

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,025	2,094	-3%
	Admits	1,666	1,983	-16% ▼
	Discharges	1,589	1,725	-8%
	Service Hours	39,695	251	
	Bed Days	6,707	5,707	18% ▲
	S.Rehab/PHP/IOP	193		

Consumer Satisfaction Survey (Based on 189 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		85%	80%	92%
✓ Overall		83%	80%	91%
✓ Access		81%	80%	88%
✓ Participation in Treatment		81%	80%	92%
● Quality and Appropriateness		79%	80%	93%
● Respect		78%	80%	91%
● Outcome		76%	80%	83%
● Recovery		75%	80%	79%

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

■ Satisfied % | ■ Goal % ■ 0-80% ■ 80-100% ● Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,240	34.7%
	Social Rehabilitation	692	19.4%
	Crisis Services	407	11.4%
	Intake	265	7.4%
	Community Support	246	6.9%
	ACT	51	1.4%
	Inpatient Services	45	1.3%
	Other	29	0.8%
	Residential Services	7	0.2%
Forensic MH	Forensics Community-based	330	9.2%
	Outpatient	97	2.7%
	Case Management	37	1.0%
Forensic SA	Forensics Community-based	127	3.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	322	16%	16%	Male	1,237	61%	60%	
26-34	358	18%	24%	Female	786	39%	40%	
35-44	391	19%	19%	Race	Black/African American	772	39%	▲ 17%
45-54	487	24%	23%		White/Caucasian	679	34%	▼ 66%
55-64	334	17%	14%		Other	428	22%	13%
65+	128	6%	4%		Unknown	50	3%	3%
					Asian	25	1%	1%
Ethnicity	Non-Hispanic	1,305	64%	▼ 75%	Multiple Races	8	0%	1%
	Hisp-Puerto Rican	465	23%	▲ 12%	Hawaiian/Other Pacific Islander	6	0%	0%
	Unknown	121	6%	6%	Am. Indian/Native Alaskan	5	0%	1%
	Hispanic-Other	119	6%	6%				
	Hispanic-Cuban	8	0%	0%				
Hispanic-Mexican	7	0%	1%					

■ 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

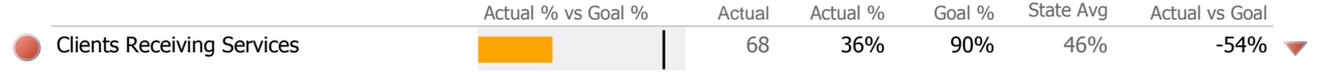
Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

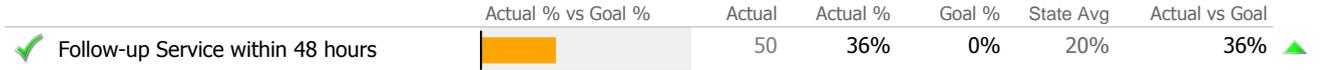
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	317	378	-16% ▼
Admits	355	421	-16% ▼
Discharges	265	403	-34% ▼
Service Hours	231		

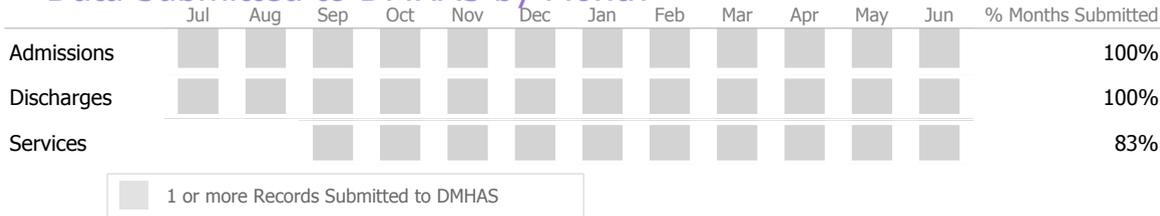
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	13	292% ▲
Admits	38	13	192% ▲
Discharges	4	-	
Service Hours	1,970	7	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic		
6 Month Updates	26%	71%
Cooccurring		
MH Screen Complete	96%	79%
SA Screen Complete	96%	76%
Diagnosis		
Valid Axis I Diagnosis	73%	97%
Valid Axis V GAF Score	55%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	65%	54%	-40% ▼
No Re-admit within 30 Days of Discharge		4	100%	85%	89%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	48%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		40	78%	60%	89%	18% ▲
Employed		1	2%	15%	9%	-13% ▼
Social Support		21	41%	60%	73%	-19% ▼
Improved/Maintained Axis V GAF Score		7	18%	85%	54%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	94%	90%	98%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	41	-10%
Admits	12	24	-50% ▼
Discharges	18	16	13% ▲
Service Hours	909	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	90%
On-Time Periodic 6 Month Updates	31%	20%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	44%	50%	29%	-6%

