CommuniCare Inc
New Haven, 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	559	575	-3%	
	Admits	468	429	9%	
	Discharges	478	432	11%	▲
	Service Hours	772	1,190	-35%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Crisis Services		285	51.0%
	Outpatient		274	49.0%

Consumer Satisfaction Survey   (Based on 102 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		100%	80%	91%
✔	General Satisfaction		99%	80%	92%
✔	Quality and Appropriateness		98%	80%	93%
✔	Access		98%	80%	88%
✔	Participation in Treatment		97%	80%	92%
✔	Respect		96%	80%	91%
✔	Outcome		87%	80%	83%
🔴	Recovery		75%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	50	9%	10%
26-34	90	16%	22%
35-44	108	20%	20%
45-54	111	20%	21%
55-64	131	24%	19%
65+	62	11%	7%

Gender

	#	%		State Avg
Female	315	56%	▲	41%
Male	244	44%	▼	58%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	263	47%	▼	71%
Hisp-Puerto Rican	133	24%	▲	13%
Hispanic-Other	126	23%	▲	7%
Hispanic-Mexican	21	4%		1%
Unknown	15	3%		8%
Hispanic-Cuban	1	0%		0%

Race

	#	%		State Avg
White/Caucasian	301	54%		63%
Other	175	31%	▲	13%
Black/African American	50	9%		16%
Unknown	24	4%		5%
Am. Indian/Native Alaskan	3	1%		1%
Multiple Races	3	1%		1%
Hawaiian/Other Pacific Islander	2	0%		0%
Asian	1	0%		1%

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

BH Care Shoreline Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	62	-10%	
Admits	70	81	-14%	▼
Discharges	70	81	-14%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		68	99%	75%	71%	24%	▲
✔ Community Location Evaluation		69	100%	80%	91%	20%	▲
✔ Follow-up Service within 48 hours		39	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

BH Care Valley Crisis 315-200
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	59	-27%	▼
Admits	58	74	-22%	▼
Discharges	59	77	-23%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		53	93%	75%	71%	18%	▲
✔	Community Location Evaluation		55	96%	80%	91%	16%	▲
✔	Follow-up Service within 48 hours		50	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

Bridges Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	67	-10%	▼
Admits	82	86	-5%	
Discharges	81	86	-6%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		84	100%	75%	71%	25%	▲
🔴	Community Location Evaluation		61	73%	80%	91%	-7%	
✔	Follow-up Service within 48 hours		55	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

Greater New Haven After Hours Crisis Svs
CommuniCare Inc
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	79	45	76%	▲
Admits	148	74	100%	▲
Discharges	147	73	101%	▲
Service Hours	30	15	97%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		62	97%	75%	71%	22%	▲
🔴	Community Location Evaluation		34	53%	80%	91%	-27%	▼
✔	Follow-up Service within 48 hours		22	100%	90%	88%	10%	

▲ > 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%
Services	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS

Latino Behavioral Health Services - BH Care Shorel
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	14	-21%	▼
Admits	2	2	0%	
Discharges	-	1	-100%	▼
Service Hours	51	114	-56%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		25%	65%

Cooccurring		Actual	State Avg
MH Screen Complete		67%	91%
SA Screen Complete		67%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		100%	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		11	100%	60%	65%	40%	▲
✔ Employed		4	36%	30%	22%	6%	
✔ Improved/Maintained Axis V GAF Score		8	100%	75%	42%	25%	▲
🔴 Stable Living Situation		10	91%	95%	82%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	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		0	0%	75%	68%	-75%	▼
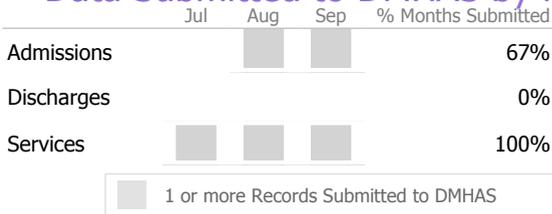
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Latino Behavioral Health Services - BH Care Valley
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	31	-13%	▼
Admits	5	9	-44%	▼
Discharges	6	4	50%	▲
Service Hours	66	118	-44%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		47%	65%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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		3	50%	50%	55%	0%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		24	89%	60%	65%	29%	▲
✓	Stable Living Situation		27	100%	95%	82%	5%	
✓	Employed		9	33%	30%	22%	3%	
✓	Improved/Maintained Axis V GAF Score		19	83%	75%	42%	8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		20	95%	90%	79%	5%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		2	40%	75%	68%	-35%	▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Latino Behavioral Health Services - Bridges
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	17	24%	▲
Admits	1	1	0%	
Discharges	-	-		
Service Hours	88	180	-51%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		42%	65%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		86%	96%
✓ Valid Axis V GAF Score		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢		33%
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		13	62%	60%	65%	2%	
✓ Stable Living Situation		20	95%	95%	82%	0%	
🔴 Employed		6	29%	30%	22%	-1%	
🔴 Improved/Maintained Axis V GAF Score		12	63%	75%	42%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		12	57%	90%	79%	-33%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		1	100%	75%	68%	25%	▲
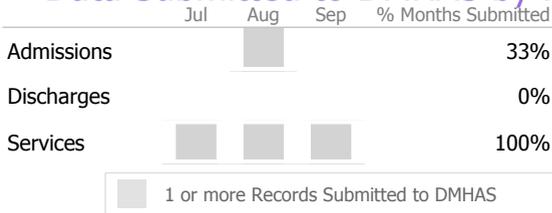
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Latino Behavioral Health Services - CASA/MAAS
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	44	-11%	▼
Admits	6	14	-57%	▼
Discharges	6	11	-45%	▼
Service Hours	112	185	-40%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	65%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	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		5	83%	50%	55%	33%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		30	77%	60%	65%	17%	▲
✓	Improved/Maintained Axis V GAF Score		32	97%	75%	42%	22%	▲
●	Employed		11	28%	30%	22%	-2%	
●	Stable Living Situation		36	92%	95%	82%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		32	97%	90%	79%	7%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days			5	83%	75%	68%	8%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Latino Behavioral Health Services - CS - Hill Heal
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	72	-6%	
Admits	3	12	-75%	▼
Discharges	8	4	100%	▲
Service Hours	184	200	-8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	65%

