Community Mental Health Affiliates
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,819	2,490	13%	▲
	Admits	2,578	1,949	32%	▲
	Discharges	2,367	2,026	17%	▲
	Service Hours	95,265	89,405	7%	
	Bed Days	24,936	25,442	-2%	
	S.Rehab/PHP/IOP	8,024	7,062	14%	▲

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

Consumer Satisfaction Survey   (Based on 545 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		90%	80%	93%
✓	General Satisfaction		89%	80%	92%
✓	Participation in Treatment		88%	80%	92%
✓	Respect		88%	80%	91%
✓	Overall		85%	80%	91%
✓	Access		83%	80%	88%
●	Recovery		71%	80%	79%
●	Outcome		71%	80%	83%

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	1,379	34.7%
	Crisis Services	505	12.7%
	Social Rehabilitation	262	6.6%
	Case Management	215	5.4%
	Community Support	188	4.7%
	Employment Services	182	4.6%
	ACT	172	4.3%
	Residential Services	90	2.3%
Forensic MH			
	Forensics Community-based	442	11.1%
	Outpatient	356	8.9%
	Case Management	10	0.3%
Addiction			
	Medication Assisted Treatment	125	3.1%
	Outpatient	52	1.3%

Client Demographics

Age

	#	%	State Avg
18-25	434	16%	12%
26-34	578	21%	24%
35-44	569	21%	21%
45-54	544	20%	20%
55-64	485	18%	17%
65+	141	5%	6%

Gender

	#	%	State Avg
Male	1,420	50%	60%
Female	1,398	50%	40%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,473	52%	▼	70%
Hisp-Puerto Rican	831	29%	▲	12%
Unknown	395	14%		10%
Hispanic-Other	111	4%		7%
Hispanic-Mexican	8	0%		1%
Hispanic-Cuban	1	0%		0%

Race

	#	%	State Avg
White/Caucasian	1,679	60%	63%
Other	662	23%	13%
Black/African American	353	13%	17%
Unknown	97	3%	5%
Asian	18	1%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	177	146	21%	▲
Admits	105	96	9%	
Discharges	91	69	32%	▲
Service Hours	4,151	3,568	16%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	91%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	75%	60%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	93%	67%
✓	SA Screen Complete	96%	68%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		23	25%	50%	51%	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		164	88%	60%	68%	28%	▲
✓	Employed		65	35%	30%	26%	5%	
🔴	Stable Living Situation		175	94%	95%	85%	-1%	
🔴	Improved/Maintained Axis V GAF Score		102	66%	75%	54%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		96	100%	90%	88%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		93	93%	75%	74%	18%	▲

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	928	1,032	-10%	▼
Admits	394	439	-10%	
Discharges	360	508	-29%	▼
Service Hours	16,826	19,791	-15%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		98%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	60%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		98%	67%
✓ SA Screen Complete		99%	68%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		110	31%	50%	51%	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		836	88%	60%	68%	28%	▲
🔴 Stable Living Situation		890	94%	95%	85%	-1%	
🔴 Employed		180	19%	30%	26%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		566	71%	75%	54%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		580	99%	90%	88%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		363	94%	75%	74%	19%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	77	8%
Admits	19	23	-17% ▼
Discharges	11	14	-21% ▼
Service Hours	8,274	7,620	9%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	88%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		99%	46%
✓ SA Screen Complete		99%	49%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		7	64%	65%	60%	-1%
✓	No Re-admit within 30 Days of Discharge		10	91%	85%	86%	6%
🔴	Follow-up within 30 Days of Discharge		5	71%	90%	49%	-19% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		83	100%	60%	91%	40% ▲
✓	Social Support		81	98%	60%	79%	38% ▲
🔴	Employed		3	4%	15%	15%	-11% ▼
🔴	Improved/Maintained Axis V GAF Score		55	75%	85%	59%	-10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		72	100%	90%	100%	10%

Data Submitted to DMHAS by Month
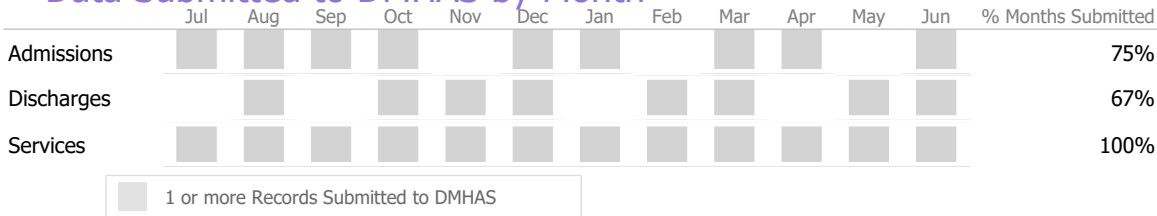
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪			▪	▪		▪	▪		▪	75%
Discharges		▪		▪	▪	▪	▪		▪		▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	79	78%	▲
Admits	141	69	104%	▲
Discharges	121	68	78%	▲
Service Hours	741	266	179%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		78%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	60%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		96%	67%
✓ SA Screen Complete		93%	68%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		93	77%	50%	51%	27%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		159	99%	60%	68%	39%	▲
✓	Improved/Maintained Axis V GAF Score		110	85%	75%	54%	10%	
●	Stable Living Situation		128	80%	95%	85%	-15%	▼
●	Employed		12	8%	30%	26%	-22%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		38	97%	90%	88%	7%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		78	62%	75%	74%	-13%	▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 94 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	63	5%	
Admits	41	33	24%	▲
Discharges	39	39	0%	
Service Hours	329	666	-51%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		66%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	60%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		12	31%	50%	51%	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		68	100%	60%	68%	40%	▲
🔴 Stable Living Situation		63	93%	95%	85%	-2%	
🔴 Employed		1	1%	30%	26%	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		28	97%	90%	88%	7%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		7	18%	75%	74%	-57%	▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	91	1%	
Admits	26	24	8%	
Discharges	27	24	13%	▲
Service Hours	8,765	11,293	-22%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	88%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	46%
✓ SA Screen Complete		84%	49%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		12	44%	65%	60%	-21%	▼
✓	No Re-admit within 30 Days of Discharge		25	93%	85%	86%	8%	
🔴	Follow-up within 30 Days of Discharge		5	42%	90%	49%	-48%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		90	96%	60%	91%	36%	▲
✓	Social Support		85	90%	60%	79%	30%	▲
✓	Employed		20	21%	15%	15%	6%	
🔴	Improved/Maintained Axis V GAF Score		40	50%	85%	59%	-35%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		67	100%	90%	100%	10%	

Data Submitted to DMHAS by Month
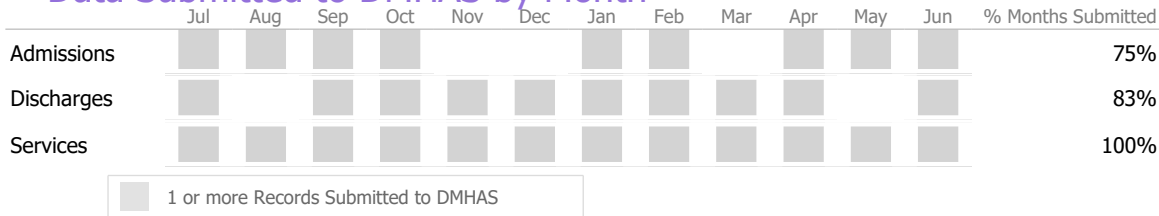
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■				■	■		■		■	75%
Discharges		■		■	■	■	■	■	■	■		■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over ▼ < 10% Under
■ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 23 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	20	-30%	▼
Admits	3	10	-70%	▼
Discharges	8	10	-20%	▼
Bed Days	3,010	3,331	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	38%	60%	67%	-22%	▼
🔴	Follow-up within 30 Days of Discharge		2	67%	90%	69%	-23%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		13	93%	60%	83%	33%	▲
✓	Employed		5	36%	25%	13%	11%	▲
🔴	Stable Living Situation		13	93%	95%	96%	-2%	
🔴	Improved/Maintained Axis V GAF Score		3	23%	95%	65%	-72%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	77%