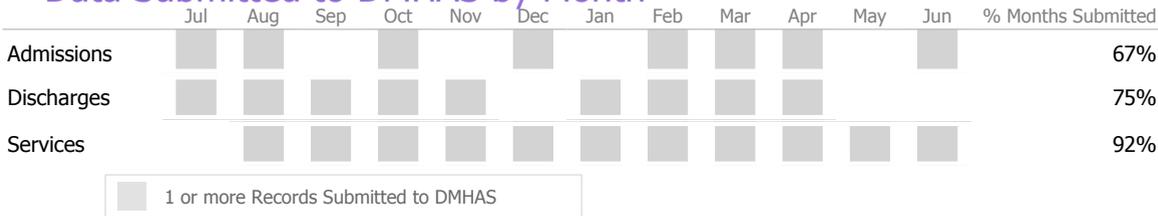
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		36	97%	60%	87%	37% ▲
Stable Living Situation		31	84%	80%	68%	4%
Social Support		22	59%	60%	50%	-1%
Employed		5	14%	20%	7%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	95%	90%	85%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	322	320	1%
Admits	42	48	-13% ▼
Discharges	52	40	30% ▲
Service Hours	4,951		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic		
6 Month Updates	86%	66%
Cooccurring		
MH Screen Complete	98%	67%
SA Screen Complete	94%	62%
Diagnosis		
Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	91%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	17%	50%	40%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		196	61%	60%	66%	1%
Stable Living Situation		297	92%	95%	85%	-3%
Employed		14	4%	30%	21%	-26% ▼
Improved/Maintained Axis V GAF Score		138	45%	75%	57%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		270	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		28	67%	75%	69%	-8%

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		■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	8	3	167% ▲
Discharges	9	7	29% ▲
Service Hours	652	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

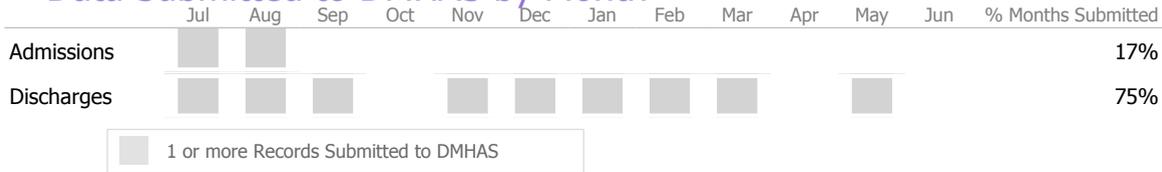
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	47	-51% ▼
Admits	4	47	-91% ▼
Discharges	27	38	-29% ▼

Data Submitted to DMHAS by Month



* State Avg based on 3 Active UM Screening Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	246	253	-3%
Admits	101	105	-4%
Discharges	109	104	5%
Service Hours	2,036	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic 6 Month Updates	87%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	67%
SA Screen Complete	100%	65%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	77%	97%
Valid Axis V GAF Score	72%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		76	70%	65%	70%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		243	92%	80%	92%	12% ▲
✓ Social Support		186	70%	60%	76%	10%
● Employed		10	4%	20%	11%	-16% ▼
● Improved/Maintained Axis V GAF Score		85	40%	95%	61%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		116	75%	90%	96%	-15% ▼

