Community Mental Health Affiliates
New Britain, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,421	2,315	5%	
	Admits	1,991	1,594	25%	▲
	Discharges	1,925	1,479	30%	▲
	Service Hours	98,090	195,950	-50%	▼
	Bed Days	26,477	24,187	9%	
	S.Rehab/PHP/IOP	9,302	8,899	5%	

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		1,261	52.1%
	Community Support		332	13.7%
	Social Rehabilitation		314	13.0%
	Employment Services		256	10.6%
	Crisis Services		240	9.9%
	ACT		163	6.7%
	Case Management		113	4.7%
	Residential Services		90	3.7%
Forensic MH				
	Forensics Community-based		551	22.8%
	Outpatient		149	6.2%
	Case Management		1	0.0%
Addiction				
	Outpatient		234	9.7%

Consumer Satisfaction Survey   (Based on 569 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		94%	80%	93%
✔	Overall		92%	80%	91%
✔	General Satisfaction		92%	80%	92%
✔	Participation in Treatment		92%	80%	92%
✔	Respect		91%	80%	91%
✔	Access		90%	80%	88%
✔	Outcome		82%	80%	83%
●	Recovery		75%	80%	79%

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

Client Demographics

Age

		#	%	State Avg
18-25		445	18%	17%
26-34		440	18%	22%
35-44		485	20%	20%
45-54		662	27%	24%
55-64		323	13%	13%
65+		57	2%	4%

Gender

		#	%	State Avg
Male		1,279	53%	60%
Female		1,142	47%	40%

Race

		#	%	State Avg
White/Caucasian		1,671	69%	64%
Other		445	18%	15%
Black/African American		241	10%	17%
Unknown		45	2%	2%
Am. Indian/Native Alaskan		9	0%	1%
Asian		8	0%	1%
Multiple Races		1	0%	1%
Hawaiian/Other Pacific Islander		1	0%	0%

Ethnicity

		#	%	State Avg
Non-Hispanic		1,613	67%	74%
Hisp-Puerto Rican		534	22%	12%
Unknown		203	8%	7%
Hispanic-Other		59	2%	7%
Hispanic-Cuban		6	0%	0%
Hispanic-Mexican		6	0%	0%

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

Adult OP - Lakeville
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	79	-16%	▼
Admits	22	40	-45%	▼
Discharges	29	34	-15%	▼
Service Hours	538	712	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		88%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		73%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		98%	60%
✔ SA Screen Complete		98%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		7	25%	50%	54%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		52	76%	60%	49%	16%	▲
✔ Improved/Maintained Axis V GAF Score		53	85%	75%	39%	10%	
● Stable Living Situation		58	85%	95%	74%	-10%	
● Employed		14	21%	30%	17%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		35	90%	90%	90%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		13	59%	75%	60%	-16%	▼

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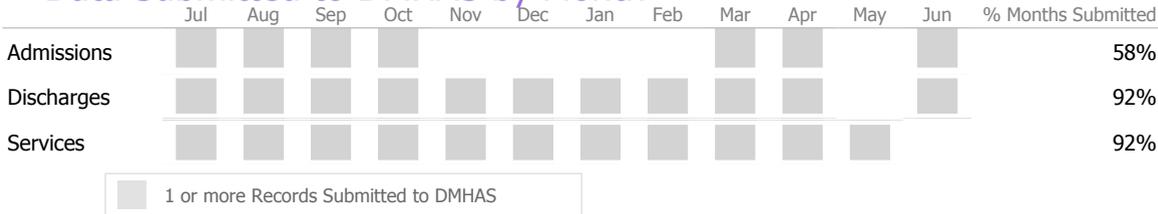
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪					▪	▪			58%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		92%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Adult OP - Torrington 603216
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	102	-4%	
Admits	31	46	-33%	▼
Discharges	27	40	-33%	▼
Service Hours	591	693	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	88%	79%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	83%	43%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	74%	60%
✓	SA Screen Complete	78%	60%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	99%
✓	Valid Axis V GAF Score	99%	90%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	28%	50%	54%	-22%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		94	94%	60%	49%	34%	▲
✓	Stable Living Situation		96	96%	95%	74%	1%	
✓	Improved/Maintained Axis V GAF Score		74	82%	75%	39%	7%	
🔴	Employed		10	10%	30%	17%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		60	82%	90%	90%	-8%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		10	32%	75%	60%	-43%	▼