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

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	32%
✓	SA Screen Complete	100%	31%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	100%	94%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		12	443 days	0.3	69%	90%	93%	-21%	▼
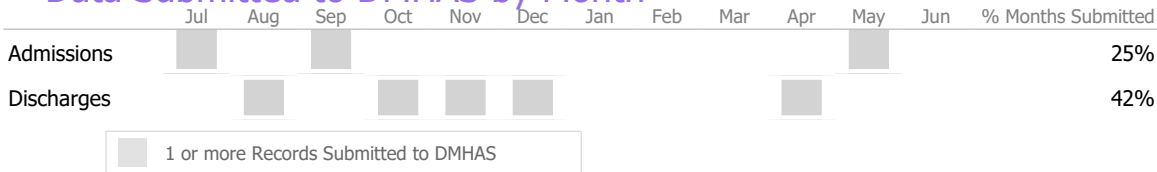
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs
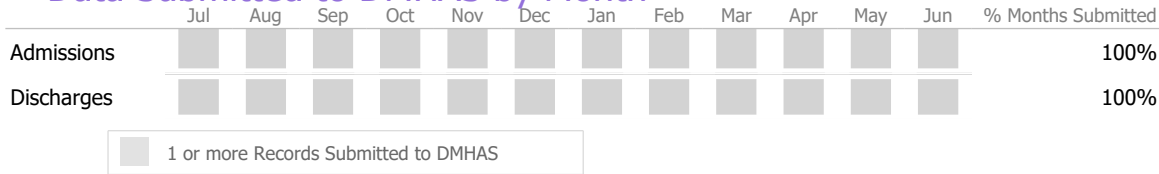
CMHA Moblie Crisis
Community Mental Health Affiliates
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	483	299	62%	▲
Admits	578	260	122%	▲
Discharges	564	326	73%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		268	94%	75%	69%	19%	▲
✓	Community Location Evaluation		274	96%	80%	92%	16%	▲
✓	Follow-up Service within 48 hours		143	99%	90%	88%	9%	

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 27 Active Mobile Crisis Team 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	7	43%	▲
Admits	8	7	14%	▲
Discharges	5	4	25%	▲
Service Hours	292	42		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		2	40%	50%	28%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		10	91%	60%	88%	31%	▲
✔ Stable Living Situation		10	91%	80%	83%	11%	▲
● Employed		1	9%	20%	17%	-11%	▼
● Self Help		0	0%	60%	79%	-60%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		81%	87%

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

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	88%
✔ Valid Axis V GAF Score		100%	85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		6	100%	90%	100%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪		▪		▪			▪	▪	▪	58%
Discharges		▪	▪		▪		▪		▪				42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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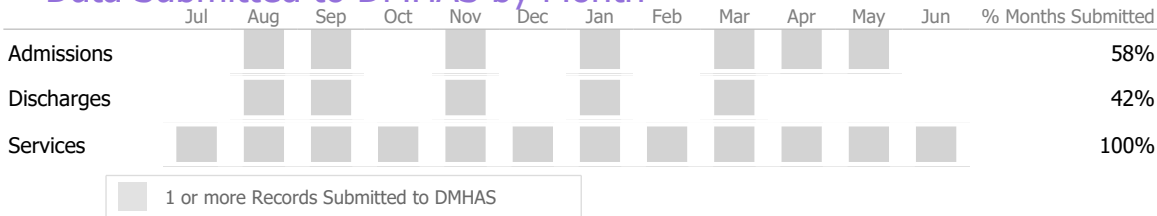
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 3 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	24	29%	▲
Admits	29	22	32%	▲
Discharges	24	22	9%	
Bed Days	1,270	1,135	12%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		23	96%	85%	86%	11%	▲
✓	Follow-up within 30 Days of Discharge		18	100%	90%	76%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		4	58 days	0.1	87%	90%	63%	-3%