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

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

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		0	0%	50%	55%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		54	79%	60%	65%	19%	▲
✔ Improved/Maintained Axis V GAF Score		54	92%	75%	42%	17%	▲
✔ Stable Living Situation		66	97%	95%	82%	2%	
🔴 Employed		17	25%	30%	22%	-5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		57	95%	90%	79%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		2	67%	75%	68%	-8%

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Latino Behavioral Health Services - Fair Haven
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	44	36%	▲
Admits	20	-		
Discharges	28	15	87%	▲
Service Hours	63	60	5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		33%	65%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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		0	0%	50%	55%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		60	100%	95%	82%	5%	
✔ Employed		20	33%	30%	22%	3%	
🔴 Social Support		35	58%	60%	65%	-2%	
✔ Improved/Maintained Axis V GAF Score		27	87%	75%	42%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		30	94%	90%	79%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		19	95%	75%	68%	20%	▲

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Latino Behavioral Health Services - Hispanos Unido
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	88	-43%	▼
Admits	2	10	-80%	▼
Discharges	2	13	-85%	▼
Service Hours	180	251	-28%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		87%	65%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■	■	67%
Discharges		■		33%
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	50%	50%	55%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		49	98%	60%	65%	38%	▲
✔ Stable Living Situation		49	98%	95%	82%	3%	
● Employed		8	16%	30%	22%	-14%	▼
● Improved/Maintained Axis V GAF Score		2	4%	75%	42%	-71%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		45	94%	90%	79%	4%

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%	▲
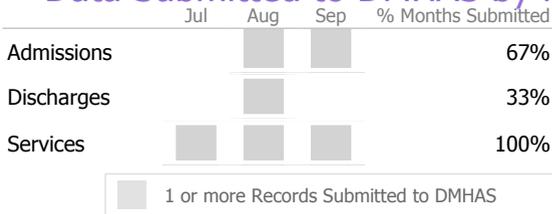
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Latino Behvior Health - Fellowship
CommuniCare Inc
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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Utilization
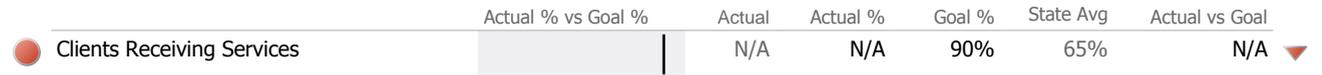
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	65%	N/A ▼

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 36 Active Social Rehabilitation Programs

Primary Care - Fair Haven Clinic - Healthy Lifesty
CommuniCare Inc
Mental Health - 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		N/A	N/A	20%	9%	-20% ▼
🔴 Social Support		N/A	N/A	60%	63%	-60% ▼
🔴 Stable Living Situation		N/A	N/A	80%	76%	-80% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	63%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	69%	N/A ▼

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 30 Active Standard Case Management Programs

Yale Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	60	33%	▲
Admits	71	66	8%	
Discharges	71	66	8%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		69	97%	75%	71%	22%	▲
✔	Community Location Evaluation		71	100%	80%	91%	20%	▲
✔	Follow-up Service within 48 hours		30	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