CommuniCare Inc
New Haven, 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	1,080	1,106	-2%
	Admits	1,621	1,621	0%
	Discharges	1,617	1,646	-2%
	Service Hours	2,961	3,843	-23% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	718	66.3%
	Outpatient	365	33.7%

Consumer Satisfaction Survey   (Based on 102 FY18 Surveys)

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

Satisfied %		Goal %	0-80%	80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		111	11%	12%
26-34		169	16%	24%
35-44		199	19%	21%
45-54		225	21%	20%
55-64		223	21%	17%
65+		129	12%	6%

Gender

		#	%		State Avg
Female		594	55%	▲	40%
Male		485	45%	▼	60%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		631	58%	▼	70%
Hisp-Puerto Rican		178	16%		12%
Hispanic-Other		176	16%		7%
Unknown		58	5%		10%
Hispanic-Mexican		36	3%		1%
Hispanic-Cuban		1	0%		0%

Race

		#	%	State Avg
White/Caucasian		654	61%	63%
Other		249	23%	13%
Black/African American		86	8%	17%
Unknown		73	7%	5%
Asian		9	1%	1%
Am. Indian/Native Alaskan		4	0%	1%
Hawaiian/Other Pacific Islander		3	0%	0%
Multiple Races		2	0%	1%

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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	157	174	-10%	
Admits	287	321	-11%	▼
Discharges	286	320	-11%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		280	98%	75%	69%	23%	▲
✓	Community Location Evaluation		268	94%	80%	92%	14%	▲
✓	Follow-up Service within 48 hours		158	99%	90%	88%	9%	

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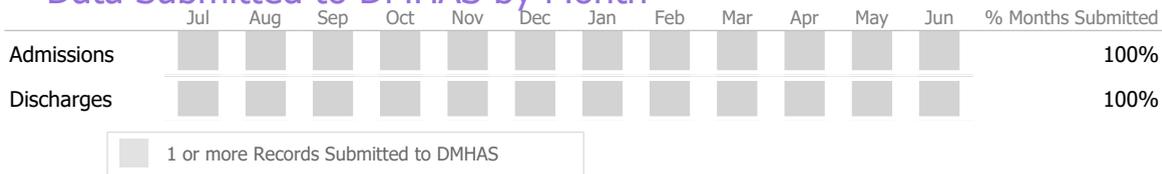
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

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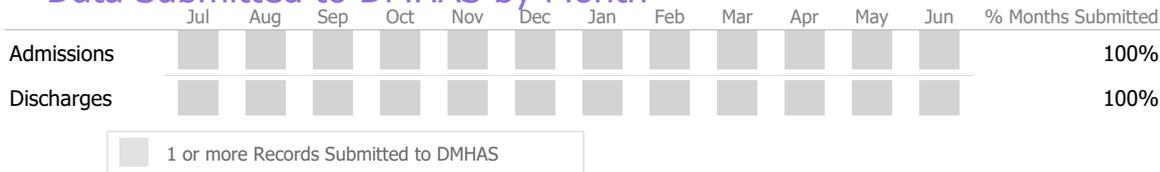
BH Care Valley Crisis 315-200
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	153	-7%
Admits	299	292	2%
Discharges	299	294	2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		283	95%	75%	69%	20%	▲
✓ Community Location Evaluation		266	90%	80%	92%	10%	
✓ Follow-up Service within 48 hours		243	98%	90%	88%	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%