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		■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	78	10% ▲
Admits	14	13	8%
Discharges	12	6	100% ▲
Service Hours	1,449	2	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic 6 Month Updates	76%	66%
Cooccurring MH Screen Complete	100%	67%
SA Screen Complete	100%	62%
Diagnosis Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	92%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	50%	50%	40%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		51	59%	60%	66%	-1%
Stable Living Situation		81	93%	95%	85%	-2%
Employed		22	25%	30%	21%	-5%
Improved/Maintained Axis V GAF Score		50	62%	75%	57%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	86%	75%	69%	11% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	94	3%
Admits	25	37	-32% ▼
Discharges	45	20	125% ▲
Service Hours	3,074	3	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	87%
On-Time Periodic 6 Month Updates	93%	90%
Cooccurring MH Screen Complete	97%	96%
SA Screen Complete	97%	93%
Diagnosis Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	69%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	42%	50%	30%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		100	100%	60%	30%	40% ▲
Social Support		58	58%	60%	68%	-2%
Stable Living Situation		79	79%	95%	87%	-16% ▼
Employed		5	5%	30%	17%	-25% ▼
Improved/Maintained Axis V GAF Score		39	43%	75%	64%	-32% ▼

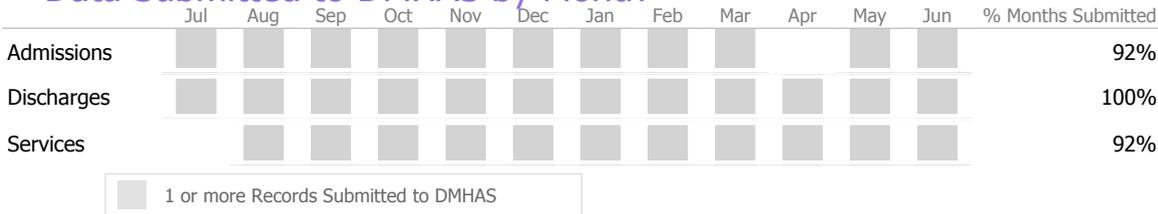
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	98%	90%	98%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	76%	75%	82%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	395	387	2%
Admits	51	34	50% ▲
Discharges	46	42	10%
Service Hours	5,538	5	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	77%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	67%
SA Screen Complete	90%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	98%
Valid Axis V GAF Score	88%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	11%	50%	40%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		259	65%	60%	66%	5%
Stable Living Situation		384	97%	95%	85%	2%
Employed		28	7%	30%	21%	-23% ▼
Improved/Maintained Axis V GAF Score		112	30%	75%	57%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		351	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		43	86%	75%	69%	11% ▲

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		■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 Goal Met
 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	142	0%
Admits	156	150	4%
Discharges	152	149	2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		130	82%	75%	57%	7%
✓ Community Location Evaluation		155	97%	80%	61%	17% ▲
● Follow-up Service within 48 hours		11	38%	90%	46%	-52% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	15	-53% ▼
Admits	1	8	-88% ▼
Discharges	-	9	-100% ▼
Bed Days	1,050	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	71%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	95%	96%	5%
● Employed		1	14%	25%	9%	-11% ▼
● Improved/Maintained Axis V GAF Score		3	43%	95%	72%	-52% ▼
● Social Support		0	0%	60%	83%	-60% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		97%
Cooccurring	Actual	State Avg
MH Screen Complete		64%
SA Screen Complete		63%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		99%
Valid Axis V GAF Score		97%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate				10	505 days	0.4	70%	90%	94%	-20% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	20	20% ▲
Admits	10	8	25% ▲
Discharges	8	6	33% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	38	18% ▲
Admits	30	25	20% ▲
Discharges	30	24	25% ▲
Bed Days	5,657	5,707	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	40%	40%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	93%	95%	93%	-2%
No Re-admit within 30 Days of Discharge		27	90%	85%	90%	5%
Follow-up within 30 Days of Discharge		24	86%	90%	86%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		15	44%	75%	44%	-31% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	16	294 days	0.2	97%	90%	97%	7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

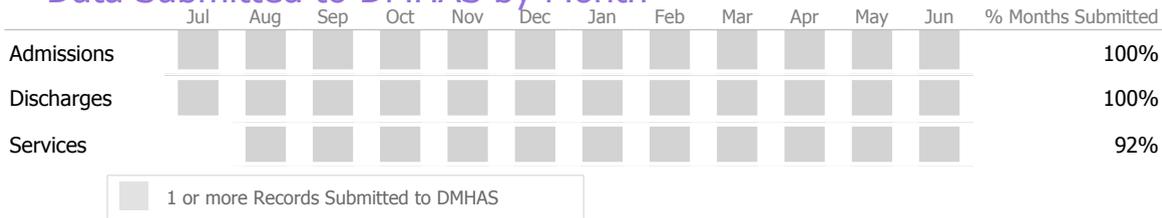
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	232	192	21% ▲
Admits	164	128	28% ▲
Discharges	180	120	50% ▲
Service Hours	531	2	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 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

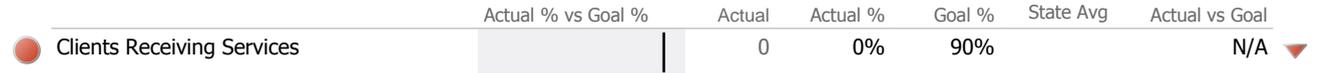
Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

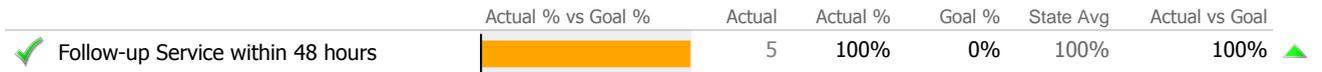
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	127	159	-20% ▼
Admits	124	147	-16% ▼
Discharges	98	154	-36% ▼
Service Hours	-	-	

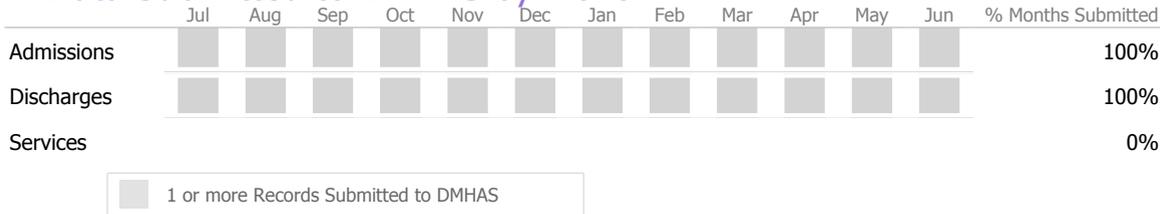
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	289	320	-10%
Admits	25	27	-7%
Discharges	34	56	-39% ▼
Service Hours	5,050	2	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	92%	66%
Cooccurring MH Screen Complete	90%	67%
SA Screen Complete	90%	62%
Diagnosis Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	94%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	26%	50%	40%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		255	88%	60%	66%	28% ▲
Stable Living Situation		279	97%	95%	85%	2%
Improved/Maintained Axis V GAF Score		176	64%	75%	57%	-11% ▼
Employed		35	12%	30%	21%	-18% ▼

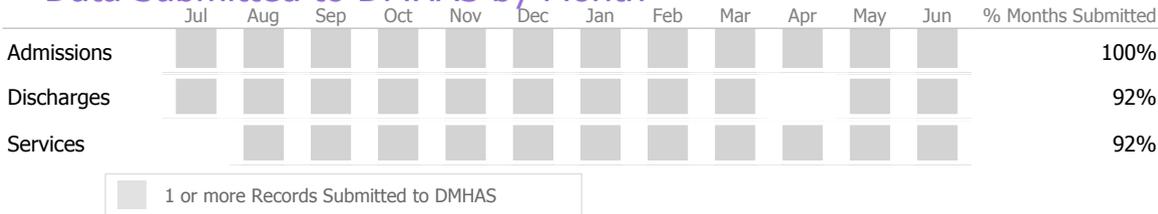
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		255	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		20	80%	75%	69%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

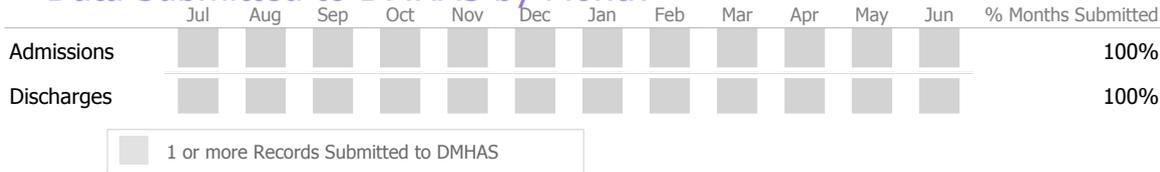
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	295	354	-17% ▼
Admits	359	446	-20% ▼
Discharges	367	443	-17% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		276	78%	75%	57%	3%
✓ Community Location Evaluation		324	92%	80%	61%	12% ▲
● Follow-up Service within 48 hours		56	55%	90%	46%	-35% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Peer Support

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

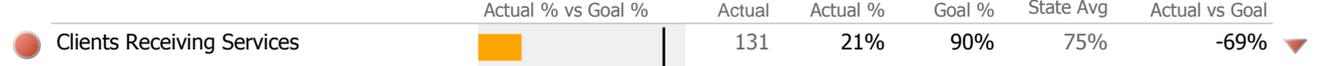
Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

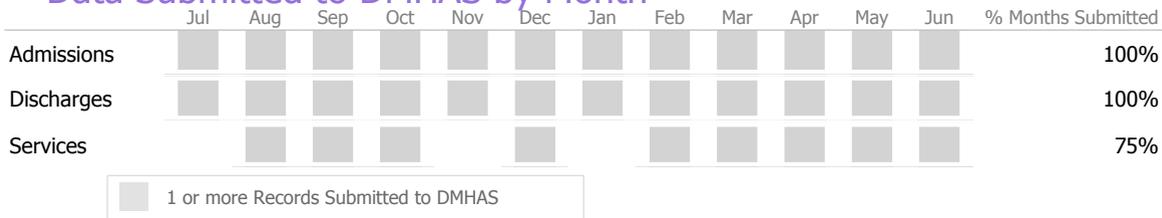
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	692	657	5%
Admits	90	267	-66% ▼
Discharges	79	54	46% ▲
Service Hours	35	-	
Social Rehab/PHP/IOP Days	193	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	158	158	0%
Admits	38	32	19% ▲
Discharges	38	34	12% ▲
Service Hours	13,187	230	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	67%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
Valid Axis V GAF Score	80%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	21%	50%	40%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		143	88%	95%	85%	-7%
Social Support		86	53%	60%	66%	-7%
Employed		14	9%	30%	21%	-21% ▼
Improved/Maintained Axis V GAF Score		42	29%	75%	57%	-46% ▼

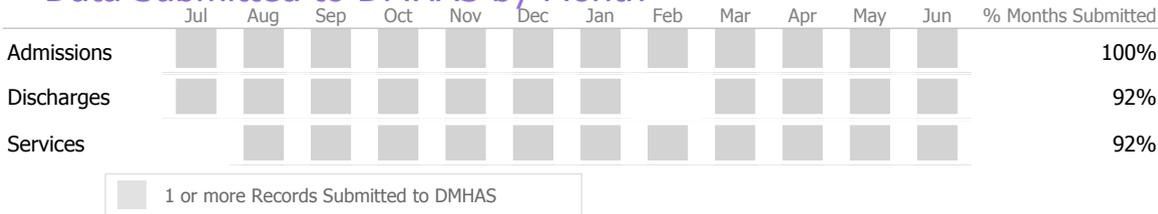
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		124	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		31	82%	75%	69%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs