

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,781	1,806	-1%
	Admits	1,378	1,175	17% ▲
	Discharges	1,295	1,121	16% ▲
	Service Hours	36,109	35,695	1%
	Bed Days	6,465	6,578	-2%

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

Consumer Satisfaction Survey

(Based on 185 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		91%	80%	91%
✓ Access		90%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		82%	80%	83%
✓ Recovery		80%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,125	34.5%
	Social Rehabilitation	709	21.7%
	Crisis Services	279	8.5%
	Community Support	266	8.1%
	Intake	234	7.2%
	ACT	58	1.8%
	Other	42	1.3%
	Inpatient Services	39	1.2%
	Residential Services	13	0.4%
	Forensic MH	Forensics Community-based	341
Outpatient		54	1.7%
Case Management		30	0.9%
Forensic SA	Forensics Community-based	75	2.3%



Client Demographics

Age	#	%	State Avg
18-25	255	14%	14%
26-34	325	18%	24%
35-44	317	18%	20%
45-54	425	24%	22%
55-64	329	19%	16%
65+	127	7%	5%

Gender	#	%	State Avg
Male	1,076	60%	60%
Female	701	39%	40%
Transgender	4	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,197	67%	74%
Hisp-Puerto Rican	363	20%	12%
Hispanic-Other	125	7%	7%
Unknown	79	4%	6%
Hispanic-Mexican	10	1%	1%
Hispanic-Cuban	7	0%	0%

Race	#	%	State Avg
Black/African American	724	41%	▲ 17%
White/Caucasian	573	33%	▼ 65%
Other	380	22%	13%
Unknown	28	2%	3%
Asian	24	1%	1%
Multiple Races	23	1%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%



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

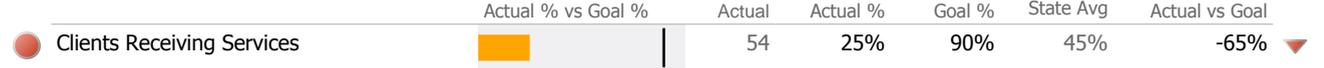
Program Quality Dashboard

Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	330	306	8%
Admits	227	264	-14% ▼
Discharges	208	221	-6%
Service Hours	382	272	40% ▲

Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	58	0%
Admits	7	11	-36% ▼
Discharges	5	8	-38% ▼
Service Hours	2,170	1,671	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic		
6 Month Updates	67%	86%
Cooccurring		
MH Screen Complete	88%	92%
SA Screen Complete	62%	91%
Diagnosis		
Valid Axis I Diagnosis	90%	99%
Valid Axis V GAF Score	71%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	56%	-65% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	51%	N/A

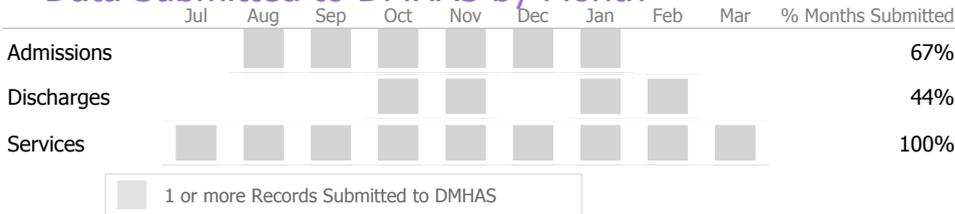
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		37	64%	60%	88%	4%
Social Support		27	47%	60%	76%	-13% ▼
Employed		0	0%	15%	11%	-15% ▼
Improved/Maintained Axis V GAF Score		28	53%	85%	51%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	98%	90%	99%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	34	-12% ▼
Admits	10	16	-38% ▼
Discharges	11	15	-27% ▼
Service Hours	1,132	883	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic 6 Month Updates	93%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	55%	50%	11%	5%

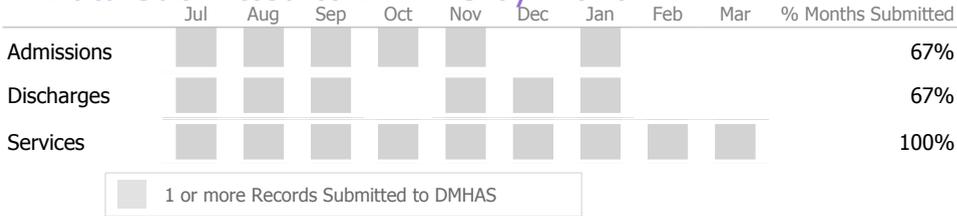
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		29	97%	60%	93%	37% ▲
✓ Stable Living Situation		24	80%	80%	69%	0%
● Employed		4	13%	20%	4%	-7%
● Social Support		14	47%	60%	44%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	100%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Standard Case Management Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%

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

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	80%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	97%
Valid Axis V GAF Score	0%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	41%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		1	100%	95%	85%	5%
Employed		0	0%	30%	22%	-30% ▼
Social Support		0	0%	60%	68%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	53%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

Service Engagement

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%
Services										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

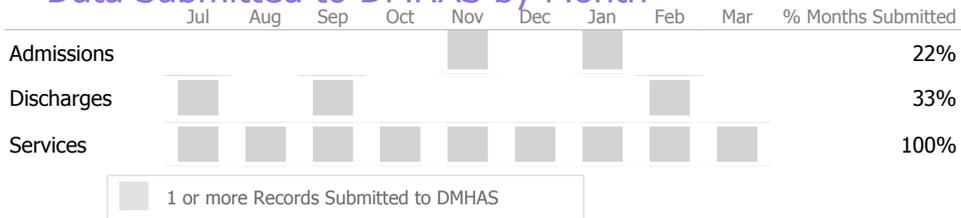
Actual Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	19	-16% ▼
Admits	2	6	-67% ▼
Discharges	4	3	33% ▲
Service Hours	494	393	26% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

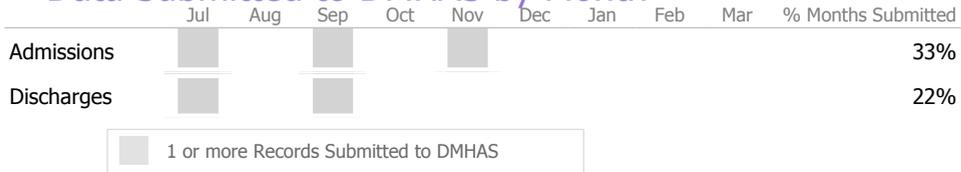
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	14	-21% ▼
Admits	3	-	
Discharges	16	6	167% ▲

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	266	262	2%
Admits	83	128	-35% ▼
Discharges	130	70	86% ▲
Service Hours	3,169	3,368	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	88%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	81%	97%
Valid Axis V GAF Score	38%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		125	96%	65%	68%	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		251	89%	80%	93%	9%
✓ Social Support		190	67%	60%	81%	7%
● Employed		22	8%	20%	12%	-12% ▼
● Improved/Maintained Axis V GAF Score		22	9%	95%	66%	-86% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		153	99%	90%	99%	9%

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	82	-6%
Admits	5	9	-44% ▼
Discharges	4	11	-64% ▼
Service Hours	1,524	1,562	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	71%	82%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	8%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	41%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		31	40%	30%	22%	10% ▲
Social Support		52	68%	60%	68%	8%
Stable Living Situation		74	96%	95%	85%	1%
Improved/Maintained Axis V GAF Score		5	7%	75%	53%	-68% ▼

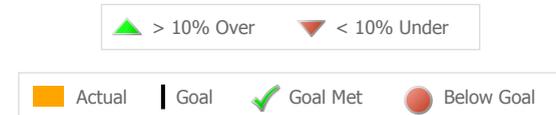
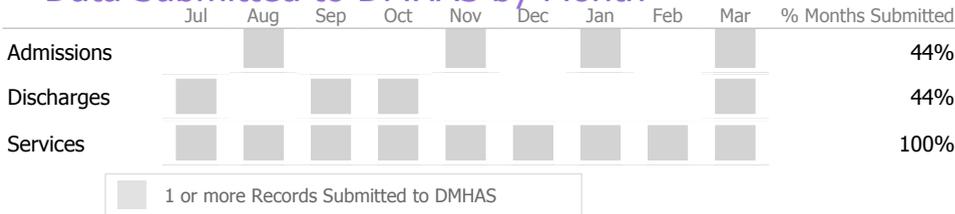
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	60%	75%	64%	-15% ▼

Data Submitted to DMHAS by Month



* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	66	-18% ▼
Admits	20	11	82% ▲
Discharges	21	21	0%
Service Hours	1,870	1,841	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	75%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	90%
SA Screen Complete	92%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	99%
Valid Axis V GAF Score	6%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	29%	50%	32%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		55	98%	60%	26%	38% ▲
Social Support		38	68%	60%	79%	8% ▲
Stable Living Situation		43	77%	95%	82%	-18% ▼
Employed		3	5%	30%	16%	-25% ▼
Improved/Maintained Axis V GAF Score		2	4%	75%	54%	-71% ▼

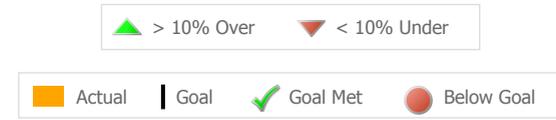
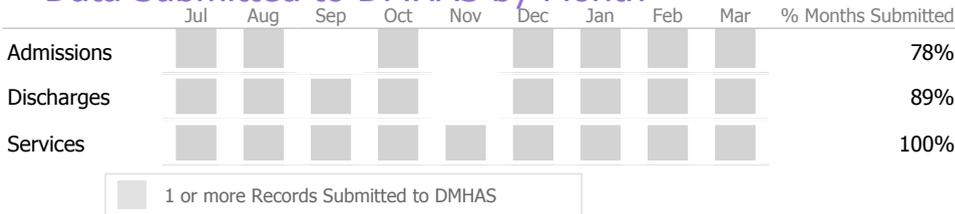
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	100%	90%	97%	10% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	100%	75%	97%	25% ▲

Data Submitted to DMHAS by Month



* State Avg based on 2 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	345	-60% ▼
Admits	-	7	-100% ▼
Discharges	138	26	431% ▲
Service Hours	58	3,871	-98% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic 6 Month Updates	N/A	64%
Cooccurring MH Screen Complete	N/A	82%
SA Screen Complete	N/A	80%
Diagnosis Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	88%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		138	100%	50%	41%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		128	93%	95%	85%	-2%
Social Support		59	43%	60%	68%	-17% ▼
Improved/Maintained Axis V GAF Score		71	51%	75%	53%	-24% ▼
Employed		6	4%	30%	22%	-26% ▼

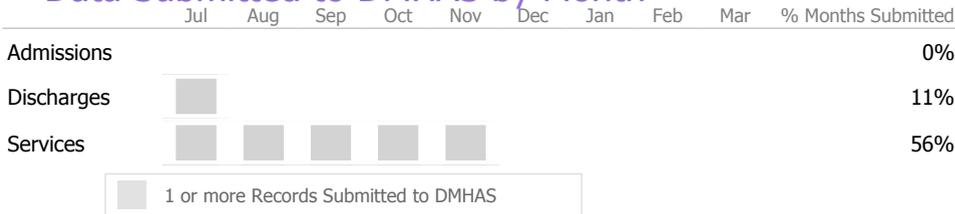
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

Service Engagement

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

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

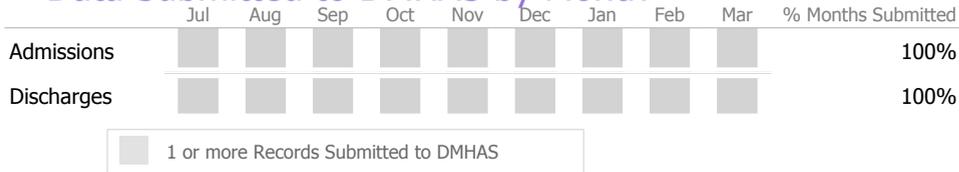
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	100	-28% ▼
Admits	69	106	-35% ▼
Discharges	70	105	-33% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		79	96%	75%	68%	21% ▲
✓ Community Location Evaluation		82	100%	80%	75%	20% ▲
● Follow-up Service within 48 hours		8	33%	90%	60%	-57% ▼

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	13	12	8%
Admits	5	2	150% ▲
Discharges	6	3	100% ▲
Bed Days	2,151	2,339	-8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	50%	60%	70%	-10% ▼
✓ Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	100%	60%	85%	40% ▲
✓ Stable Living Situation		13	100%	95%	96%	5%
● Employed		1	8%	25%	7%	-17% ▼
● Improved/Maintained Axis V GAF Score		9	82%	95%	68%	-13% ▼

Data Submission Quality

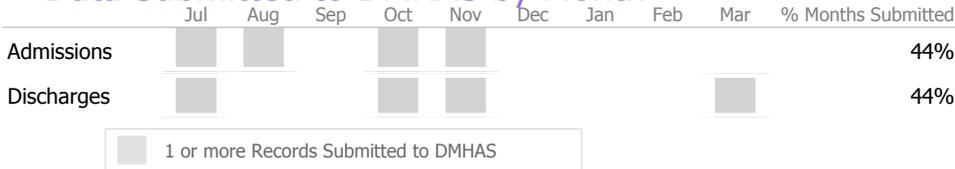
Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		88%
SA Screen Complete		87%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	430 days	0.3	79%	90%	93%	-11% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 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	18	21	-14% ▼
Admits	4	6	-33% ▼
Discharges	4	9	-56% ▼

Data Submitted to DMHAS by Month



* State Avg based on 2 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	31	26% ▲
Admits	23	16	44% ▲
Discharges	23	16	44% ▲
Bed Days	4,314	4,239	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	50%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	3%	3%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	65%	95%	65%	-30% ▼
No Re-admit within 30 Days of Discharge		21	91%	85%	91%	6%
Follow-up within 30 Days of Discharge		12	80%	90%	80%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	3%	75%	3%	-72% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	16	278 days	0.2	98%	90%	98%	8%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual ■ Goal ✓ Goal Met ● Below Goal

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

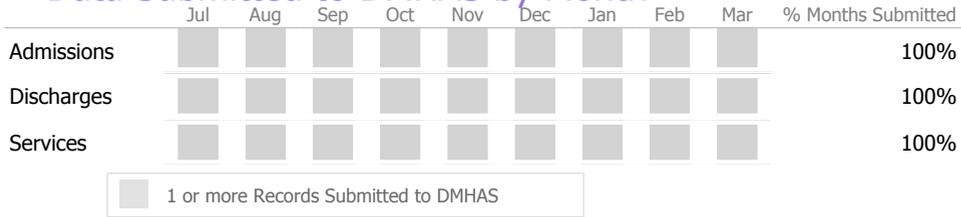
Intake Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	223	258	-14% ▼
Admits	106	118	-10%
Discharges	201	126	60% ▲
Service Hours	441	455	-3%

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 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	89	-16% ▼
Admits	35	61	-43% ▼
Discharges	33	50	-34% ▼
Service Hours	-	-	

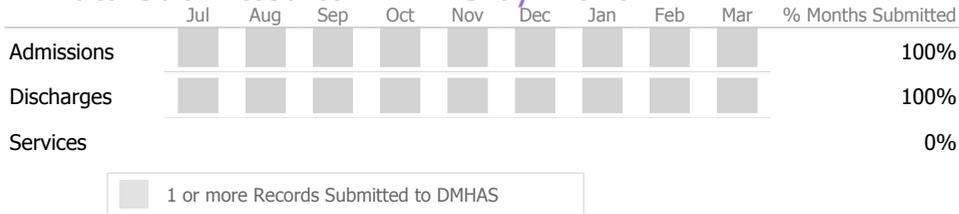
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services	<div style="width: 0%;"></div>	0	0%	90%		N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Follow-up Service within 48 hours	<div style="width: 0%;"></div>	0	0%	0%	0%	0%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

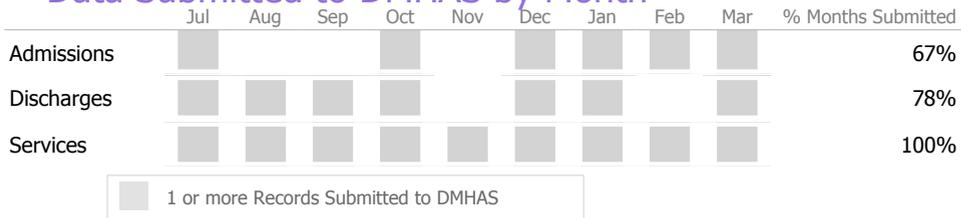
 Actual |  Goal  Goal Met  Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	19	26% ▲
Admits	11	15	-27% ▼
Discharges	12	9	33% ▲
Service Hours	178	53	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Mobile Crisis Team

Capitol Region Mental Health Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

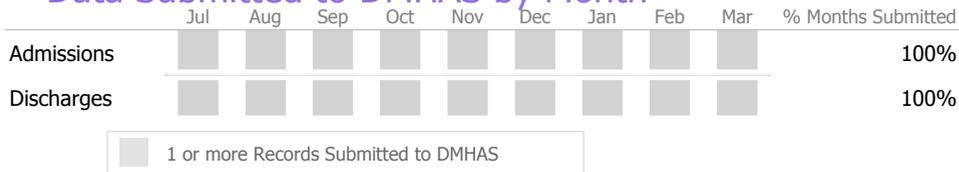
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	214	216	-1%
Admits	245	278	-12% ▼
Discharges	246	278	-12% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		257	96%	75%	68%	21% ▲
✓ Community Location Evaluation		258	97%	80%	75%	17% ▲
● Follow-up Service within 48 hours		33	43%	90%	60%	-47% ▼

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

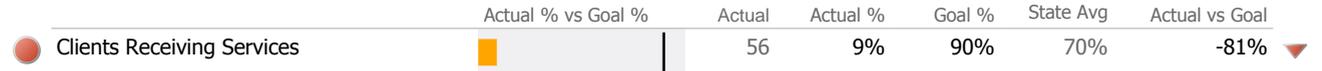
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

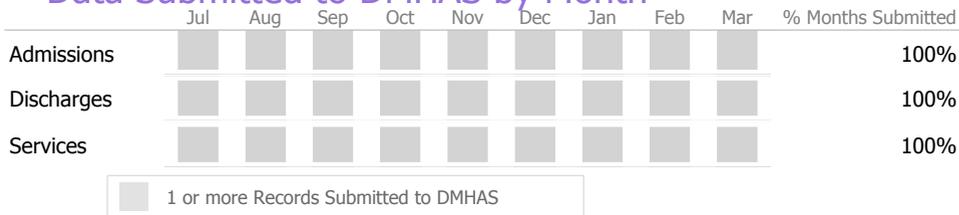
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	709	669	6%
Admits	94	56	68% ▲
Discharges	60	59	2%
Service Hours	89	58	55% ▲
Social Rehab/PHP/IOP Days	0	0	

*Data System Limitations are affecting service numbers in this program

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	485	295	64% ▲
Admits	208	26	700% ▲
Discharges	38	22	73% ▲
Service Hours	4,799	3,919	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	89%	82%
SA Screen Complete	93%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	65%	97%
Valid Axis V GAF Score	24%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	8%	50%	41%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		247	51%	60%	68%	-9%
Stable Living Situation		413	85%	95%	85%	-10%
Employed		19	4%	30%	22%	-26% ▼
Improved/Maintained Axis V GAF Score		51	11%	75%	53%	-64% ▼

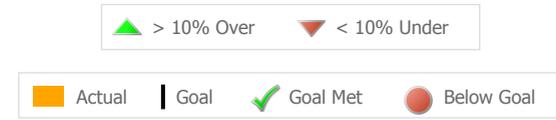
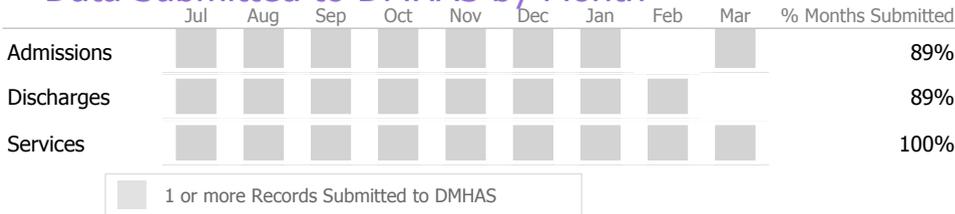
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		444	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		78	38%	75%	64%	-37% ▼

Data Submitted to DMHAS by Month



* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	435	267	63% ▲
Admits	190	10	1800% ▲
Discharges	34	26	31% ▲
Service Hours	6,202	4,000	55% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	89%	82%
SA Screen Complete	89%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	74%	97%
Valid Axis V GAF Score	37%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	26%	50%	41%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		331	76%	60%	68%	16% ▲
Stable Living Situation		401	92%	95%	85%	-3%
Employed		43	10%	30%	22%	-20% ▼
Improved/Maintained Axis V GAF Score		53	13%	75%	53%	-62% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		402	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		139	74%	75%	64%	-1%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	143	-8%
Admits	30	29	3%
Discharges	29	37	-22% ▼
Service Hours	13,600	13,349	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	97%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	93%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	28%	50%	41%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		121	91%	60%	68%	31% ▲
Improved/Maintained Axis V GAF Score		99	83%	75%	53%	8%
Stable Living Situation		126	95%	95%	85%	0%
Employed		38	29%	30%	22%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		103	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		28	93%	75%	64%	18% ▲

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs