CommuniCare Inc
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	535	546	-2%
	Admits	424	470	-10%
	Discharges	420	479	-12% ▼
	Service Hours	740	778	-5%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		279	52.1%
	Crisis Services		256	47.9%

Consumer Satisfaction Survey   (Based on 106 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ General Satisfaction		100%	80%	92%
✔ Overall		98%	80%	91%
✔ Access		98%	80%	88%
✔ Quality and Appropriateness		98%	80%	93%
✔ Participation in Treatment		97%	80%	92%
✔ Respect		95%	80%	91%
✔ Outcome		90%	80%	83%
✔ Recovery		86%	80%	79%

▮ Satisfied %	❘ Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		43	8%	9%
26-34		64	12%	22%
35-44		114	22%	21%
45-54		118	22%	20%
55-64		117	22%	20%
65+		72	14%	7%

Gender

Gender		#	%		State Avg
Female		308	58%	▲	41%
Male		226	42%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		219	41%	▼	71%
Hisp-Puerto Rican		138	26%	▲	12%
Hispanic-Other		119	22%	▲	7%
Unknown		34	6%		9%
Hispanic-Mexican		23	4%		1%
Hispanic-Cuban		2	0%		0%

Race

Race		#	%		State Avg
White/Caucasian		245	46%	▼	64%
Other		183	34%	▲	13%
Unknown		66	12%		5%
Black/African American		38	7%		16%
Asian		2	0%		1%
Am. Indian/Native Alaskan		1	0%		1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%

▮ 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	56	-18%	▼
Admits	64	70	-9%	
Discharges	62	70	-11%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		62	100%	75%	75%	25%	▲
✓ Community Location Evaluation		59	95%	80%	94%	15%	▲
✓ Follow-up Service within 48 hours		37	100%	90%	91%	10%	

Data Submitted to DMHAS by Month
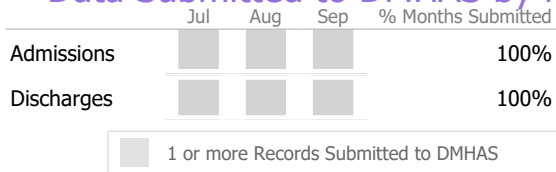
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

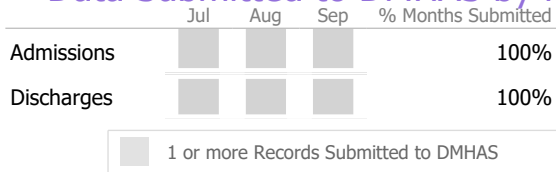* State Avg based on 26 Active Mobile Crisis Team Programs

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	42	36%	▲
Admits	77	58	33%	▲
Discharges	75	59	27%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		69	99%	75%	75%	24%	▲
🔴 Community Location Evaluation		53	76%	80%	94%	-4%	
✔ Follow-up Service within 48 hours		50	100%	90%	91%	10%	

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	60	-17%	▼
Admits	73	82	-11%	▼
Discharges	73	81	-10%	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		72	100%	75%	75%	25%	▲
✓ Community Location Evaluation		69	96%	80%	94%	16%	▲
✓ Follow-up Service within 48 hours		62	100%	90%	91%	10%	

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

☐ 1 or more Records Submitted to DMHAS

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	78	-17%	▼
Admits	100	148	-32%	▼
Discharges	100	147	-32%	▼
Service Hours	17	30	-41%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		37	97%	75%	75%	22%	▲
●	Community Location Evaluation		23	61%	80%	94%	-19%	▼
✓	Follow-up Service within 48 hours		6	100%	90%	91%	10%	

