Capitol Region Mental Health Center
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018   (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,408	1,457	-3%
	Admits	302	347	-13% ▼
	Discharges	304	332	-8%
	Service Hours	11,096	11,613	-4%
	Bed Days	2,072	1,881	10%

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

Consumer Satisfaction Survey   (Based on 258 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Access		90%	80%	88%
✓ Overall		89%	80%	91%
✓ Respect		88%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		75%	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	925	39.0%
	Social Rehabilitation	675	28.5%
	ACT	152	6.4%
	Community Support	139	5.9%
	Crisis Services	87	3.7%
	Intake	57	2.4%
	Inpatient Services	20	0.8%
	Other	20	0.8%
	Residential Services	8	0.3%
Forensic MH			
	Forensics Community-based	161	6.8%
	Outpatient	44	1.9%
	Case Management	23	1.0%
Forensic SA			
	Forensics Community-based	59	2.5%

Client Demographics

Age

	#	%	State Avg
18-25	148	11%	10%
26-34	228	16%	22%
35-44	270	19%	20%
45-54	321	23%	21%
55-64	320	23%	19%
65+	121	9%	7%

Gender

	#	%	State Avg
Male	862	61%	58%
Female	542	38%	41%
Transgender	4	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	955	68%	71%
Hisp-Puerto Rican	282	20%	13%
Hispanic-Other	101	7%	7%
Unknown	61	4%	8%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	4	0%	0%

Race

	#	%		State Avg
Black/African American	578	41%	▲	16%
White/Caucasian	463	33%	▼	63%
Other	289	21%		13%
Asian	23	2%		1%
Unknown	19	1%		5%
Multiple Races	17	1%		1%
Am. Indian/Native Alaskan	3	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

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

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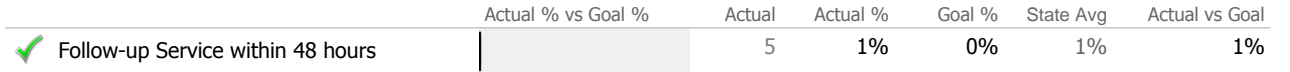Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	153	139	10%	▲
Admits	79	76	4%	
Discharges	50	77	-35%	▼
Service Hours	11	96	-89%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		12	9%	90%	43%	-81%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		5	1%	0%	1%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢	▢	100%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	56	-7%	▼
Admits	3	-		
Discharges	3	-		
Service Hours	947	777	22%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	65%	57%	-65%	▼
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	91%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	45%	N/A	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	97%

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

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	93%
✓	SA Screen Complete	100%	95%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	92%	98%
✓	Valid Axis V GAF Score	92%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		45	87%	60%	91%	27%	▲
✓	Social Support		34	65%	60%	81%	5%	
🔴	Employed		2	4%	15%	15%	-11%	▼
🔴	Improved/Maintained Axis V GAF Score		19	40%	85%	53%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		49	100%	90%	99%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■			33%
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 15 Active Assertive Community Treatment Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	20	15%	▲
Admits	2	3	-33%	▼
Discharges	12	2	500%	▲
Service Hours	92	302	-70%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		86%	85%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		38%	62%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		4	33%	50%	29%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		23	100%	60%	85%	40%	▲
✔ Social Support		23	100%	60%	97%	40%	▲
✔ Employed		7	30%	20%	21%	10%	
✔ Stable Living Situation		20	87%	80%	85%	7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	100%	10%

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 3 Active Standard Case Management Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	65%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	91%
SA Screen Complete		N/A	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		N/A	N/A	30%	22%	-30% ▼
🔴 Improved/Maintained Axis V GAF Score		N/A	N/A	75%	42%	-75% ▼
🔴 Social Support		N/A	N/A	60%	65%	-60% ▼
🔴 Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	79%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	16	-6%	
Admits	1	-		
Discharges	2	1	100%	▲
Service Hours	267	210	27%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢			33%
Discharges			▢	33%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual		Goal	✔ Goal Met	● Below Goal
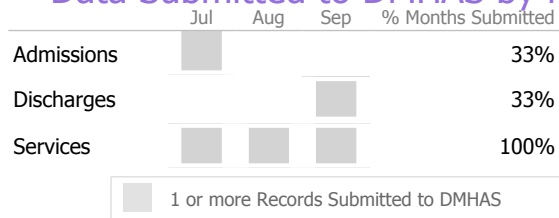
* State Avg based on 2 Active Re-entry Programs Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

> 10% Over   < 10% Under

Actual   Goal   Goal Met   Below Goal

* State Avg based on 3 Active UM Screening Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	139	210	-34%	▼
Admits	12	40	-70%	▼
Discharges	16	32	-50%	▼
Service Hours	731	1,272	-43%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	90%
✔	SA Screen Complete	100%	89%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	83%	98%
	Valid Axis V GAF Score	81%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		14	88%	65%	69%	23%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		128	92%	80%	93%	12%	▲
✔	Social Support		93	67%	60%	82%	7%	
🔴	Employed		9	6%	20%	12%	-14%	▼
🔴	Improved/Maintained Axis V GAF Score		22	18%	65%	61%	-47%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		120	98%	90%	99%	8%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 48 Active CSP Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	82	-5%	
Admits	2	5	-60%	▼
Discharges	-	2	-100%	▼
Service Hours	413	469	-12%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		99%	65%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	91%
✔ SA Screen Complete		100%	91%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		95%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		61	78%	60%	65%	18%	▲
✔ Employed		31	40%	30%	22%	10%	▲
✔ Stable Living Situation		77	99%	95%	82%	4%	
✔ Improved/Maintained Axis V GAF Score		59	84%	75%	42%	9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		78	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		2	100%	75%	68%	25%	▲

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	45	-2%	
Admits	6	7	-14%	▼
Discharges	5	4	25%	▲
Service Hours	650	643	1%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	96%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	20%	50%	27%	-30%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		44	100%	60%	20%	40%	▲
✓	Social Support		30	68%	60%	68%	8%	
🔴	Stable Living Situation		36	82%	95%	86%	-13%	▼
🔴	Employed		4	9%	30%	20%	-21%	▼
🔴	Improved/Maintained Axis V GAF Score		4	11%	75%	47%	-64%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		39	100%	90%	96%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		6	100%	75%	91%	25%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 2 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	18	17%	▲
Admits	18	14	29%	▲
Discharges	17	14	21%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		32	89%	75%	71%	14%	▲
✔	Community Location Evaluation		36	100%	80%	91%	20%	▲
✔	Follow-up Service within 48 hours		2	100%	90%	88%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	│ Goal	✔ Goal Met	● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	▲
Admits	1	2	-50%	▼
Discharges	2	-		
Bed Days	610	414	47%	▲

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
✓ SA Screen Complete		100%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪		33%
Discharges	▪		▪	67%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	50%	60%	63%	-10%	▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		6	75%	60%	80%	15%	▲
✓ Stable Living Situation		8	100%	95%	92%	5%	
🔴 Employed		1	12%	25%	11%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		5	71%	95%	59%	-24%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		10	249 days	1.3	66%	90%	95%	-24%	▼

▪ < 90% ▪ 90-110% ▪ >110%

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	19	5%	▼
Admits	4	3	33%	▲
Discharges	4	3	33%	▲
Bed Days	1,462	1,467	0%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	N/A
SA Screen Complete		N/A	N/A

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		85%	85%
✓ Valid Axis V GAF Score		5%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	75%	95%	75%	-20%	▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15%	▲
🔴 Follow-up within 30 Days of Discharge		2	67%	90%	67%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	0%	-75%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	309 days	0.8	99%	90%	99%	9%

	< 90%		90-110%		>110%

▲ > 10% Over   ▼ < 10% Under

☐ Actual		Goal	✓ Goal Met	🔴 Below Goal

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	60	-5%	
Admits	24	36	-33%	▼
Discharges	34	30	13%	▲
Service Hours	220	192	14%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 8 Active Central Intake Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	67	-12%	▼
Admits	27	38	-29%	▼
Discharges	27	33	-18%	▼
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	27%	N/A	▼

Jail Diversion

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

▲ > 10% Over	▼ < 10% Under

🟧 Actual	| Goal	✔ Goal Met	🔴 Below Goal

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▇	▇	▇	100%
Discharges	▇	▇	▇	100%
Services				0%

	1 or more Records Submitted to DMHAS

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

Connecticut Dept of Mental Health and Addiction Services
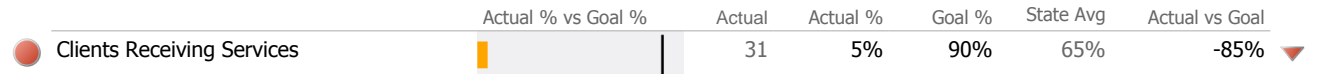Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	16	25%	▲
Admits	4	3	33%	▲
Discharges	4	2	100%	▲
Service Hours	87	56	56%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢			33%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▥ Actual	▏ Goal	✔ Goal Met	● Below Goal
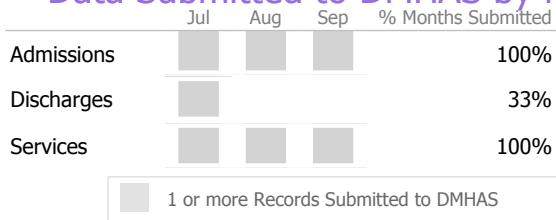
* State Avg based on 14 Active Other Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	63	10%	
Admits	78	71	10%	
Discharges	78	70	11%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		121	92%	75%	71%	17%	▲
✔	Community Location Evaluation		124	95%	80%	91%	15%	▲
🔴	Follow-up Service within 48 hours		12	55%	90%	88%	-35%	▼

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	675	697	-3%	
Admits	16	27	-41%	▼
Discharges	19	22	-14%	▼
Service Hours	18	40	-55%	▼
Social Rehab/PHP/IOP Days	0	0		

*Data System Limitations are affecting service numbers in this program

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		31	5%	90%	65%	-85%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 36 Active Social Rehabilitation Programs

Team A
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	434	456	-5%	▼
Admits	8	3	167%	▲
Discharges	10	14	-29%	▼
Service Hours	1,563	1,665	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	65%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	91%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		71%	96%
Valid Axis V GAF Score		67%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	10%	50%	55%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Social Support		249	57%	60%	65%	-3%	
🔴 Stable Living Situation		392	90%	95%	82%	-5%	
🔴 Employed		26	6%	30%	22%	-24%	▼
🔴 Improved/Maintained Axis V GAF Score		55	13%	75%	42%	-62%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		421	99%	90%	79%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		5	63%	75%	68%	-13%	▼

▲ > 10% Over   ▼ < 10% Under

| 🟧 Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 93 Active Standard Outpatient Programs

Team B
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	413	430	-4%	
Admits	8	11	-27%	▼
Discharges	13	12	8%	
Service Hours	1,978	2,249	-12%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	65%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	91%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		80%	96%
Valid Axis V GAF Score		78%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	8%	50%	55%	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		318	77%	60%	65%	17%	▲
🔴 Stable Living Situation		388	94%	95%	82%	-1%	
🔴 Employed		43	10%	30%	22%	-20%	▼
🔴 Improved/Maintained Axis V GAF Score		80	20%	75%	42%	-55%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		398	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		7	88%	75%	68%	13%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	103	-3%	▼
Admits	9	8	13%	▲
Discharges	8	9	-11%	▼
Service Hours	4,120	3,641	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		87%	91%

Cooccurring		Actual	State Avg
MH Screen Complete		82%	93%
✓ SA Screen Complete		100%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%
✓ Valid Axis V GAF Score		97%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	38%	65%	57%	-27%	▼
✓	No Re-admit within 30 Days of Discharge		7	88%	85%	91%	3%	
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	45%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		92	91%	60%	91%	31%	▲
✓	Social Support		90	89%	60%	81%	29%	▲
✓	Employed		25	25%	15%	15%	10%	▲
✓	Improved/Maintained Axis V GAF Score		78	91%	85%	53%	6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		93	100%	90%	99%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 15 Active Assertive Community Treatment Programs