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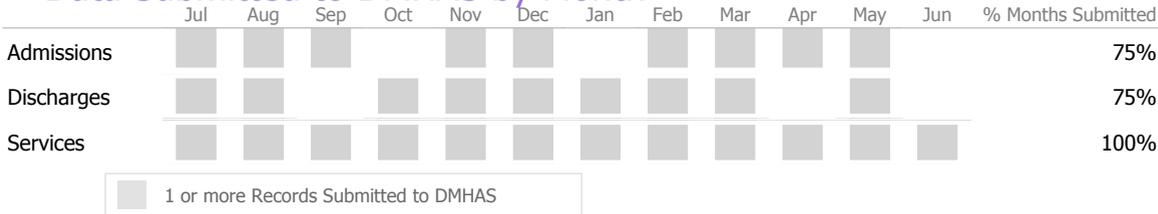
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪		▪	▪		▪		▪			75%
Discharges	▪	▪		▪	▪	▪	▪	▪	▪				75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Adult Outpatient 603-214
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,034	848	22%	▲
Admits	535	186	188%	▲
Discharges	306	299	2%	
Service Hours	8,804	8,874	-1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		91%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		66%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		83%	60%
✔ SA Screen Complete		83%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		99%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		130	43%	50%	54%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		817	74%	60%	49%	14%	▲
● Stable Living Situation		969	88%	95%	74%	-7%	
● Employed		108	10%	30%	17%	-20%	▼
● Improved/Maintained Axis V GAF Score		499	67%	75%	39%	-8%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		772	96%	90%	90%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		325	62%	75%	60%	-13%	▼

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Assertive Comm Tx Team 603292
Community Mental Health Affiliates
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	82	13%	▲
Admits	20	11	82%	▲
Discharges	12	9	33%	▲
Service Hours	5,388	5,794	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	75%

Cooccurring		Actual	State Avg
MH Screen Complete		52%	78%
SA Screen Complete		52%	78%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		6	60%	65%	59%	-5%	
✔ No Re-admit within 30 Days of Discharge		10	100%	85%	100%	15%	▲
🔴 Follow-up within 30 Days of Discharge		2	33%	90%	39%	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		90	97%	60%	79%	37%	▲
✔ Social Support		88	95%	60%	57%	35%	▲
🔴 Employed		2	2%	15%	8%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		56	68%	85%	34%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		80	99%	90%	98%	9%	

Data Submitted to DMHAS by Month
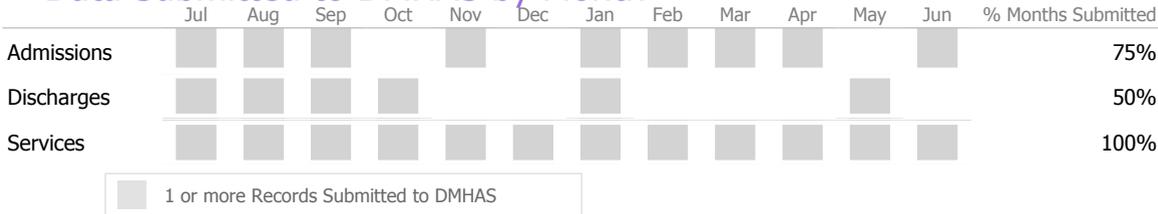
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐		☐		☐	☐	☐	☐		☐	75%
Discharges	☐	☐					☐				☐		50%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

Bristol Adult Outpatient Svs
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	183	230	-20%	▼
Admits	15	88	-83%	▼
Discharges	182	61	198%	▲
Service Hours	1,151	2,383	-52%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	79%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	43%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		68%	60%
✓ SA Screen Complete		69%	60%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		114	63%	50%	54%	13%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		162	88%	60%	49%	28%	▲
✓ Improved/Maintained Axis V GAF Score		162	88%	75%	39%	13%	▲
● Stable Living Situation		171	92%	95%	74%	-3%	
● Employed		25	14%	30%	17%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		2	67%	90%	90%	-23%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	67%	75%	60%	-8%