▲ > 10% Over	▼ < 10% Under	

▮ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

▮ 1 or more Records Submitted to DMHAS

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	11	45%	▲
Admits	2	2	0%	
Discharges	4	-		
Service Hours	37	51	-28%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	86%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	90%	56%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	61%
✓	SA Screen Complete	100%	61%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		1	25%	50%	46%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		14	88%	60%	62%	28%	▲
✓	Improved/Maintained Axis V GAF Score		13	93%	75%	42%	18%	▲
✓	Employed		5	31%	30%	22%	1%	
●	Stable Living Situation		15	94%	95%	79%	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		10	83%	90%	74%	-7%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		0	0%	75%	78%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	28	-29%	▼
Admits	1	6	-83%	▼
Discharges	-	6	-100%	▼
Service Hours	39	66	-41%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		68%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	61%
✓ SA Screen Complete		100%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢		33%
Discharges				0%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	85%	60%	62%	25% ▲
✓ Improved/Maintained Axis V GAF Score		17	89%	75%	42%	14% ▲
✓ Stable Living Situation		19	95%	95%	79%	0%
🔴 Employed		5	25%	30%	22%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		17	85%	90%	74%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1	100%	75%	78%	25% ▲
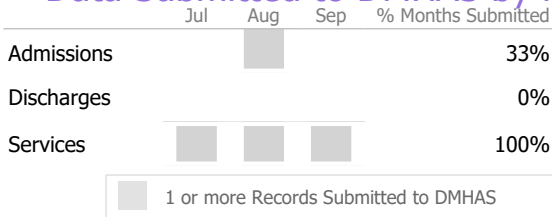
▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	21	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	49	88	-45%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	5%	56%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	61%
SA Screen Complete	N/A	61%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	90%	97%
✔ Valid Axis V GAF Score	95%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		1	5%	30%	22%	-25%	▼
● Social Support		5	24%	60%	62%	-36%	▼
● Improved/Maintained Axis V GAF Score		5	25%	75%	42%	-50%	▼
● Stable Living Situation		9	43%	95%	79%	-52%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		7	33%	90%	74%	-57%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	78%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	41	7%	
Admits	7	6	17%	▲
Discharges	6	7	-14%	▼
Service Hours	101	116	-13%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	61%
✓ SA Screen Complete		100%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	67%	50%	46%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		29	66%	60%	62%	6%	
✓ Stable Living Situation		43	98%	95%	79%	3%	
✓ Employed		14	32%	30%	22%	2%	
✓ Improved/Maintained Axis V GAF Score		33	100%	75%	42%	25%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	97%	90%	74%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		5	71%	75%	78%	-4%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	67	-12%	▼
Admits	-	3	-100%	▼
Discharges	5	8	-38%	▼
Service Hours	129	184	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	56%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	61%
SA Screen Complete		N/A	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▢	▢	▢	100%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	40%	50%	46%	-10%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		52	88%	60%	62%	28%	▲
✓	Improved/Maintained Axis V GAF Score		53	95%	75%	42%	20%	▲
✓	Stable Living Situation		58	98%	95%	79%	3%	
🔴	Employed		10	17%	30%	22%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		54	100%	90%	74%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		0	0%	75%	78%	-75%	▼

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	60	-32%	▼
Admits	8	20	-60%	▼
Discharges	18	28	-36%	▼
Service Hours	43	63	-32%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	61%
SA Screen Complete		11%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		1	6%	50%	46%	-44%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		20	49%	30%	22%	19%	▲
✓	Stable Living Situation		41	100%	95%	79%	5%	
●	Social Support		19	46%	60%	62%	-14%	▼
●	Improved/Maintained Axis V GAF Score		18	67%	75%	42%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		19	83%	90%	74%	-7%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		8	100%	75%	78%	25%	▲

▲ > 10% Over   ▼ < 10% Under

▬ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	51	57%	▲
Admits	21	3	600%	▲
Discharges	4	2	100%	▲
Service Hours	326	181	80%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	86%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		85%	56%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	61%
SA Screen Complete		24%	61%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	25%	50%	46%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		76	95%	60%	62%	35%	▲
✔ Stable Living Situation		78	98%	95%	79%	3%	
🔴 Employed		16	20%	30%	22%	-10%	
🔴 Improved/Maintained Axis V GAF Score		4	8%	75%	42%	-67%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		68	89%	90%	74%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		18	86%	75%	78%	11%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		N/A	N/A	90%	61%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

⬛ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 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 2019 - September 2019 (Data as of Dec 27, 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%	62%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	20%	12%	-20% ▼
● Social Support		N/A	N/A	60%	63%	-60% ▼
● Stable Living Situation		N/A	N/A	80%	74%	-80% ▼

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 Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	66	-5%
Admits	71	71	0%
Discharges	73	71	3%

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Evaluation within 1.5 hours of Request		61	87%	75%	75%	12% ▲
✓	Community Location Evaluation		67	96%	80%	94%	16% ▲
●	Follow-up Service within 48 hours		12	80%	90%	91%	-10%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

*State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS