Community Mental Health Affiliates
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,065	2,093	-1%	
	Admits	1,632	1,386	18%	▲
	Discharges	1,358	1,568	-13%	▼
	Service Hours	50,609	49,416	2%	
	Bed Days	19,255	19,944	-3%	
	S.Rehab/PHP/IOP	4,506	5,691	-21%	▼

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

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	963	33.5%
Crisis Services	303	10.5%
Social Rehabilitation	226	7.9%
Community Support	195	6.8%
Case Management	174	6.1%
Employment Services	153	5.3%
ACT	150	5.2%
Residential Services	94	3.3%
Forensic MH		
Forensics Community-based	310	10.8%
Outpatient	200	7.0%
Case Management	1	0.0%
Addiction		
Outpatient	106	3.7%

Client Demographics

Age

Age	#	%	State Avg
18-25	300	15%	14%
26-34	406	20%	24%
35-44	386	19%	20%
45-54	474	24%	22%
55-64	359	18%	16%
65+	91	5%	5%

Gender

Gender	#	%	State Avg
Male	1,043	51%	60%
Female	1,021	49%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	1,212	59%	▼	74%
Hisp-Puerto Rican	516	25%	▲	12%
Unknown	260	13%		6%
Hispanic-Other	74	4%		7%
Hispanic-Mexican	2	0%		1%
Hispanic-Cuban	1	0%		0%

Race

Race	#	%	State Avg
White/Caucasian	1,321	64%	65%
Other	394	19%	13%
Black/African American	242	12%	17%
Unknown	89	4%	3%
Asian	8	0%	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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	99	-10%	▼
Admits	36	35	3%	
Discharges	37	39	-5%	
Service Hours	1,341	721	86%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		82%	64%

Cooccurring		Actual	State Avg
MH Screen Complete		77%	82%
✓ SA Screen Complete		80%	80%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	88%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		14	38%	50%	41%	-12%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		86	93%	60%	68%	33%	▲
✓	Stable Living Situation		92	100%	95%	85%	5%	
●	Improved/Maintained Axis V GAF Score		52	74%	75%	53%	-1%	
●	Employed		7	8%	30%	22%	-22%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		50	91%	90%	85%	1%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	2 or more Services within 30 days		26	74%	75%	64%	-1%

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

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 - March 2017   (Data as of Jun 08, 2017)
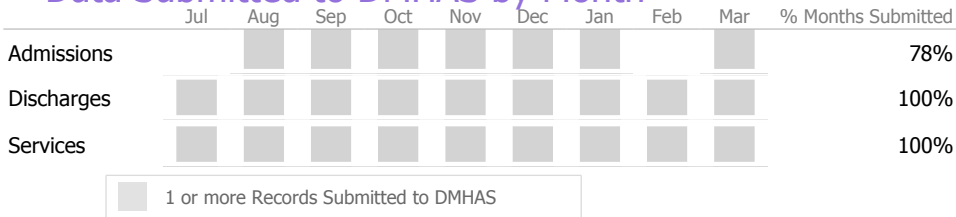
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	241	70	244%	▲
Admits	152	70	117%	▲
Discharges	87	9	867%	▲
Service Hours	2,350	320		

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		95%	93%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✔ 6 Month Updates		97%	64%

Cooccurring	Actual % vs Goal	Actual	State Avg
✔ MH Screen Complete		90%	82%
✔ SA Screen Complete		90%	80%

Diagnosis	Actual % vs Goal	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		29	33%	50%	41%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		210	86%	60%	68%	26%	▲
✔ Stable Living Situation		235	97%	95%	85%	2%	
✔ Improved/Maintained Axis V GAF Score		160	76%	75%	53%	1%	
🔴 Employed		34	14%	30%	22%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		155	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		114	75%	75%	64%	0%

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

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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	564	614	-8%	
Admits	204	75	172%	▲
Discharges	133	166	-20%	▼
Service Hours	8,672	9,226	-6%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	64%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		98%	82%
✔ SA Screen Complete		98%	80%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		98%	97%
✔ Valid Axis V GAF Score		98%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		68	51%	50%	41%	1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		558	95%	60%	68%	35%	▲
✔ Stable Living Situation		557	95%	95%	85%	0%	
● Employed		79	13%	30%	22%	-17%	▼
● Improved/Maintained Axis V GAF Score		269	55%	75%	53%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		418	91%	90%	85%	1%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		153	77%	75%	64%	2%	

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

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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	81	-15%	▼
Admits	5	11	-55%	▼
Discharges	15	16	-6%	
Service Hours	3,737	4,461	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		80%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		96%	92%
✓ SA Screen Complete		96%	91%

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		6	40%	65%	56%	-25%	▼
✓ No Re-admit within 30 Days of Discharge		11	92%	85%	94%	7%	
✓ Follow-up within 30 Days of Discharge		6	100%	90%	51%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		67	97%	60%	88%	37%	▲
✓ Social Support		62	90%	60%	76%	30%	▲
🔴 Employed		4	6%	15%	11%	-9%	
🔴 Improved/Maintained Axis V GAF Score		42	64%	85%	51%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	99%	10%

Data Submitted to DMHAS by Month
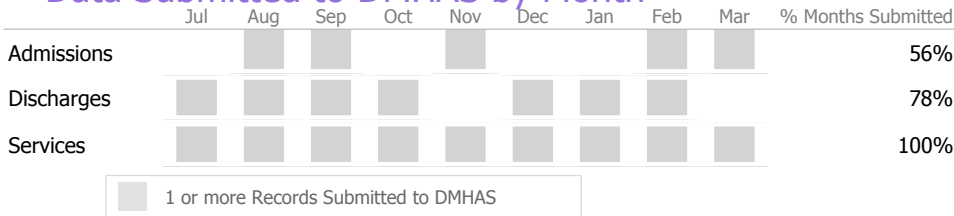
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢		▢			▢	▢	56%
Discharges	▢	▢			▢	▢	▢		▢	78%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 15 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35		
Admits	36	-	
Discharges	25	-	
Service Hours	63	-	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		90%	82%
✔ SA Screen Complete		90%	80%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	88%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		22	88%	50%	41%	38%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		34	94%	60%	68%	34%	▲
🔴	Stable Living Situation		33	92%	95%	85%	-3%	
✔	Improved/Maintained Axis V GAF Score		23	85%	75%	53%	10%	
🔴	Employed		1	3%	30%	22%	-27%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		9	82%	90%	85%	-8%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		26	74%	75%	64%	-1%

Data Submitted to DMHAS by Month

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

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

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 - March 2017 (Data as of Jun 08, 2017)
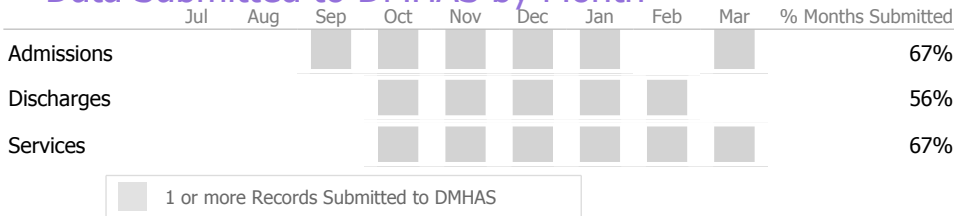
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38		
Admits	19	-	
Discharges	12	-	
Service Hours	104	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	64%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		6	50%	50%	41%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		38	100%	60%	68%	40% ▲
✔ Stable Living Situation		37	97%	95%	85%	2%
🔴 Employed		0	0%	30%	22%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		26	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		8	42%	75%	64%	-33% ▼

Data Submitted to DMHAS by Month
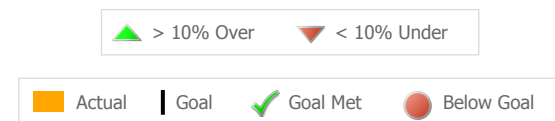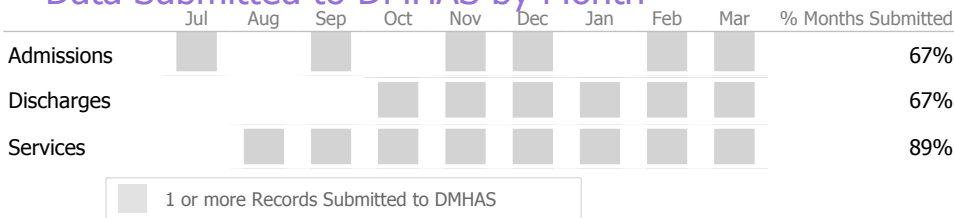
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪		▪			▪	▪	67%
Discharges				▪	▪	▪	▪	▪	▪	67%
Services		▪	▪	▪	▪	▪	▪	▪	▪	89%

▪ 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

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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	93	-11%	▼
Admits	18	16	13%	▲
Discharges	21	29	-28%	▼
Service Hours	5,046	4,661	8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		97%	92%
SA Screen Complete		88%	91%

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		6	29%	65%	56%	-36%	▼
✓ No Re-admit within 30 Days of Discharge		21	100%	85%	94%	15%	▲
🔴 Follow-up within 30 Days of Discharge		1	17%	90%	51%	-73%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		79	95%	60%	88%	35%	▲
✓ Social Support		77	93%	60%	76%	33%	▲
🔴 Employed		12	14%	15%	11%	-1%	
🔴 Improved/Maintained Axis V GAF Score		41	56%	85%	51%	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	100%	90%	99%	10%

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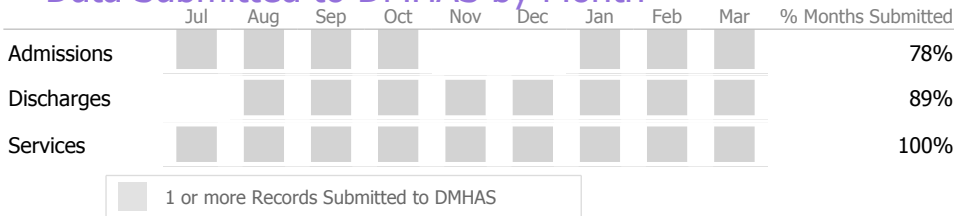
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										89%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 15 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	17	-6%	
Admits	5	5	0%	
Discharges	5	6	-17%	▼
Bed Days	2,948	3,372	-13%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		86%	93%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	88%
✔ SA Screen Complete		100%	87%

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		3	60%	60%	70%	0%	
✔ Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		12	75%	60%	85%	15%	▲
✔ Stable Living Situation		16	100%	95%	96%	5%	
✔ Employed		4	25%	25%	7%	0%	
🔴 Improved/Maintained Axis V GAF Score		6	50%	95%	68%	-45%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		12	679 days	0.3	90%	90%	93%	0%
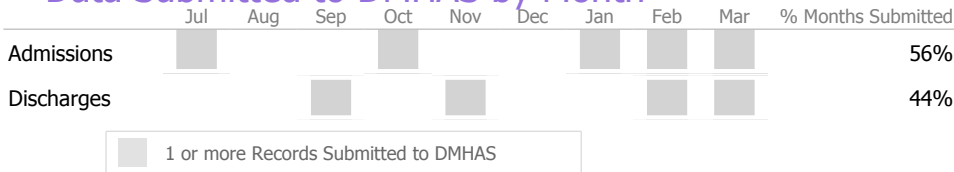
☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	☐			☐			☐	☐	☐	56%
Discharges			☐		☐			☐	☐	44%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 72 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 - March 2017 (Data as of Jun 08, 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%	▼

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%	69%	20%	▲
🔴 Employed		0	0%	20%	4%	-20%	▼
🔴 Self Help		0	0%	60%	93%	-60%	▼
🔴 Social Support		0	0%	60%	44%	-60%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	78%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	96%
SA Screen Complete		0%	96%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	37%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	100%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%
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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	22	-32%	▼
Admits	12	19	-37%	▼
Discharges	13	20	-35%	▼
Bed Days	616	996	-38%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		13	100%	85%	90%	15%	▲
🔴	Follow-up within 30 Days of Discharge		9	82%	90%	81%	-8%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		4	63 days	0.2	56%	90%	60%	-34%	▼

☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

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

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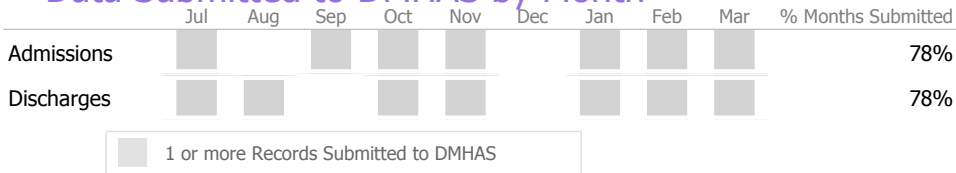
▲ > 10% Over	▼ < 10% Under

🟧 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	195	178	10%	▼
Admits	63	40	58%	▲
Discharges	52	56	-7%	
Service Hours	5,362	3,910	37%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		84%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	95%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		93%	88%
✔ SA Screen Complete		88%	86%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		21	40%	65%	68%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		158	81%	60%	81%	21%	▲
✔ Stable Living Situation		182	93%	80%	93%	13%	▲
🔴 Employed		26	13%	20%	12%	-7%	
🔴 Improved/Maintained Axis V GAF Score		89	57%	95%	66%	-38%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		143	99%	90%	99%	9%

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 47 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	153	136	13%	▲
Admits	78	53	47%	▲
Discharges	58	62	-6%	
Service Hours	2,863	3,698	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		44	28%	35%	42%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	96%	90%	95%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		66%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	91%

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 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	2	2	0%	
Discharges	-	2	-100%	▼
Bed Days	2,096	2,090	0%	

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%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	98%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	88%
✔ SA Screen Complete		100%	89%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		7	88%	60%	82%	28%	▲
✔ Stable Living Situation		8	100%	90%	99%	10%	
● Improved/Maintained Axis V GAF Score		3	43%	95%	71%	-52%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		8	2,565 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	◻			◻						22%
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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	21	-71%	▼
Admits	6	15	-60%	▼
Discharges	-	13	-100%	▼
Service Hours	48	91	-47%	▼

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	20%	43%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	96%
✔	SA Screen Complete	100%	95%

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		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		6	100%	75%	85%	25%	▲
✔ Abstinence/Reduced Drug Use		4	67%	55%	56%	12%	▲
✔ Stable Living Situation		6	100%	95%	87%	5%	
✔ Employed		3	50%	50%	43%	0%	
● Self Help		0	0%	60%	24%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	69%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		6	100%	90%	79%	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	% Months Submitted
Admissions	▣							▣		22%
Discharges										0%
Services	▣							▣		22%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 116 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	19	0%	
Admits	6	7	-14%	▼
Discharges	7	6	17%	▲
Bed Days	3,330	3,146	6%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	88%
✔ SA Screen Complete		100%	87%

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		7	100%	60%	70%	40%	▲
🔴	Follow-up within 30 Days of Discharge		3	43%	90%	79%	-47%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		19	100%	60%	85%	40%	▲
✔	Stable Living Situation		19	100%	95%	96%	5%	
🔴	Employed		3	16%	25%	7%	-9%	
🔴	Improved/Maintained Axis V GAF Score		10	67%	95%	68%	-28%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		12	681 days	0.3	101%	90%	93%	11%	▲
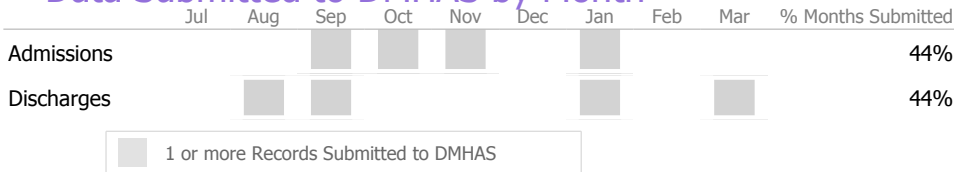
▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS by Month

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

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 72 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	197	199	-1%
Admits	181	184	-2%
Discharges	164	169	-3%
Service Hours	967	1,193	-19% ▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	82%
✔ SA Screen Complete		100%	80%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		116	71%	50%	41%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		191	91%	60%	68%	31% ▲
✔ Improved/Maintained Axis V GAF Score		148	89%	75%	53%	14% ▲
🔴 Stable Living Situation		188	90%	95%	85%	-5%
🔴 Employed		13	6%	30%	22%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		46	94%	90%	85%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		169	99%	75%	64%	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 93 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	244	333	-27%	▼
Admits	145	187	-22%	▼
Discharges	158	257	-39%	▼
Service Hours	1,828	1,985	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		86	92%	90%	45%	2%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		65	15%	0%	16%	15% ▲

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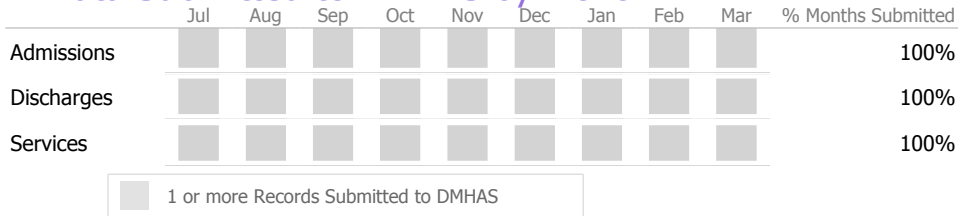
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

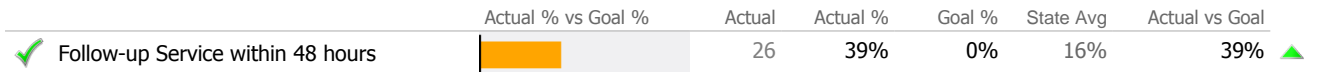* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	122	-26%	▼
Admits	53	74	-28%	▼
Discharges	57	65	-12%	▼
Service Hours	1,925	2,797	-31%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		37	90%	90%	45%	0%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		26	39%	0%	16%	39%	▲

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

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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	200	198	1%	
Admits	114	95	20%	▲
Discharges	90	129	-30%	▼
Service Hours	3,405	2,469	38%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		66%	75%

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%	80%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		30	33%	50%	32%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		170	81%	60%	79%	21%	▲
🔴	Employed		38	18%	30%	16%	-12%	▼
🔴	Stable Living Situation		173	82%	95%	82%	-13%	▼
🔴	Improved/Maintained Axis V GAF Score		108	70%	75%	54%	-5%	
🔴	Self Help		13	6%	60%	26%	-54%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		117	97%	90%	97%	7%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		107	96%	75%	97%	21%	▲

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 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	86	16%	▲
Admits	62	79	-22%	▼
Discharges	22	84	-74%	▼
Service Hours	2,695	2,127	27%	▲

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	98%	43%

Cooccurring	Actual	State Avg
MH Screen Complete	95%	96%
✓ SA Screen Complete	95%	95%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	100%
✓ Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		8	36%	50%	55%	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		76	74%	55%	56%	19%	▲
✓ Not Arrested		85	83%	75%	85%	8%	
🔴 Stable Living Situation		95	92%	95%	87%	-3%	
🔴 Improved/Maintained Axis V GAF Score		60	69%	75%	69%	-6%	
🔴 Employed		4	4%	50%	43%	-46%	▼
🔴 Self Help		0	0%	60%	24%	-60%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	98%	90%	79%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		45	75%	75%	75%	0%

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
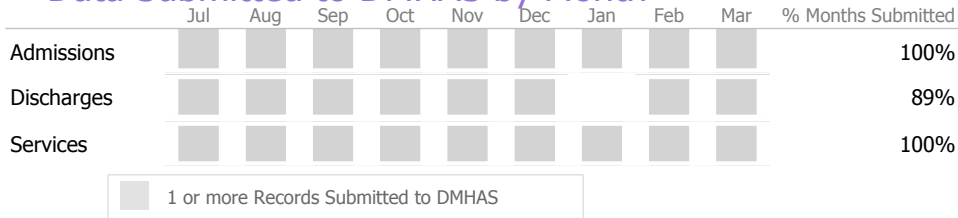
* State Avg based on 116 Active Standard Outpatient Programs

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 - March 2017   (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	64	0%	
Admits	30	23	30%	▲
Discharges	22	30	-27%	▼
Service Hours	1,471	1,463	1%	

Service Engagement
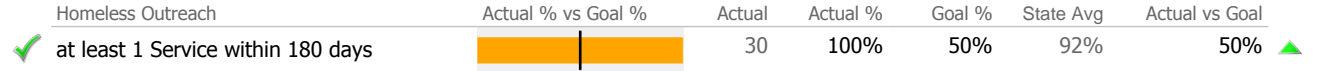
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		30	100%	50%	92%	50%	▲