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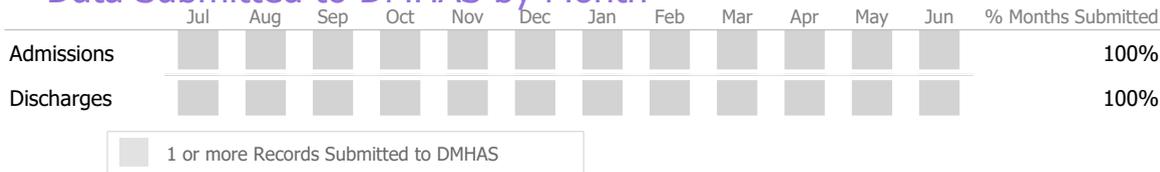
Bridges Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	180	-3%
Admits	280	310	-10%
Discharges	279	310	-10%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		302	100%	75%	69%	25%	▲
✓ Community Location Evaluation		243	80%	80%	92%	0%	
✓ Follow-up Service within 48 hours		173	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
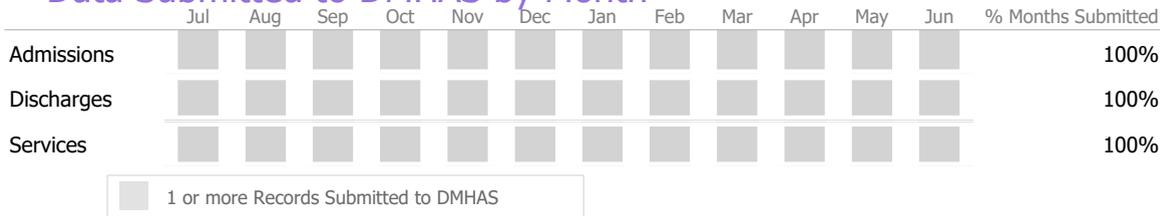
Greater New Haven After Hours Crisis Svs
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	205	163	26%	▲
Admits	444	319	39%	▲
Discharges	444	318	40%	▲
Service Hours	85	60	42%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		201	96%	75%	69%	21%	▲
🔴	Community Location Evaluation		127	61%	80%	92%	-19%	▼
✓	Follow-up Service within 48 hours		73	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%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	15	27%	▲
Admits	10	4	150%	▲
Discharges	5	7	-29%	▼
Service Hours	187	287	-35%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		92%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		45%	60%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		91%	67%
✔ SA Screen Complete		91%	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		0	0%	50%	51%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		16	84%	60%	68%	24%	▲
✔ Stable Living Situation		18	95%	95%	85%	0%	
🔴 Employed		5	26%	30%	26%	-4%	
✔ Improved/Maintained Axis V GAF Score		13	81%	75%	54%	6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		14	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		5	50%	75%	74%	-25%	▼

Data Submitted to DMHAS by Month
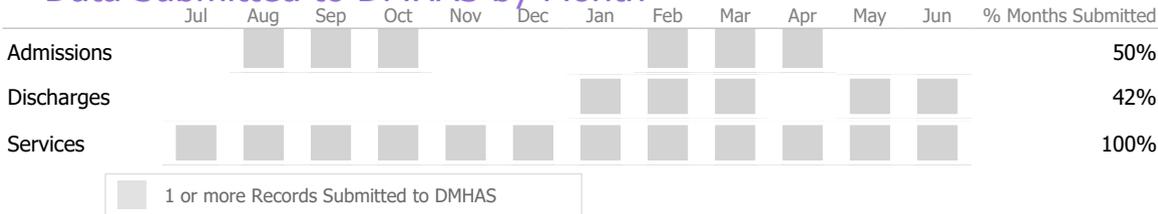
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪				▪	▪	▪			50%
Discharges							▪	▪	▪		▪	▪	42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	41	-27%	▼
Admits	9	21	-57%	▼
Discharges	12	21	-43%	▼
Service Hours	199	325	-39%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	91%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	81%	60%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	90%	67%
✓	SA Screen Complete	100%	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		4	33%	50%	51%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		27	87%	60%	68%	27%	▲
✓	Improved/Maintained Axis V GAF Score		24	86%	75%	54%	11%	▲
✓	Stable Living Situation		31	100%	95%	85%	5%	
✓	Employed		11	35%	30%	26%	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	95%	90%	88%	5%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		5	56%	75%	74%	-19%	▼

Data Submitted to DMHAS by Month
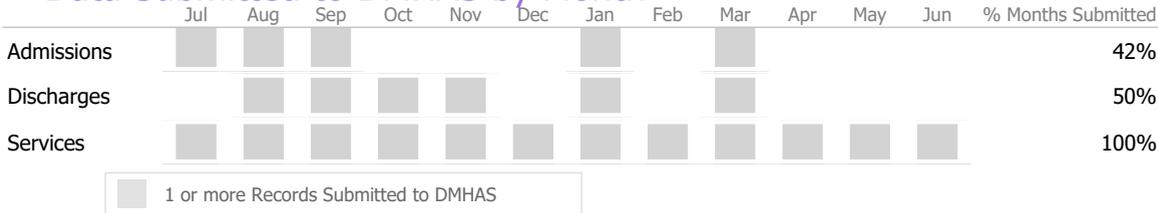
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢				▢		▢				42%
Discharges		▢	▢		▢		▢		▢				50%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	21	29%	▲
Admits	7	5	40%	▲
Discharges	6	1	500%	▲
Service Hours	250	564	-56%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		92%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		6%	60%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	67%
✔ SA Screen Complete		100%	68%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		93%	97%
✔ Valid Axis V GAF Score		96%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	33%	50%	51%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		18	67%	60%	68%	7%	
🔴 Stable Living Situation		25	93%	95%	85%	-2%	
🔴 Employed		7	26%	30%	26%	-4%	
🔴 Improved/Maintained Axis V GAF Score		12	50%	75%	54%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		12	57%	90%	88%	-33%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		3	43%	75%	74%	-32%	▼