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	188	208	-10%	
Admits	47	74	-36%	▼
Discharges	48	68	-29%	▼
Service Hours	8,713	8,487	3%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓	MH Screen Complete	98%	51%
✓	SA Screen Complete	100%	51%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		29	60%	65%	68%	-5%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		151	80%	60%	83%	20%	▲
✓	Stable Living Situation		174	93%	80%	91%	13%	▲
🔴	Employed		14	7%	20%	13%	-13%	▼
🔴	Improved/Maintained Axis V GAF Score		97	58%	65%	65%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		140	100%	90%	99%	10%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 37 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	182	167	9%	
Admits	102	69	48%	▲
Discharges	105	86	22%	▲
Service Hours	4,382	3,017	45%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		63	34%	35%	42%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		80	99%	90%	97%	9%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

Data Submitted to DMHAS by Month

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

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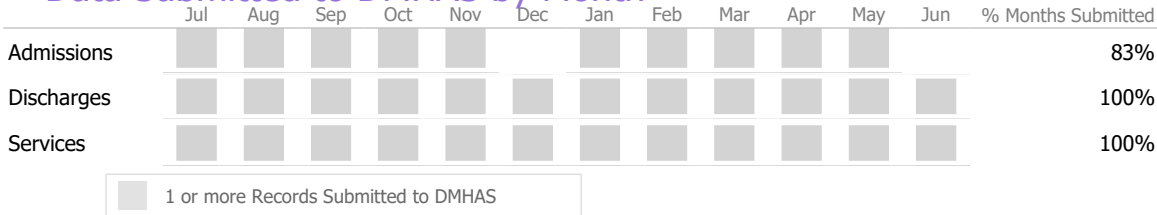
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 43 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	3	4	-25%	▼
Discharges	4	6	-33%	▼
Bed Days	2,394	2,966	-19%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	88%
✓ SA Screen Complete		100%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	100%	80%	82%	20%	▲
● No Re-admit within 30 Days of Discharge		3	75%	85%	88%	-10%	
✓ Follow-up within 30 Days of Discharge		4	100%	90%	83%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		10	100%	60%	83%	40%	▲
✓ Stable Living Situation		10	100%	90%	99%	10%	
● Improved/Maintained Axis V GAF Score		2	25%	95%	68%	-70%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	1,011 days	0.3	82%	90%	95%	-8%

▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▨								▨			17%
Discharges			▨				▨	▨		▨			33%

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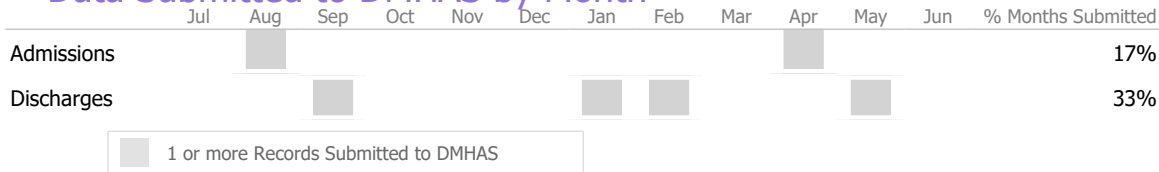
▲ > 10% Over   ▼ < 10% Under

▨ 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	-	
Discharges	1	1	0%
Service Hours	213	273	-22% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	88%
✓ Valid TEDS Data		100%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	34%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	95%
✓ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		1	100%	50%	57%	50% ▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Not Arrested		7	100%	75%	80%	25% ▲
✓	Abstinence/Reduced Drug Use		5	71%	55%	52%	16% ▲
✓	Stable Living Situation		7	100%	95%	78%	5%
●	Employed		3	43%	50%	40%	-7%
●	Self Help		2	29%	60%	30%	-31% ▼
●	Improved/Maintained Axis V GAF Score		1	17%	75%	68%	-58% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		6	100%	90%	76%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		1	100%	75%	67%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions											▪		8%
Discharges											▪		8%
Services	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪	92%

▪ 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	4	4	0%
Discharges	5	5	0%
Bed Days	4,186	4,562	-8%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		4	80%	60%	67%	20% ▲
✓	Follow-up within 30 Days of Discharge		4	100%	90%	69%	10%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		15	94%	60%	83%	34% ▲
●	Stable Living Situation		15	94%	95%	96%	-1%
●	Employed		2	12%	25%	13%	-13% ▼
●	Improved/Maintained Axis V GAF Score		8	62%	95%	65%	-33% ▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	77%

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

	Cooccurring		Actual	State Avg
✓	MH Screen Complete		100%	32%
✓	SA Screen Complete		100%	31%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	97%
✓	Valid Axis V GAF Score		100%	94%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		12	928 days	0.2	96%	90%	93%	6%
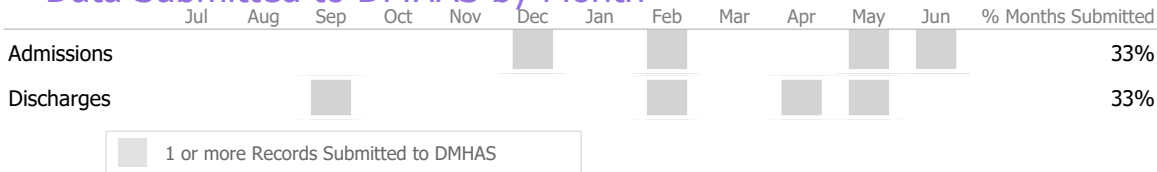
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						■		■			■	■	33%
Discharges		■						■		■	■		33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 80 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	221	217	2%
Admits	219	222	-1%
Discharges	254	219	16% ▲
Service Hours	1,332	1,386	-4%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		93%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	60%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		98%	67%
✓ SA Screen Complete		98%	68%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		181	71%	50%	51%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		220	86%	60%	68%	26% ▲
✓ Improved/Maintained Axis V GAF Score		215	85%	75%	54%	10%
🔴 Stable Living Situation		213	84%	95%	85%	-11% ▼
🔴 Employed		32	13%	30%	26%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		192	98%	75%	74%	23% ▲

Data Submitted to DMHAS by Month
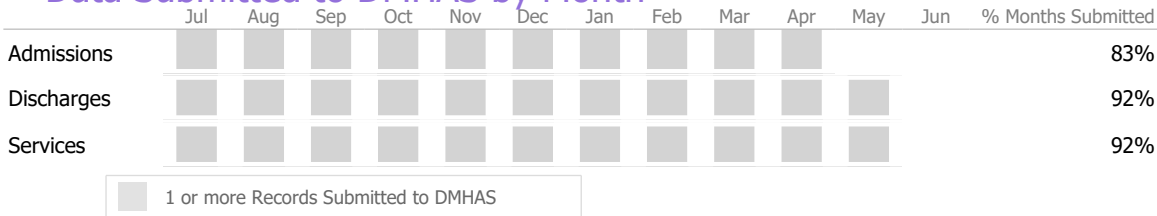
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													92%
Services													92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

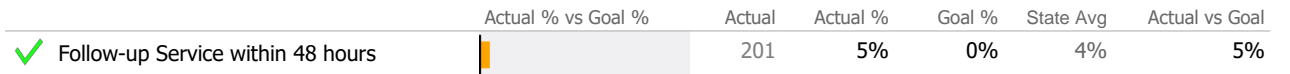* State Avg based on 94 Active Standard Outpatient Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	353	270	31%	▲
Admits	273	191	43%	▲
Discharges	219	191	15%	▲
Service Hours	2,340	2,149	9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		140	97%	90%	51%	7%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		201	5%	0%	4%	5%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

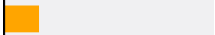* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	126	90	40%	▲
Admits	96	57	68%	▲
Discharges	96	49	96%	▲
Service Hours	2,760	2,328	19%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	93%	90%	51%	3%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		107	17%	0%	4%	17%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 19 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	356	290	23%	▲
Admits	202	168	20%	▲
Discharges	161	128	26%	▲
Service Hours	7,554	5,730	32%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		90%	92%

Cooccurring		Actual	State Avg
MH Screen Complete		98%	99%
SA Screen Complete		98%	99%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		54	34%	50%	35%	-16%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		290	78%	60%	79%	18%	▲
🔴	Employed		90	24%	30%	22%	-6%	
🔴	Stable Living Situation		310	83%	95%	84%	-12%	▼
🔴	Improved/Maintained Axis V GAF Score		180	63%	75%	59%	-12%	▼
🔴	Self Help		20	5%	60%	19%	-55%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		212	100%	90%	100%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		179	91%	75%	92%	16%	▲

Data Submitted to DMHAS by Month

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

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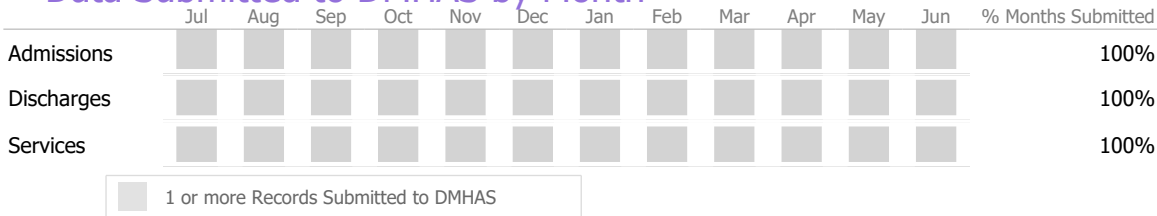
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 2 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	51	-12%	▼
Admits	8	10	-20%	▼
Discharges	16	15	7%	
Service Hours	1,306	1,706	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	88%
✓	Valid TEDS Data	99%	85%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	34%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	91%
✓	SA Screen Complete	100%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	95%
✓	Valid Axis V GAF Score	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	31%	50%	57%	-19%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		35	76%	55%	52%	21%	▲
✓	Not Arrested		39	85%	75%	80%	10%	
🔴	Stable Living Situation		41	89%	95%	78%	-6%	
🔴	Improved/Maintained Axis V GAF Score		26	59%	75%	68%	-16%	▼
🔴	Employed		2	4%	50%	40%	-46%	▼
🔴	Self Help		1	2%	60%	30%	-58%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		30	100%	90%	76%	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%	67%	13%	▲

Data Submitted to DMHAS by Month
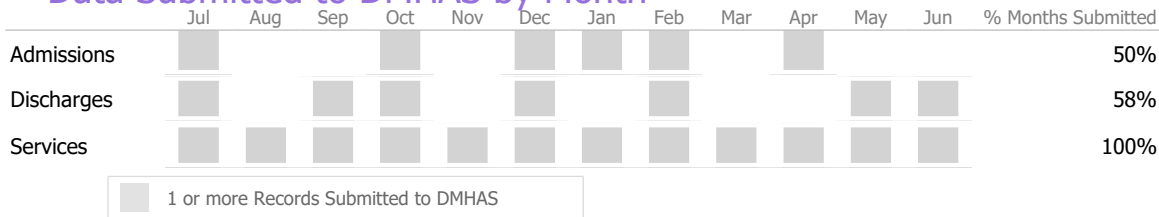
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪		▪	▪			▪			50%
Discharges	▪		▪	▪		▪		▪			▪	▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met 🔴 Below Goal

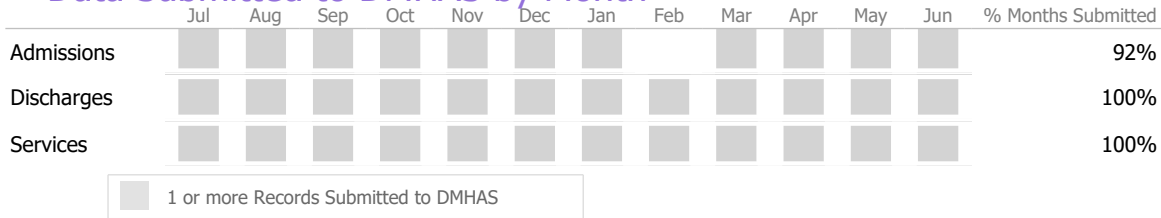* State Avg based on 116 Active Standard Outpatient Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	118	87	36%	▲
Admits	69	37	86%	▲
Discharges	48	35	37%	▲
Service Hours	4,821	2,186	121%	▲

