%	30%	23%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	96%	90%	90%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		39	76%	75%	65%	1%

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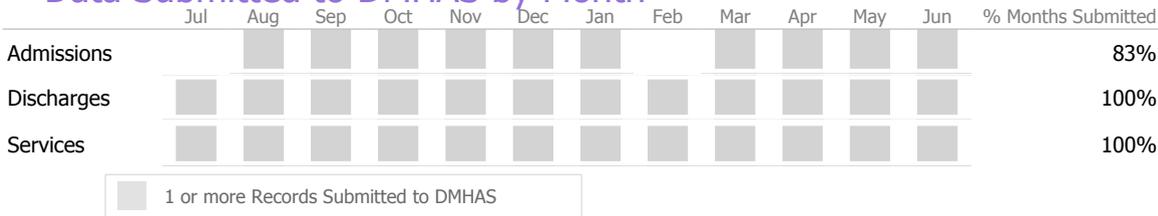
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢		▢	▢		▢	83%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Adult OP2 - Whiting
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	260	115	126%	▲
Admits	171	117	46%	▲
Discharges	261	26	904%	▲
Service Hours	2,838	794		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	70%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		91%	82%
✓ SA Screen Complete		90%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		188	72%	50%	45%	22%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		227	87%	60%	70%	27%	▲
✓ Improved/Maintained Axis V GAF Score		205	79%	75%	59%	4%	
✓ Stable Living Situation		252	96%	95%	86%	1%	
🔴 Employed		36	14%	30%	23%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		132	78%	75%	65%	3%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Adult Outpatient 603-214
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	751	639	18%	▲
Admits	414	103	302%	▲
Discharges	175	261	-33%	▼
Service Hours	13,372	12,373	8%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		76	43%	50%	45%	-7%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		745	93%	60%	70%	33%	▲
🔴	Stable Living Situation		752	94%	95%	86%	-1%	
🔴	Employed		106	13%	30%	23%	-17%	▼
🔴	Improved/Maintained Axis V GAF Score		338	59%	75%	59%	-16%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	70%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	98%	82%
✓	SA Screen Complete	98%	81%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	89%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		599	96%	90%	90%	6%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		230	57%	75%	65%	-18%	▼

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 92 Active Standard Outpatient Programs

Assertive Comm Tx Team 603292
Community Mental Health Affiliates
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	85	-14%	▼
Admits	9	15	-40%	▼
Discharges	18	21	-14%	▼
Service Hours	5,619	5,971	-6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		9	50%	65%	56%	-15%	▼
✔	No Re-admit within 30 Days of Discharge		14	93%	85%	93%	8%	
🔴	Follow-up within 30 Days of Discharge		8	89%	90%	52%	-1%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		97%	91%
✔ SA Screen Complete		95%	90%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	84%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		70	96%	60%	89%	36%	▲
✔	Social Support		68	93%	60%	77%	33%	▲
🔴	Employed		5	7%	15%	12%	-8%	
🔴	Improved/Maintained Axis V GAF Score		43	64%	85%	53%	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		55	100%	90%	98%	10%

Data Submitted to DMHAS by Month
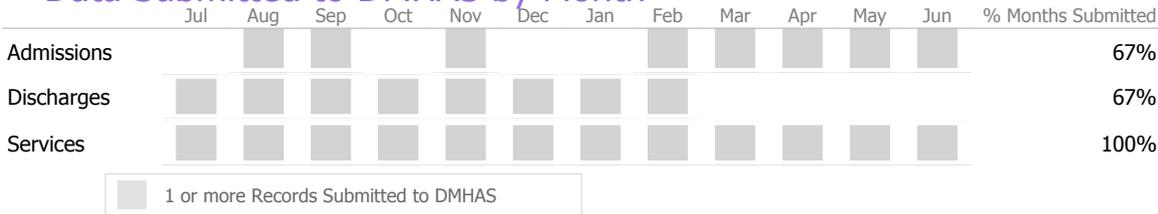
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢		▢			▢	▢	▢		▢	67%
Discharges	▢	▢	▢	▢		▢	▢	▢			▢	▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 14 Active Assertive Community Treatment Programs

BHH ADULT NAE
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39		
Admits	41	-	
Discharges	34	-	
Service Hours	96	-	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		96%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		N/A	70%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		92%	82%
✓ SA Screen Complete		92%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		30	88%	50%	45%	38%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		36	88%	60%	70%	28%	▲
✓ Improved/Maintained Axis V GAF Score		30	88%	75%	59%	13%	▲
● Stable Living Situation		37	90%	95%	86%	-5%	
● Employed		2	5%	30%	23%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		5	71%	90%	90%	-19%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		28	72%	75%	65%	-3%	

Data Submitted to DMHAS by Month
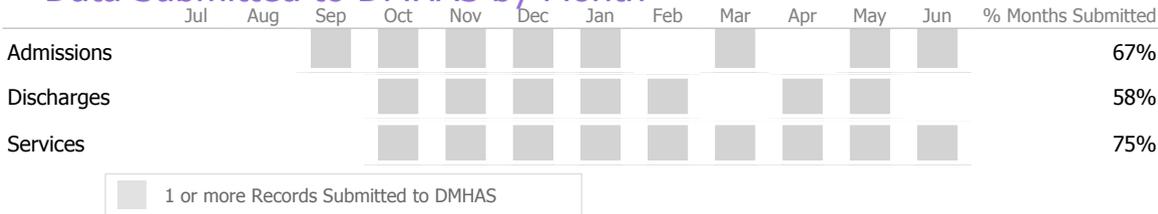
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪	▪	▪				▪	▪	67%
Discharges				▪	▪	▪	▪		▪		▪	▪	58%
Services				▪	▪	▪	▪	▪	▪	▪		▪	75%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

BHH CHILDREN Program
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	20	160%	▲
Admits	32	20	60%	▲
Discharges	19	-		
Service Hours	242	1		

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	70%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	42%	50%	45%	-8%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		52	100%	60%	70%	40%	▲
✔	Stable Living Situation		51	98%	95%	86%	3%	
🔴	Employed		1	2%	30%	23%	-28%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		32	97%	90%	90%	7%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		14	44%	75%	65%	-31%	▼

Data Submitted to DMHAS by Month
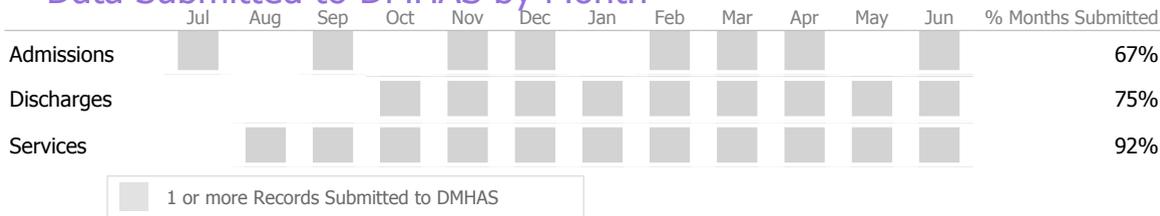
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪		▪	▪	▪	▪	▪	▪		▪	67%
Discharges				▪	▪	▪	▪	▪	▪	▪		▪	75%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Choices Comm Pgm-YAS 603373
Community Mental Health Affiliates
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	99	-7%	▼
Admits	27	22	23%	▲
Discharges	24	36	-33%	▼
Service Hours	7,597	6,598	15%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		9	38%	65%	56%	-27%	▼
✔	No Re-admit within 30 Days of Discharge		24	100%	85%	93%	15%	▲
🔴	Follow-up within 30 Days of Discharge		1	11%	90%	52%	-79%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		96%	91%
✔ SA Screen Complete		91%	90%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	84%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		87	95%	60%	89%	35%	▲
✔	Social Support		85	92%	60%	77%	32%	▲
✔	Employed		16	17%	15%	12%	2%	
🔴	Improved/Maintained Axis V GAF Score		38	50%	85%	53%	-35%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		68	100%	90%	98%	10%