Data Submitted to DMHAS by Month
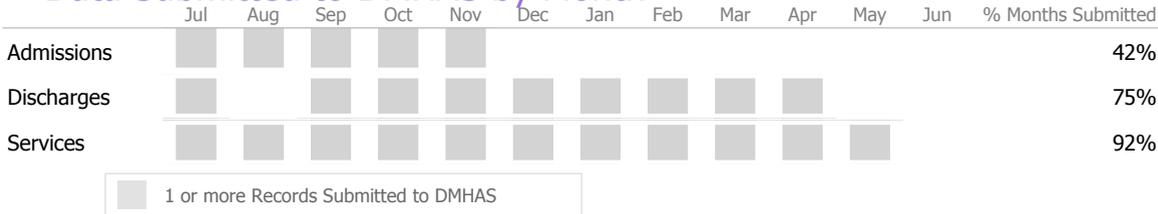
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪								42%
Discharges		▪		▪	▪	▪	▪	▪		▪			75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		92%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Choices Comm Pgm-YAS 603373
Community Mental Health Affiliates
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	83	-13%	▼
Admits	11	28	-61%	▼
Discharges	19	22	-14%	▼
Service Hours	6,991	6,536	7%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		90%	75%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		93%	78%
✔ SA Screen Complete		92%	78%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		99%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		9	47%	65%	59%	-18%	▼
✔ No Re-admit within 30 Days of Discharge		19	100%	85%	100%	15%	▲
🔴 Follow-up within 30 Days of Discharge		2	22%	90%	39%	-68%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		67	93%	60%	79%	33%	▲
✔ Social Support		58	81%	60%	57%	21%	▲
✔ Employed		11	15%	15%	8%	0%	
🔴 Improved/Maintained Axis V GAF Score		43	64%	85%	34%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		50	94%	90%	98%	4%

Data Submitted to DMHAS by Month
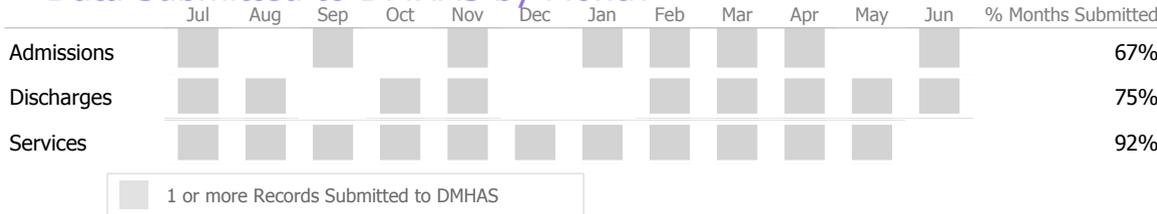
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢		▢		▢	▢		▢		▢	67%
Discharges	▢	▢		▢	▢			▢	▢		▢		75%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢		92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

Choices Res Pgm 1-YAS 603-241
Community Mental Health Affiliates
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	18	6%	
Admits	6	7	-14%	▼
Discharges	10	5	100%	▲
Bed Days	4,748	4,370	9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		6	60%	60%	59%	0%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		12	63%	60%	77%	3%
✓	Stable Living Situation		18	95%	95%	92%	0%
●	Employed		2	11%	25%	7%	-14% ▼
●	Improved/Maintained Axis V GAF Score		12	71%	95%	55%	-24% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	86%	74%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	78%
✓	SA Screen Complete	100%	77%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
	Valid Axis V GAF Score	95%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	698 days	0.6	108%	90%	96%	18% ▲
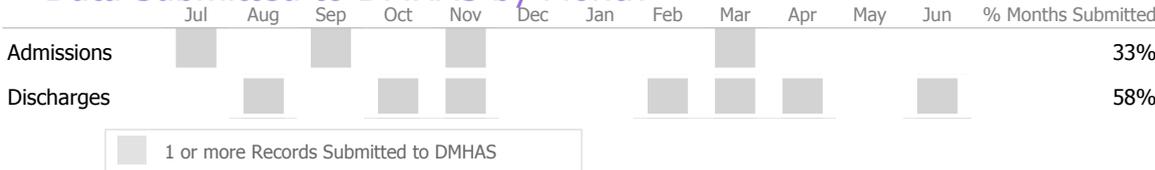
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢		▢				▢				33%
Discharges		▢		▢	▢			▢	▢	▢		▢	58%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

CORP 1 - Incarcerated 603343
Community Mental Health Affiliates
Forensic MH - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	1	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	-	7	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		0%	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Employed		0	0%	20%	2%	-20%	▼
⬤ Self Help		0	0%	60%	27%	-60%	▼
⬤ Social Support		0	0%	60%	57%	-60%	▼
⬤ Stable Living Situation		0	0%	80%	26%	-80%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services		0	0%	90%	95%	-90%	▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 3 Active Standard Case Management Programs

CORP 2 - Post Release
Community Mental Health Affiliates
Forensic MH - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	1	0%	
Admits	1	1	0%	
Discharges	-	1	-100%	▼
Service Hours	19	7	166%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	84%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	90%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	98%
SA Screen Complete		0%	96%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	10%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		1	100%	60%	77%	40%	▲
✔ Stable Living Situation		1	100%	95%	85%	5%	
⬤ Employed		0	0%	30%	10%	-30%	▼
⬤ Self Help		0	0%	60%	15%	-60%	▼
⬤ Improved/Maintained Axis V GAF Score		0	0%	75%	38%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		1	100%	90%	98%	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%	89%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%
Services													25%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual		Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

Crisis Services/ Respite Bed Program
Community Mental Health Affiliates
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	8	75%	▲
Admits	8	6	33%	▲
Discharges	4	2	100%	▲
Bed Days	2,524	934	170%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15%	▲
🔴 Follow-up within 30 Days of Discharge		1	50%	90%	53%	-40%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		3	557 days	0.2	231%	90%	96%	141%	▲

	< 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	▪				▪	▪		▪	▪		▪		50%
Discharges				▪	▪	▪							25%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▏ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 9 Active Respite Bed Programs

CSP - II Community Support Program
Community Mental Health Affiliates
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	66	-20%	▼
Admits	9	24	-63%	▼
Discharges	53	22	141%	▲
Service Hours	183	1,145	-84%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		67%	64%
✔ SA Screen Complete		67%	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		51	96%	65%	49%	31%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		45	85%	60%	61%	25%	▲
✔ Stable Living Situation		46	87%	80%	86%	7%	
⬤ Improved/Maintained Axis V GAF Score		49	92%	95%	49%	-3%	
⬤ Employed		1	2%	20%	10%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services		0	0%	90%	97%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▨	▨											17%
Discharges	▨	▨	▨			▨							33%
Services		▨	▨	▨									25%

▨ 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

CSP-I 603294, New Britain
Community Mental Health Affiliates
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	63	-8%	
Admits	10	21	-52%	▼
Discharges	59	15	293%	▲
Service Hours	222	1,203	-82%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	66%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		92%	64%
✓ SA Screen Complete		92%	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		55	93%	65%	49%	28%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		50	85%	60%	61%	25%	▲
✓ Stable Living Situation		58	98%	80%	86%	18%	▲
● Employed		3	5%	20%	10%	-15%	▼
● Improved/Maintained Axis V GAF Score		43	73%	95%	49%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	97%	-90%	▼

Data Submitted to DMHAS by Month

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

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

CSP/Recovery Pathways 603290, New Britain
Community Mental Health Affiliates
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	325	173	88%	▲
Admits	229	67	242%	▲
Discharges	151	72	110%	▲
Service Hours	5,017	2,161	132%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		38	25%	65%	49%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		254	77%	60%	61%	17%	▲
✓ Stable Living Situation		297	89%	80%	86%	9%	
● Employed		24	7%	20%	10%	-13%	▼
● Improved/Maintained Axis V GAF Score		202	69%	95%	49%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		181	98%	90%	97%	8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		80%	66%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		84%	64%
✓ SA Screen Complete		85%	67%

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

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 40 Active CSP Programs

Ctr for Employment Dev 603-270
Community Mental Health Affiliates
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	256	240	7%	
Admits	124	91	36%	▲
Discharges	129	105	23%	▲
Service Hours	7,523	8,608	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		65	25%	35%	31%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		128	98%	90%	96%	8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		85%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		76%	73%

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 Employment Services Programs

Harvest House 603251
Community Mental Health Affiliates
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	1	3	-67%	▼
Discharges	1	3	-67%	▼
Bed Days	2,795	2,739	2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	80%	61%	-80%	▼
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	87%	N/A	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	98%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	77%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	88%
✓	SA Screen Complete	100%	85%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		7	88%	60%	78%	28%	▲
✓	Stable Living Situation		8	100%	90%	95%	10%	
🔴	Improved/Maintained Axis V GAF Score		3	38%	95%	55%	-57%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	2,380 days	1.0	96%	90%	93%	6%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

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

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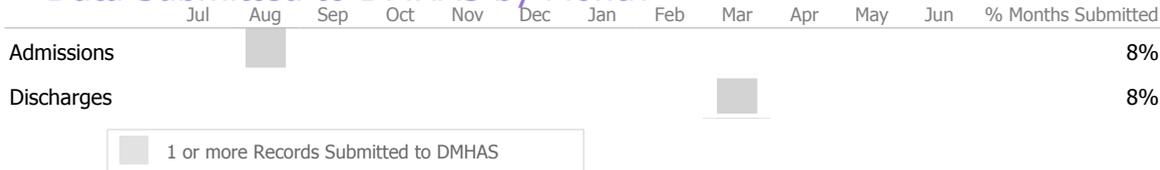
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Group Home Programs

HOCC Polish SA Outpt. 680200
Community Mental Health Affiliates
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	44	-34%	▼
Admits	16	40	-60%	▼
Discharges	26	32	-19%	▼
Service Hours	233	385	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	94%
✔	Valid TEDS Data	100%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	12%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	96%
SA Screen Complete	94%	96%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	97%
✔	Valid Axis V GAF Score	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		20	77%	50%	56%	27%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Abstinence/Reduced Drug Use		22	76%	55%	56%	21%	▲
✔	Employed		19	66%	50%	34%	16%	▲
✔	Not Arrested		25	86%	75%	85%	11%	▲
✔	Improved/Maintained Axis V GAF Score		22	81%	75%	52%	6%	
●	Stable Living Situation		25	86%	95%	82%	-9%	
●	Self Help		0	0%	60%	21%	-60%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		3	100%	90%	58%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		14	88%	75%	74%	13%	▲

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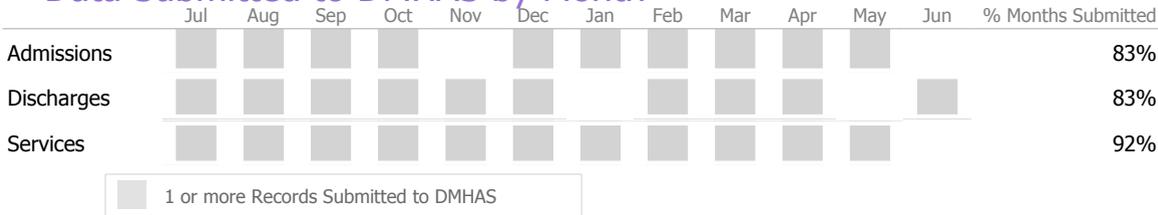
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢			▢	▢	▢	▢	▢			83%
Discharges	▢	▢	▢	▢	▢	▢		▢	▢	▢		▢	83%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢			92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Intensive ACTT Res Sup 603-265
Community Mental Health Affiliates
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	18	0%	
Admits	4	6	-33%	▼
Discharges	7	4	75%	▲
Bed Days	4,472	4,727	-5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	74%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		98%	78%
✔ SA Screen Complete		98%	77%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		2	29%	60%	59%	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		16	89%	60%	77%	29%	▲
● Stable Living Situation		17	94%	95%	92%	-1%	
● Improved/Maintained Axis V GAF Score		14	82%	95%	55%	-13%	▼
● Employed		1	6%	25%	7%	-19%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		16	1,013 days	0.9	77%	90%	96%	-13%	▼

▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▨		▨				▨					▨	33%
Discharges	▨	▨	▨						▨	▨		▨	50%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

Jail Diversion   603-341
Community Mental Health Affiliates
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	481	521	-8%	
Admits	342	412	-17%	▼
Discharges	350	378	-7%	

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours	🟧	21	14%	0%	21%	14%	▲

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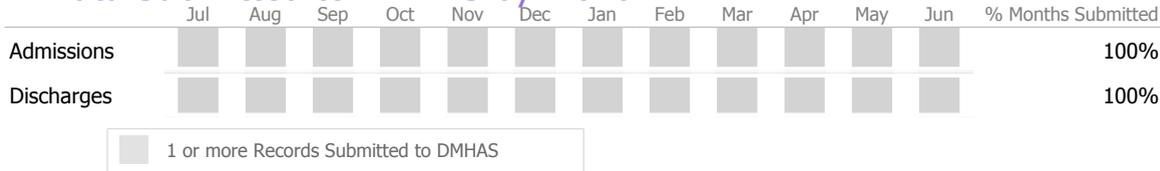
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

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

Jail Diversion-Women 603342
Community Mental Health Affiliates
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	110	86	28%	▲
Admits	83	63	32%	▲
Discharges	60	54	11%	▲
Service Hours	4,045	4,186	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		59	95%	90%	41%	5%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		99%	56%
✔ SA Screen Complete		99%	65%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	5%
✔ Valid Axis V GAF Score		100%	4%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		9	6%	0%	21%	6%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ⬤ Below Goal

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

JD Forensic Counseling Svs
Community Mental Health Affiliates
Forensic MH - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	149	63	137%	▲
Admits	127	54	135%	▲
Discharges	78	37	111%	▲
Service Hours	3,074	1,229	150%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		78%	84%

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	93%	90%

Cooccurring	Actual	State Avg
✔ MH Screen Complete	99%	98%
✔ SA Screen Complete	96%	96%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	10%	50%	10%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		137	89%	60%	77%	29%	▲
🔴	Stable Living Situation		136	88%	95%	85%	-7%	
🔴	Employed		22	14%	30%	10%	-16%	▼
✔	Improved/Maintained Axis V GAF Score		79	75%	75%	38%	0%	
🔴	Self Help		10	6%	60%	15%	-54%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		73	96%	90%	98%	6%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		112	89%	75%	89%	14%	▲

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 3 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	81	26%	▲
Admits	37	33	12%	▲
Discharges	40	15	167%	▲
Service Hours	2,295	1,810	27%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	94%
✔ Valid TEDS Data		98%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		92%	12%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	96%
✔ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	97%
✔ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		5	12%	50%	56%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Abstinence/Reduced Drug Use		89	84%	55%	56%	29%	▲
✔ Not Arrested		97	92%	75%	85%	17%	▲
✔ Improved/Maintained Axis V GAF Score		84	94%	75%	52%	19%	▲
✔ Stable Living Situation		102	96%	95%	82%	1%	
● Employed		6	6%	50%	34%	-44%	▼
● Self Help		6	6%	60%	21%	-54%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		63	95%	90%	58%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		26	70%	75%	74%	-5%

Data Submitted to DMHAS by Month
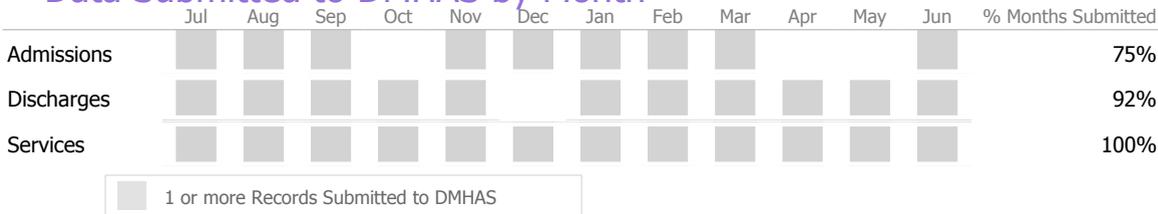
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