Service Engagement
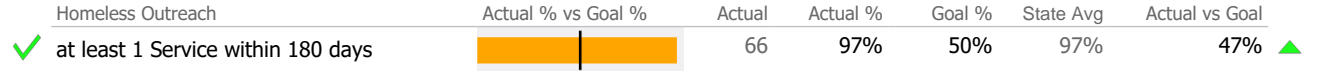
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		66	97%	50%	97%	47%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

MAT - Naltrexone - New Britain
Community Mental Health Affiliates
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		N/A	N/A	55%	58%	-55% ▼
● Employed		N/A	N/A	50%	21%	-50% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	72%	-75% ▼
● Not Arrested		N/A	N/A	75%	79%	-75% ▼
● Self Help		N/A	N/A	60%	39%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	80%
Valid TEDS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	23%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	84%
SA Screen Complete		N/A	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 8 Active Naltrexone Programs

MATx OP
Community Mental Health Affiliates
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	122	2%	
Admits	29	37	-22%	▼
Discharges	39	24	63%	▲
Service Hours	4,183	2,275	84%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	94%
✓	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	38%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	92%	82%
	SA Screen Complete	92%	97%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		17	44%	50%	52%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		97	76%	55%	61%	21%	▲
✓ Not Arrested		116	91%	75%	89%	16%	▲
● Stable Living Situation		117	92%	95%	88%	-3%	
● Improved/Maintained Axis V GAF Score		83	73%	75%	57%	-2%	
● Employed		21	17%	50%	35%	-33%	▼
● Self Help		15	12%	60%	32%	-48%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		88	100%	90%	67%	10%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	29	3%	
Admits	3	1	200%	▲
Discharges	9	2	350%	▲
Service Hours	904	1,055	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	93%	85%	85%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	95%	90%	96%	5%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													25%
Discharges													50%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 98 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	4	5	-20% ▼
Discharges	2	5	-60% ▼
Bed Days	5,940	5,403	10%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		2	100%	75%	56%	25% ▲
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	77%	15% ▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Improved/Maintained Axis V GAF Score		10	56%	75%	54%	-19% ▼

Data Submission Quality

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

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

	Cooccurring		Actual	State Avg
✓	MH Screen Complete		100%	87%
✓	SA Screen Complete		100%	89%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	94%
✓	Valid Axis V GAF Score		100%	88%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		16	1,265 days	0.2	102%	90%	93%	12% ▲
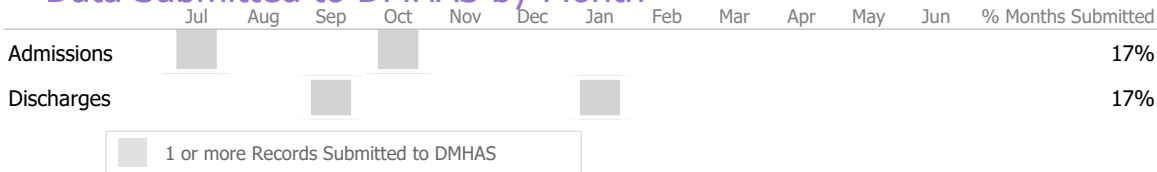
< 90%	
90-110%	
>110%	

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation Programs

Pleasant House
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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	
Admits	1	2	-50%	▼
Discharges	1	1	0%	
Bed Days	2,091	1,978	6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	75%	56%	25%	▲
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	77%	15%	▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Improved/Maintained Axis V GAF Score		3	50%	75%	54%	-25%	▼

Data Submission Quality

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

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

	Cooccurring		Actual	State Avg
	MH Screen Complete		79%	87%
	SA Screen Complete		79%	89%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	94%
✓	Valid Axis V GAF Score		100%	88%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		6	1,381 days	0.3	95%	90%	93%	5%
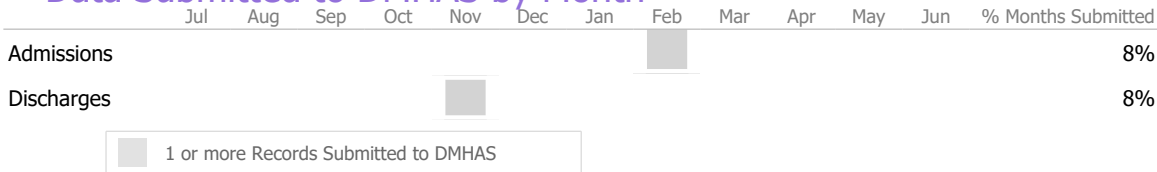
█ < 90%	█ 90-110%	█ >110%

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	15	-67%	▼
Admits	-	2	-100%	▼
Discharges	1	10	-90%	▼
Service Hours	13	63	-80%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	69%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	50%	30%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		4	80%	60%	61%	20%	▲
✓	Stable Living Situation		5	100%	80%	77%	20%	▲
●	Employed		0	0%	20%	11%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		4	100%	90%	86%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges					▣								8%
Services	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣		▣	92%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	74	22%	▲
Admits	24	3	700%	▲
Discharges	12	8	50%	▲
Service Hours	3,817	3,186	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		73	81%	85%	85%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		78	100%	90%	96%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪	▪		▪	▪	▪				42%
Discharges			▪	▪	▪		▪	▪			▪	▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▏ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 98 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 2018 - June 2019 (Data as of Sep 16, 2019)
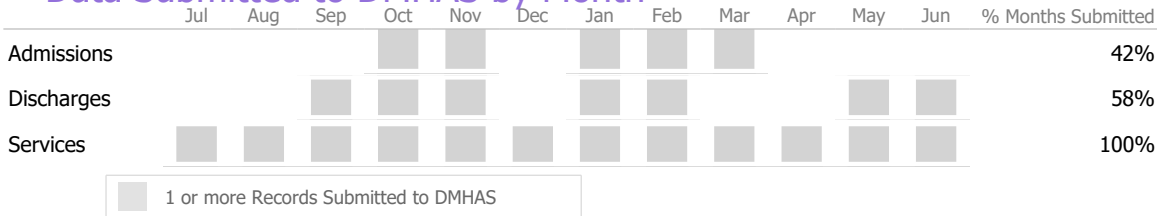
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	262	202	30%	▲
Admits	133	55	142%	▲
Discharges	79	65	22%	▲
Service Hours	13,550	12,318	10%	
Social Rehab/PHP/IOP Days	8,024	7,062	14%	▲

Service Utilization
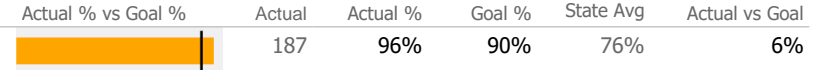
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		187	96%	90%	76%	6%

Data Submitted to DMHAS by Month

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

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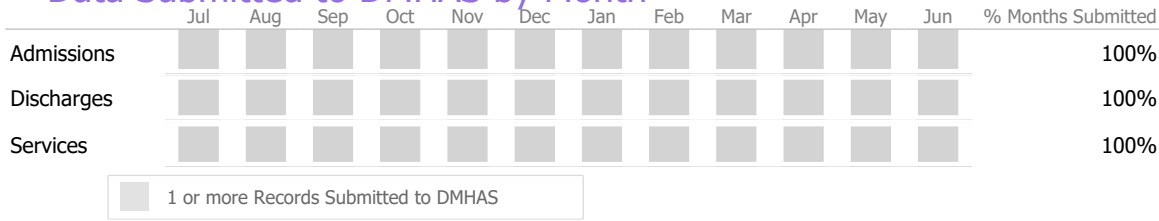
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	38	-13%	▼
Admits	16	25	-36%	▼
Discharges	17	24	-29%	▼
Bed Days	6,045	6,067	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		9	53%	75%	56%	-22%	▼
🔴	No Re-admit within 30 Days of Discharge		12	75%	85%	77%	-10%	
🔴	Follow-up within 30 Days of Discharge		7	78%	90%	77%	-12%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		15	52%	75%	54%	-23%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		89%	87%
✓ SA Screen Complete		89%	89%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	94%
✓ Valid Axis V GAF Score		100%	88%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	587 days	0.2	97%	90%	93%	7%

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪		▪	▪	▪		▪	▪		67%
Discharges	▪	▪	▪	▪	▪		▪	▪	▪		▪		75%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation Programs