Data Submitted to DMHAS by Month
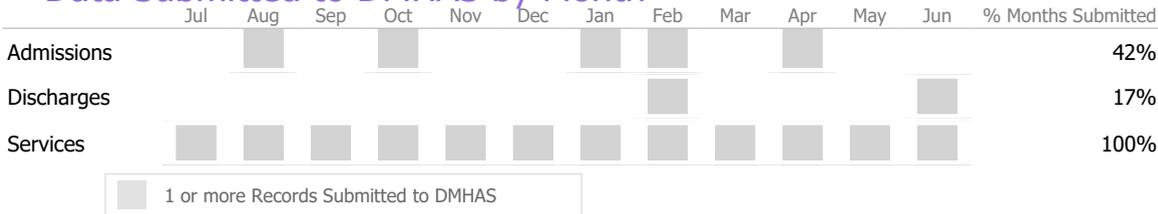
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢		▢			▢	▢		▢			42%
Discharges								▢			▢		17%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	63	-19%	▼
Admits	18	33	-45%	▼
Discharges	17	30	-43%	▼
Service Hours	379	472	-20%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	91%

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

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	68%

Diagnosis	Actual % vs Goal %	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		12	71%	50%	51%	21%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		38	75%	60%	68%	15%	▲
✓ Employed		19	37%	30%	26%	7%	
✓ Improved/Maintained Axis V GAF Score		41	100%	75%	54%	25%	▲
✓ Stable Living Situation		49	96%	95%	85%	1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	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		13	72%	75%	74%	-3%

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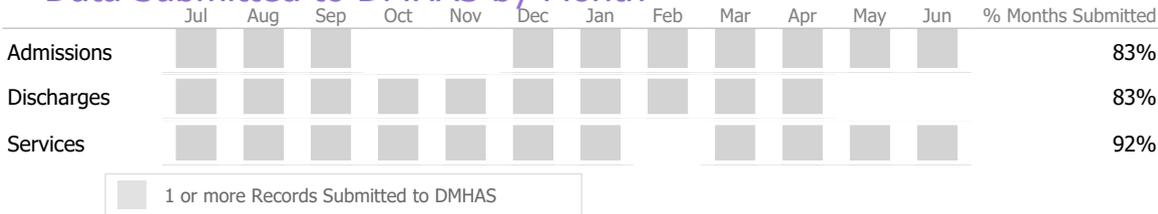
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢			▢	▢	▢	▢	▢		▢	83%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	83%
Services	▢	▢	▢	▢	▢	▢		▢	▢	▢	▢	▢	92%

▢ 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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	89	-3%	
Admits	24	30	-20%	▼
Discharges	28	25	12%	▲
Service Hours	811	827	-2%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	91%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✓ 6 Month Updates		80%	60%

Cooccurring	Actual % vs Goal	Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	68%

Diagnosis	Actual % vs Goal	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		4	14%	50%	51%	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		78	88%	60%	68%	28%	▲
✓ Improved/Maintained Axis V GAF Score		73	94%	75%	54%	19%	▲
✓ Stable Living Situation		87	98%	95%	85%	3%	
🔴 Employed		22	25%	30%	26%	-5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		57	93%	90%	88%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		16	67%	75%	74%	-8%

Data Submitted to DMHAS by Month
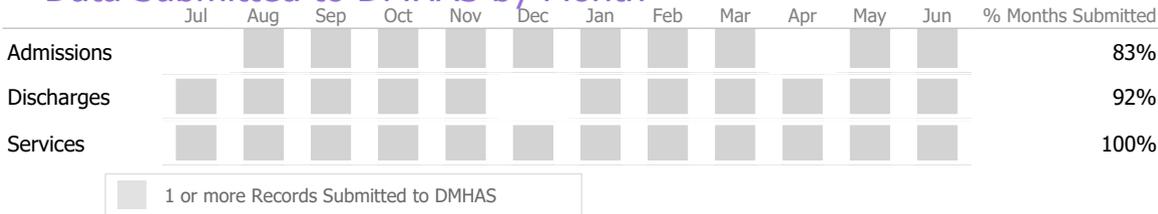
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	83%
Discharges	▪	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	57	42%	▲
Admits	44	13	238%	▲
Discharges	53	17	212%	▲
Service Hours	220	255	-14%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		85%	60%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	67%
SA Screen Complete		61%	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		1	2%	50%	51%	-48%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		34	40%	30%	26%	10%	▲
✓ Stable Living Situation		84	100%	95%	85%	5%	
🔴 Social Support		46	55%	60%	68%	-5%	
✓ Improved/Maintained Axis V GAF Score		51	77%	75%	54%	2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		31	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		40	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	▢	▢	▢	▢	▢		▢	▢	▢	▢		▢	83%
Discharges	▢		▢		▢	▢	▢	▢	▢	▢		▢	83%
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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	95	-21%	▼
Admits	27	18	50%	▲
Discharges	15	48	-69%	▼
Service Hours	831	893	-7%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		7%	60%

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

Diagnosis	Actual % vs Goal %	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		10	67%	50%	51%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		73	97%	60%	68%	37%	▲
✓ Stable Living Situation		73	97%	95%	85%	2%	
🔴 Employed		16	21%	30%	26%	-9%	
🔴 Improved/Maintained Axis V GAF Score		15	25%	75%	54%	-50%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	98%	90%	88%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		21	78%	75%	74%	3%

Data Submitted to DMHAS by Month
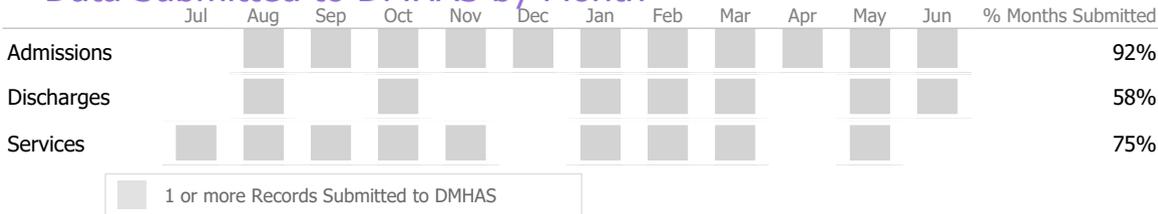
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%
Discharges		▢		▢			▢	▢	▢		▢	▢	58%
Services	▢	▢	▢	▢	▢		▢	▢	▢		▢		75%

▢ 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

Latino Behvior Health - Fellowship
CommuniCare Inc
Mental Health - Social Rehabilitation - Social Rehabilitation

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

Program Activity

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

Service Utilization
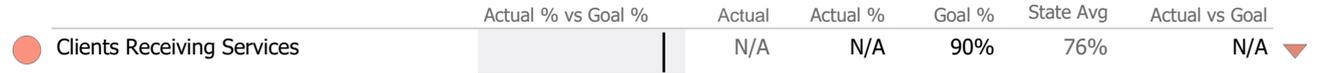
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	76%	N/A 🔻

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 33 Active Social Rehabilitation Programs

Primary Care - Fair Haven Clinic - Healthy Lifesty
CommuniCare Inc
Mental Health - Case Management - Standard Case Management

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

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	30%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	11%	-20% ▽
Social Support		N/A	N/A	60%	61%	-60% ▽
Stable Living Situation		N/A	N/A	80%	77%	-80% ▽

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	86%	N/A ▽

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	69%

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

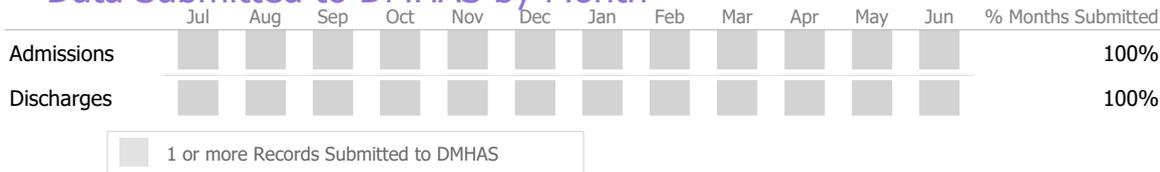| ■ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 26 Active Standard Case Management Programs

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	140	170	-18%	▼
Admits	172	255	-33%	▼
Discharges	173	250	-31%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		148	91%	75%	69%	16%	▲
✓ Community Location Evaluation		147	90%	80%	92%	10%	
✓ Follow-up Service within 48 hours		73	96%	90%	88%	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%

☐ 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