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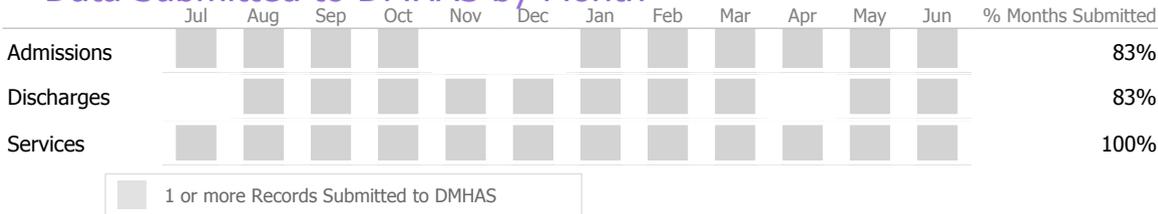
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪			▪	▪	▪	▪	▪	▪	83%
Discharges		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 14 Active Assertive Community Treatment Programs

Choices Res Pgm 1-YAS 603-241
Community Mental Health Affiliates
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	6	6	0%
Discharges	7	7	0%
Bed Days	3,706	4,381	-15% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	60%	68%	11% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	78%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	71%	60%	86%	11% ▲
● Stable Living Situation		16	94%	95%	97%	-1%
● Employed		4	24%	25%	7%	-1%
● Improved/Maintained Axis V GAF Score		6	46%	95%	69%	-49% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	99%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	86%
✓ SA Screen Complete		100%	85%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	694 days	0.3	85%	90%	94%	-5%
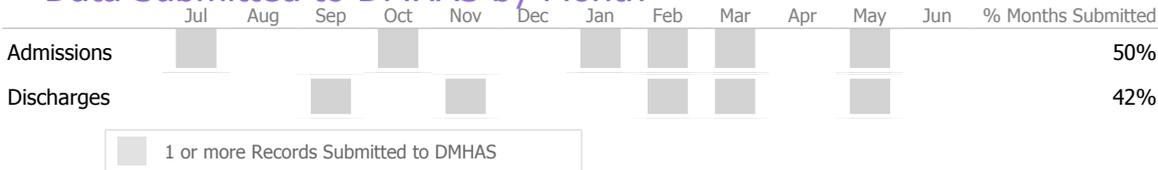
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 70 Active Supervised Apartments Programs

CORP 2 - Post Release
Community Mental Health Affiliates
Forensic MH - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	3	-67%	▼
Admits	-	2	-100%	▼
Discharges	1	2	-50%	▼
Service Hours	-	11	-100%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		80%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		N/A	82%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		0%	98%
SA Screen Complete		0%	97%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	37%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	11%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		1	100%	80%	65%	20%	▲
🔴 Employed		0	0%	20%	4%	-20%	▼
🔴 Self Help		0	0%	60%	96%	-60%	▼
🔴 Social Support		0	0%	60%	40%	-60%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	98%	N/A	▼

Data Submitted to DMHAS by Month

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

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

Crisis Services/ Respite Bed Program
Community Mental Health Affiliates
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	29	-38%	▼
Admits	15	27	-44%	▼
Discharges	16	28	-43%	▼
Bed Days	789	1,415	-44%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		16	100%	85%	90%	15%	▲
🔴	Follow-up within 30 Days of Discharge		12	86%	90%	81%	-4%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		4	65 days	0.2	54%	90%	62%	-36%	▼

⬜ < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs

CSP/Recovery Pathways 603290, New Britain
Community Mental Health Affiliates
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	213	203	5%	▼
Admits	83	66	26%	▲
Discharges	83	75	11%	▲
Service Hours	7,849	5,167	52%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		38	46%	65%	69%	-19%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		183	85%	60%	81%	25%	▲
✓	Stable Living Situation		198	92%	80%	92%	12%	▲
🔴	Employed		32	15%	20%	13%	-5%	
🔴	Improved/Maintained Axis V GAF Score		105	57%	95%	69%	-38%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		86%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		95%	88%
✓ SA Screen Complete		92%	87%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	93%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		132	99%	90%	99%	9%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 48 Active CSP Programs

Ctr for Employment Dev 603-270
Community Mental Health Affiliates
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	176	149	18%	▲
Admits	107	68	57%	▲
Discharges	83	80	4%	
Service Hours	3,918	4,757	-18%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Employed		56	30%	35%	43%	-5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		102	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		71%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	92%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 40 Active Employment Services Programs

Harvest House 603251
Community Mental Health Affiliates
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	2	2	0%
Discharges	-	4	-100% ▼
Bed Days	2,824	2,737	3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	90%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	88%
✔ SA Screen Complete		100%	88%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	82%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	96%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		7	88%	60%	83%	28% ▲
✔ Stable Living Situation		8	100%	90%	99%	10%
🔴 Improved/Maintained Axis V GAF Score		1	12%	95%	71%	-83% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		8	2,632 days	0.3	97%	90%	95%	7%

▮ < 90%	▮ 90-110%	▮ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▮			▮									17%
Discharges													0%

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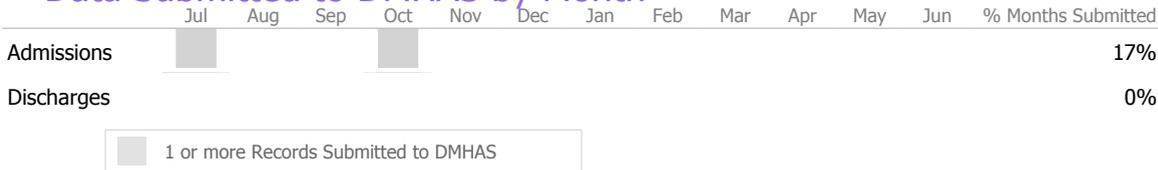
▲ > 10% Over   ▼ < 10% Under

▮ Actual   │ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 24 Active Group Home Programs

HOCC Polish SA Outpt. 680200
Community Mental Health Affiliates
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	21	-71%	▼
Admits	6	15	-60%	▼
Discharges	1	21	-95%	▼
Service Hours	68	101	-32%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	95%
✔	Valid TEDS Data	100%	91%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	44%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	96%
✔	SA Screen Complete	100%	96%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		1	100%	50%	54%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		6	100%	75%	87%	25%	▲
✔	Abstinence/Reduced Drug Use		4	67%	55%	58%	12%	▲
✔	Stable Living Situation		6	100%	95%	88%	5%	
✔	Employed		3	50%	50%	44%	0%	
🔴	Improved/Maintained Axis V GAF Score		1	17%	75%	69%	-58%	▼
🔴	Self Help		0	0%	60%	30%	-60%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		5	100%	90%	81%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		3	50%	75%	75%	-25%	▼

Data Submitted to DMHAS by Month
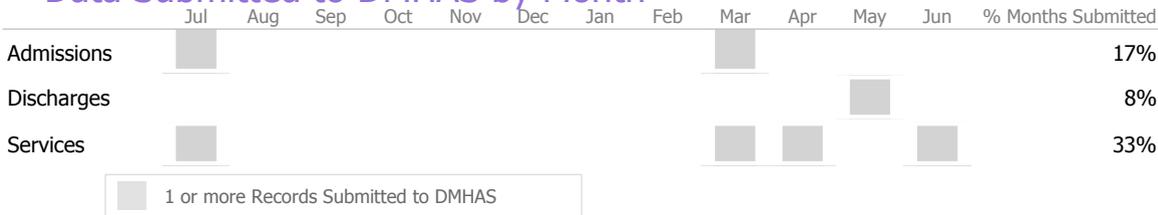
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪								▪				17%
Discharges										▪			8%
Services	▪								▪	▪		▪	33%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | 🔴 Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Intensive ACTT Res Sup 603-265
Community Mental Health Affiliates
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	20	5%	
Admits	8	8	0%	
Discharges	9	7	29%	▲
Bed Days	4,151	4,328	-4%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	86%
✔ SA Screen Complete		100%	85%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		8	89%	60%	68%	29%	▲
●	Follow-up within 30 Days of Discharge		4	50%	90%	78%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		21	100%	60%	86%	40%	▲
✔	Stable Living Situation		21	100%	95%	97%	5%	
●	Employed		3	14%	25%	7%	-11%	▼
●	Improved/Maintained Axis V GAF Score		12	63%	95%	69%	-32%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		12	706 days	0.2	95%	90%	94%	5%
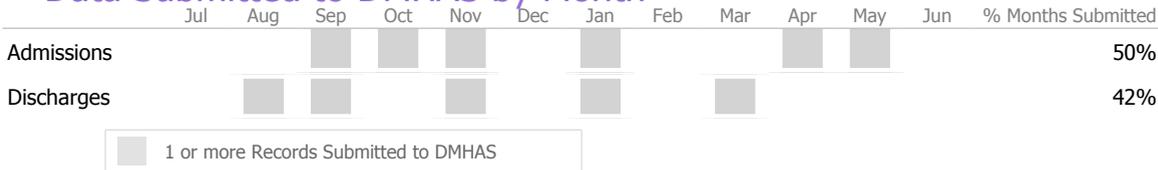
▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual	❘ Goal	✔ Goal Met	● Below Goal

* State Avg based on 70 Active Supervised Apartments Programs

Intensive Outpatient/Standard Intensive Outpatient
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	235	242	-3%
Admits	230	238	-3%
Discharges	225	235	-4%
Service Hours	1,424	1,584	-10%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		96%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		N/A	70%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	82%
✓ SA Screen Complete		100%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		149	66%	50%	45%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		236	91%	60%	70%	31% ▲
✓ Improved/Maintained Axis V GAF Score		200	89%	75%	59%	14% ▲
🔴 Stable Living Situation		227	88%	95%	86%	-7%
🔴 Employed		13	5%	30%	23%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	94%	90%	90%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		205	97%	75%	65%	22% ▲

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 92 Active Standard Outpatient Programs

Jail Diversion   603-341
Community Mental Health Affiliates
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	295	401	-26%	▼
Admits	204	261	-22%	▼
Discharges	209	320	-35%	▼
Service Hours	2,418	2,699	-10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		94	95%	90%	46%	5%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		74	12%	0%	17%	12% ▲

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 18 Active Court Liaison-Jail Diversion Programs

Jail Diversion-Women 603342
Community Mental Health Affiliates
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	139	-25%	▼
Admits	71	99	-28%	▼
Discharges	74	113	-35%	▼
Service Hours	2,609	3,654	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	98%	90%	46%	8%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		35	38%	0%	17%	38% ▲

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

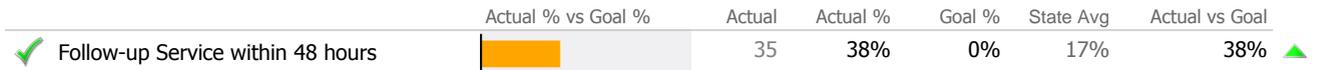* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

JD Forensic Counseling Svs
Community Mental Health Affiliates
Forensic MH - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	237	231	3%	▼
Admits	159	131	21%	▲
Discharges	119	153	-22%	▼
Service Hours	5,051	3,303	53%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		97%	98%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		90%	90%
✓ SA Screen Complete		90%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		46	39%	50%	37%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		207	81%	60%	79%	21%	▲
🔴 Employed		48	19%	30%	17%	-11%	▼
🔴 Stable Living Situation		211	83%	95%	83%	-12%	▼
🔴 Improved/Maintained Axis V GAF Score		130	71%	75%	56%	-4%	
🔴 Self Help		16	6%	60%	25%	-54%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		132	98%	90%	98%	8%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		145	95%	75%	96%	20%	▲

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 2 Active Standard Outpatient Programs

Latino SA Outpatient 680201
Community Mental Health Affiliates
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	91	14%	▲
Admits	67	86	-22%	▼
Discharges	66	110	-40%	▼
Service Hours	3,345	3,042	10%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	95%
✔ Valid TEDS Data		99%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	44%

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		45	68%	50%	54%	18%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Abstinence/Reduced Drug Use		81	75%	55%	58%	20%	▲
✔ Not Arrested		95	88%	75%	87%	13%	▲
● Stable Living Situation		100	93%	95%	88%	-2%	
● Improved/Maintained Axis V GAF Score		70	68%	75%	69%	-7%	
● Employed		4	4%	50%	44%	-46%	▼
● Self Help		0	0%	60%	30%	-60%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		43	100%	90%	81%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		50	78%	75%	75%	3%

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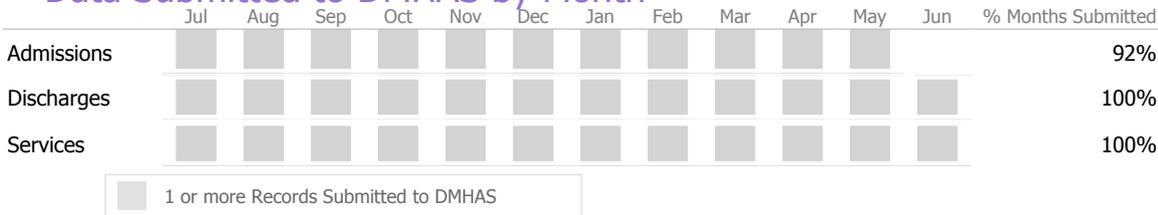
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

MACTT-Modified Assertive Community Treatment Team
Community Mental Health Affiliates
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	73	7%	
Admits	45	32	41%	▲
Discharges	26	40	-35%	▼
Service Hours	2,117	1,896	12%	▲

Service Engagement
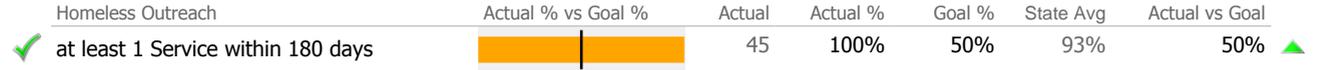
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		45	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

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

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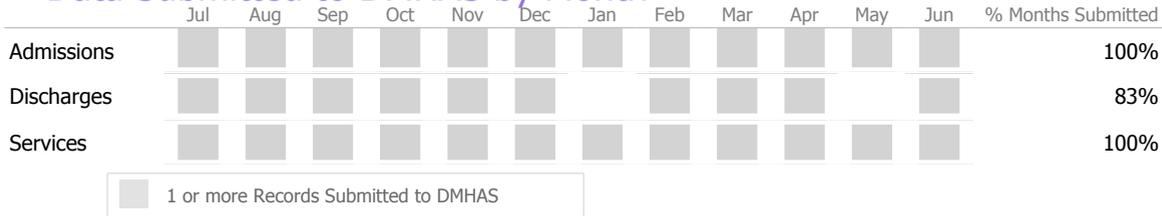
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Next Steps 603551
Community Mental Health Affiliates
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	28	21%	▲
Admits	10	9	11%	▲
Discharges	4	4	0%	
Service Hours	792	1,061	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	85%	85%	85%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	97%	7%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▫	▫	▫		▫	▫	42%
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 69 Active Supportive Housing – Scattered Site Programs

Parkview Res Intensive 03241X
Community Mental Health Affiliates
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)
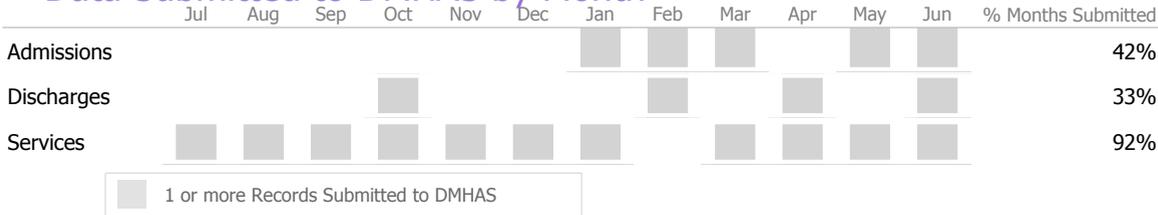
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	19	16%	▲
Admits	7	6	17%	▲
Discharges	8	4	100%	▲
Bed Days	4,929	5,560	-11%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	86%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		95%	90%
✔ SA Screen Complete		95%	89%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		8	100%	75%	68%	25%	▲
🔴 No Re-admit within 30 Days of Discharge		4	50%	85%	73%	-35%	▼
🔴 Follow-up within 30 Days of Discharge		4	50%	90%	78%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Axis V GAF Score		8	44%	75%	43%	-31%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		17	979 days	0.3	79%	90%	93%	-11%	▼
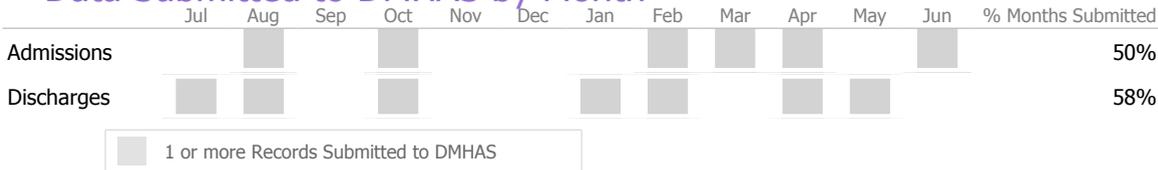
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■		■				■	■	■		■	50%
Discharges	■	■		■			■	■		■		■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

Pleasant House
Community Mental Health Affiliates
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	1	2	-50%	▼
Discharges	2	-		
Bed Days	1,727	1,834	-6%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
MH Screen Complete		71%	86%
SA Screen Complete		71%	85%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	50%	60%	68%	-10%	▼
🔴 Follow-up within 30 Days of Discharge		0	0%	90%	78%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		5	71%	60%	86%	11%	▲
✔ Stable Living Situation		7	100%	95%	97%	5%	
🔴 Employed		0	0%	25%	7%	-25%	▼
🔴 Improved/Maintained Axis V GAF Score		2	33%	95%	69%	-62%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		6	1,075 days	0.3	79%	90%	94%	-11%	▼
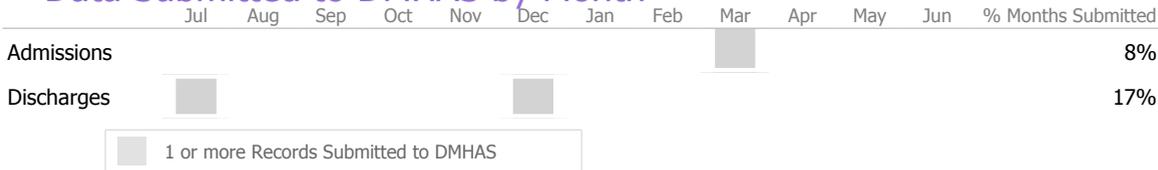
☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 70 Active Supervised Apartments Programs

State Hospital D/C Behavioral Health
Community Mental Health Affiliates
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	2	850%	▲
Admits	19	-		
Discharges	5	2	150%	▲
Service Hours	60	7		

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	20%	50%	58%	-30%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		19	100%	80%	85%	20%	▲
🔴	Social Support		8	42%	60%	68%	-18%	▼
🔴	Employed		0	0%	20%	10%	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	73%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		13	93%	90%	74%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▪	▪		▪		▪	42%
Discharges							▪		▪			▪	25%
Services								▪	▪	▪		▪	42%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Supportive Housing 603293
Community Mental Health Affiliates
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	72	7%	
Admits	9	2	350%	▲
Discharges	6	4	50%	▲
Service Hours	2,494	2,866	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		71	92%	85%	85%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		71	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

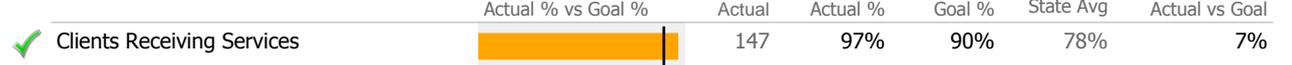|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪	▪	▪	▪		▪		▪		67%
Discharges			▪		▪		▪		▪	▪	▪		50%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs
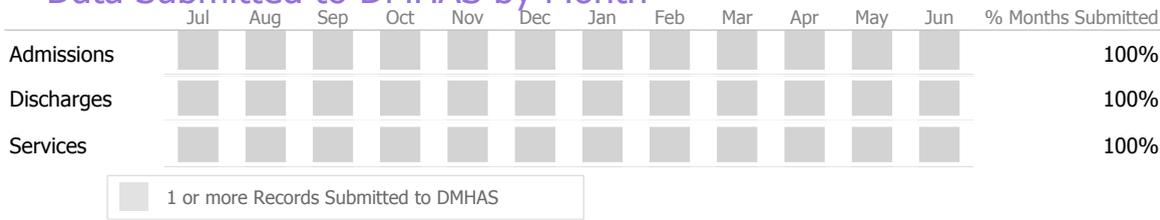
Team Time Club House 603-281
Community Mental Health Affiliates
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)
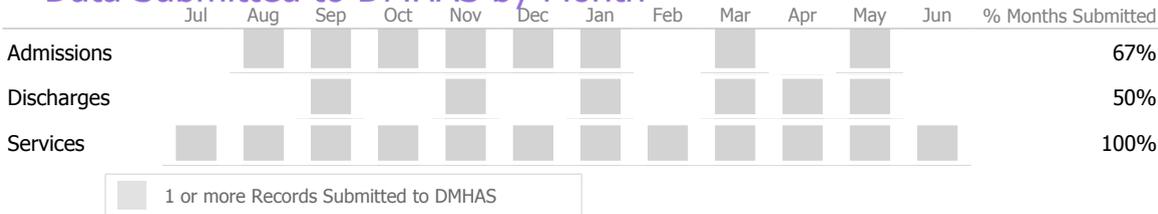
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	239	248	-4%
Admits	82	87	-6%
Discharges	100	91	10%
Service Hours	9,361	9,771	-4%
Social Rehab/PHP/IOP Days	6,251	7,222	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		147	97%	90%	78%	7%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 35 Active Social Rehabilitation Programs

Transitional Living Ct 603-240
Community Mental Health Affiliates
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	36	-6%
Admits	17	18	-6%
Discharges	17	18	-6%
Bed Days	6,844	6,365	8%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		14	82%	75%	68%	7%
🔴	No Re-admit within 30 Days of Discharge		14	82%	85%	73%	-3%
🔴	Follow-up within 30 Days of Discharge		8	57%	90%	78%	-33% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	86%

Cooccurring		Actual	State Avg
	MH Screen Complete	85%	90%
	SA Screen Complete	85%	89%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	100%	83%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Axis V GAF Score		12	41%	75%	43%	-34% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		17	748 days	0.2	110%	90%	93%	20% ▲
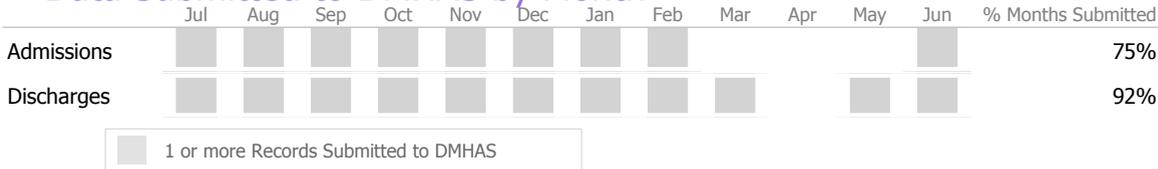
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐				☐	75%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐			☐	☐	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

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

Wheeler Comm Response Tm662200
Community Mental Health Affiliates
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	384	432	-11%	▼
Admits	406	460	-12%	▼
Discharges	375	468	-20%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		378	91%	75%	69%	16%	▲
✓ Community Location Evaluation		384	92%	80%	75%	12%	▲
✓ Follow-up Service within 48 hours		136	91%	90%	61%	1%	

Data Submitted to DMHAS by Month

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

☐ 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