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 40 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	28	7%	
Admits	6	9	-33%	▼
Discharges	2	2	0%	
Service Hours	440	786	-44%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		25	83%	85%	83%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▪	▪	▪	33%
Discharges			▪					▪		22%
Services	▪	▪	▪	▪	▪	▪	▪		▪	89%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 71 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 - March 2017   (Data as of Jun 08, 2017)
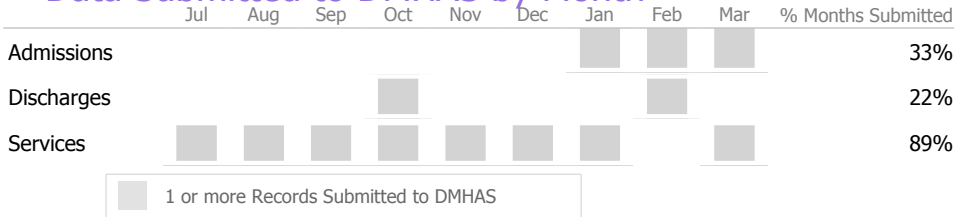
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	18	11%	▲
Admits	5	5	0%	
Discharges	6	4	50%	▲
Bed Days	3,701	4,199	-12%	▼

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%	84%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	82%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		6	100%	75%	72%	25%	▲
🔴	No Re-admit within 30 Days of Discharge		3	50%	85%	71%	-35%	▼
🔴	Follow-up within 30 Days of Discharge		3	50%	90%	84%	-40%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		6	38%	75%	43%	-37%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		17	946 days	0.4	79%	90%	96%	-11%	▼

Legend:
- 🟦 < 90%
- ⬜ 90-110%
- 🟥 >110%

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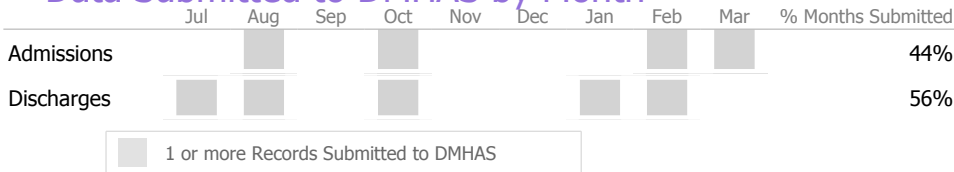
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪		▪				▪	▪	44%
Discharges	▪	▪		▪			▪	▪		56%

⬜ 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	▲
Admits	1	1	0%	
Discharges	2	-		
Bed Days	1,272	1,369	-7%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	50%	60%	70%	-10%	▼
🔴 Follow-up within 30 Days of Discharge		0	0%	90%	79%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	71%	60%	85%	11%	▲
✓ Stable Living Situation		7	100%	95%	96%	5%	
🔴 Employed		0	0%	25%	7%	-25%	▼
🔴 Improved/Maintained Axis V GAF Score		2	33%	95%	68%	-62%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		90%	88%
✓ SA Screen Complete		90%	87%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		86%	100%
Valid Axis V GAF Score		86%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		6	1,009 days	0.4	77%	90%	93%	-13%	▼

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									■	11%
Discharges	■				■					22%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 72 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	2	600%	▲
Admits	14	-		
Discharges	4	1	300%	▲
Service Hours	18	1		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	96%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	25%	50%	59%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		14	100%	80%	80%	20%	▲
🔴 Social Support		7	50%	60%	62%	-10%	
🔴 Employed		0	0%	20%	11%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		9	90%	90%	68%	0%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▪			11%
Discharges							▪		▪	22%
Services								▪	▪	22%

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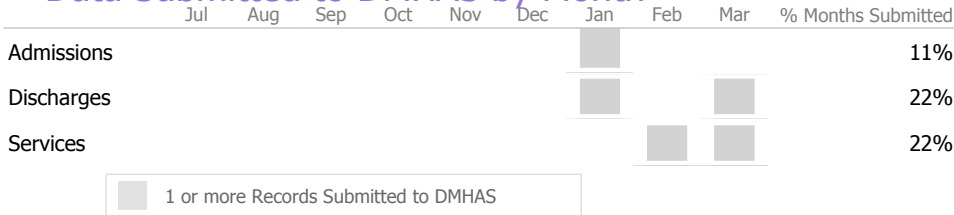
▲ > 10% Over   ▼ < 10% Under

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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	70	9%	
Admits	8	-		
Discharges	4	3	33%	▲
Service Hours	1,667	2,094	-20%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		69	91%	85%	83%	6%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		71	97%	90%	96%	7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	86%

Data Submitted to DMHAS by Month

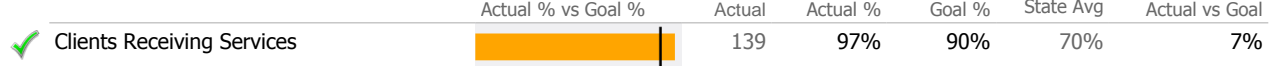|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢	▢			▢	78%
Discharges			▢		▢		▢		▢	44%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs
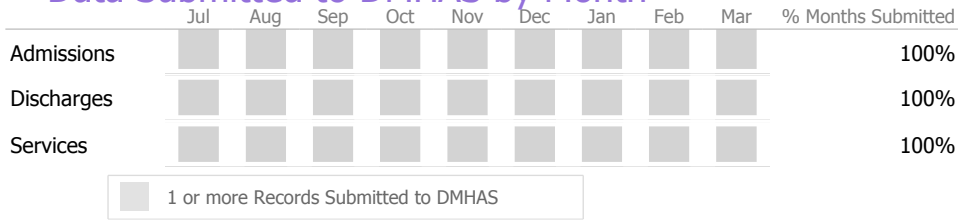
Team Time Club House 603-281
Community Mental Health Affiliates
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)
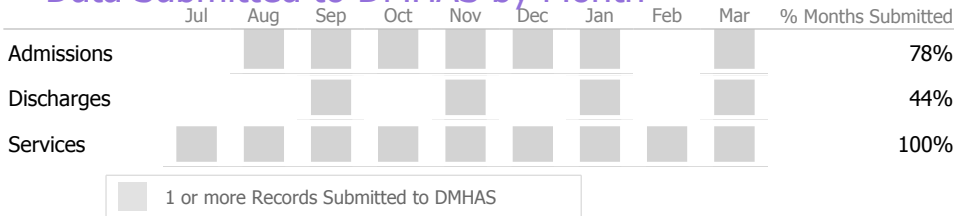
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	226	232	-3%	
Admits	63	67	-6%	
Discharges	90	69	30%	▲
Service Hours	6,609	7,400	-11%	▼
Social Rehab/PHP/IOP Days	4,506	5,691	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		139	97%	90%	70%	7%

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 37 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	34	-6%	
Admits	15	16	-6%	
Discharges	11	17	-35%	▼
Bed Days	5,292	4,772	11%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	73%	75%	72%	-2%	
🔴	No Re-admit within 30 Days of Discharge		9	82%	85%	71%	-3%	
🔴	Follow-up within 30 Days of Discharge		6	75%	90%	84%	-15%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
MH Screen Complete		83%	90%
SA Screen Complete		83%	89%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	82%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		11	42%	75%	43%	-33%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		17	716 days	0.2	114%	90%	96%	24%	▲
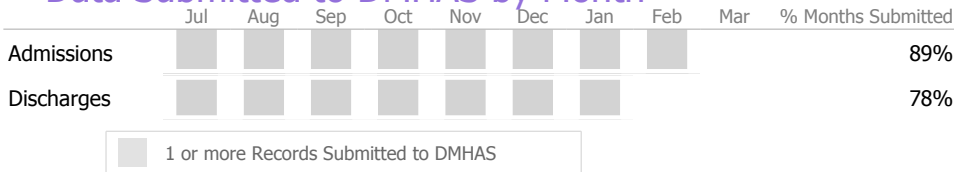
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

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

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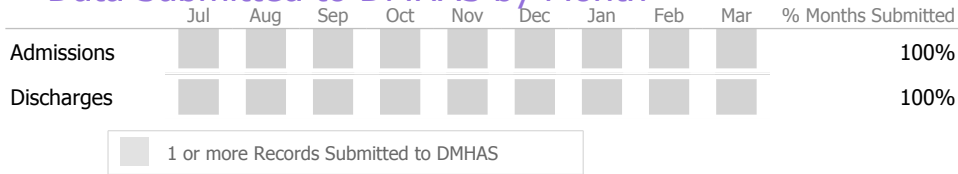
Wheeler Comm Response Tm662200
Community Mental Health Affiliates
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	291	313	-7%	
Admits	293	296	-1%	
Discharges	260	310	-16%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		258	89%	75%	68%	14%	▲
✔ Community Location Evaluation		259	90%	80%	75%	10%	
✔ Follow-up Service within 48 hours		103	90%	90%	60%	0%	

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