N.B. Adult IOP - Co-occurring Prgm
Community Mental Health Affiliates
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	56	84%	▲
Admits	103	50	106%	▲
Discharges	102	50	104%	▲
Service Hours	222	52	328%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	12%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		53	52%	50%	56%	2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		100	91%	75%	85%	16%	▲
✓ Abstinence/Reduced Drug Use		63	57%	55%	56%	2%	
✓ Stable Living Situation		106	96%	95%	82%	1%	
✓ Improved/Maintained Axis V GAF Score		77	75%	75%	52%	0%	
● Self Help		49	45%	60%	21%	-15%	▼
● Employed		8	7%	50%	34%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		8	100%	90%	58%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		89	92%	75%	74%	17%	▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Next Steps 603551
Community Mental Health Affiliates
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	24	0%	
Admits	5	2	150%	▲
Discharges	2	5	-60%	▼
Service Hours	781	1,253	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		23	96%	85%	90%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		22	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		60%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		90%	72%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▊				▊						▊	25%
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 65 Active Supportive Housing – Scattered Site Programs

Nursing Facility 603296
Community Mental Health Affiliates
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)
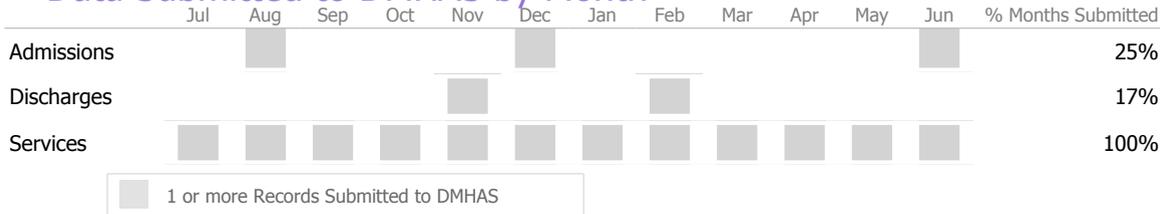
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	36	-58%	▼
Admits	3	23	-87%	▼
Discharges	9	24	-63%	▼
Service Hours	68	396	-83%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		65%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		9	100%	50%	43%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		15	100%	80%	60%	20%	▲
● Social Support		8	53%	60%	38%	-7%	
● Employed		0	0%	20%	7%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		2	33%	90%	68%	-57%	▼

Data Submitted to DMHAS by Month

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

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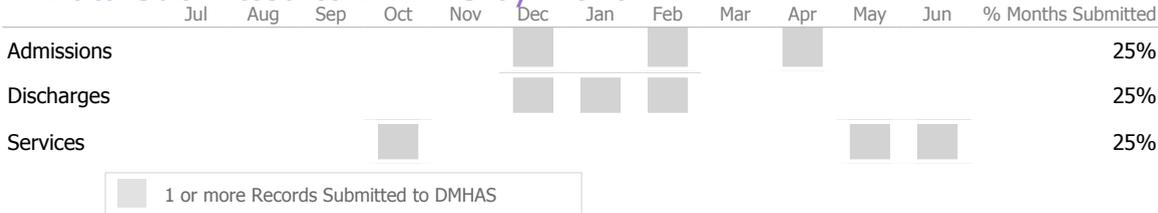
▲ > 10% Over   ▼ < 10% Under

▦ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

Parkview Res Intensive 03241X
Community Mental Health Affiliates
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	22	-9%	
Admits	7	6	17%	▲
Discharges	4	9	-56%	▼
Bed Days	5,562	5,311	5%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

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

Cooccurring		Actual	State Avg
MH Screen Complete		81%	92%
SA Screen Complete		81%	92%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		3	100%	75%	40%	25%	▲
● No Re-admit within 30 Days of Discharge		1	33%	85%	69%	-52%	▼
● Follow-up within 30 Days of Discharge		2	67%	90%	91%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Improved/Maintained Axis V GAF Score		14	88%	75%	62%	13%	▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		17	1,012 days	0.9	90%	90%	92%	0%

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month
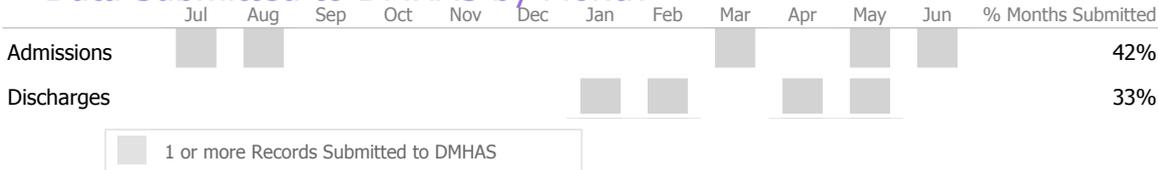
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪							▪		▪	▪	42%
Discharges							▪	▪		▪	▪		33%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▬ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 7 Active MH Intensive Res. Rehabilitation Programs

Pleasant House
Community Mental Health Affiliates
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	5	-	
Discharges	-	-	
Bed Days	124	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	59%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		5	100%	60%	77%	40%	▲
✔ Stable Living Situation		5	100%	95%	92%	5%	
● Employed		0	0%	25%	7%	-25%	▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	55%	-95%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	74%

Cooccurring		Actual	State Avg
MH Screen Complete		60%	78%
SA Screen Complete		40%	77%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		6	195 days	1.2	34%	90%	95%	34%

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month
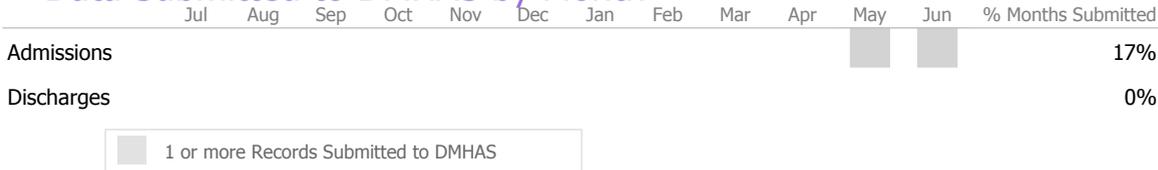
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions											■	■	17%
Discharges													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	│ Goal	✔ Goal Met	● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

State Hospital D/C Behavioral Health OP
Community Mental Health Affiliates
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	4	-	
Discharges	-	-	
Service Hours	24	-	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	79%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		50%	43%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	60%
✓ SA Screen Complete		100%	60%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	95%	74%	5%
● Social Support		2	50%	60%	49%	-10%
● Improved/Maintained Axis V GAF Score		2	50%	75%	39%	-25% ▼
● Employed		0	0%	30%	17%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	50%	90%	90%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	60%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%
Services													50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Supportive Housing 603293
Community Mental Health Affiliates
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	76	-3%	
Admits	2	17	-88%	▼
Discharges	1	4	-75%	▼
Service Hours	2,182	1,270	72%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		74	100%	85%	90%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		73	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	72%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪										17%
Discharges										▪			8%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

Team Time Club House 603-281
Community Mental Health Affiliates
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	314	307	2%	
Admits	25	95	-74%	▼
Discharges	41	16	156%	▲
Service Hours	5,144	8,851	-42%	▼
Social Rehab/PHP/IOP Days	9,302	8,899	5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		180	65%	90%	82%	-25%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪			▪	▪	▪	▪				67%
Discharges		▪		▪		▪	▪						33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual		Goal	✔ Goal Met	🔴 Below Goal
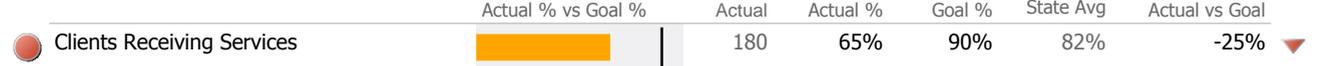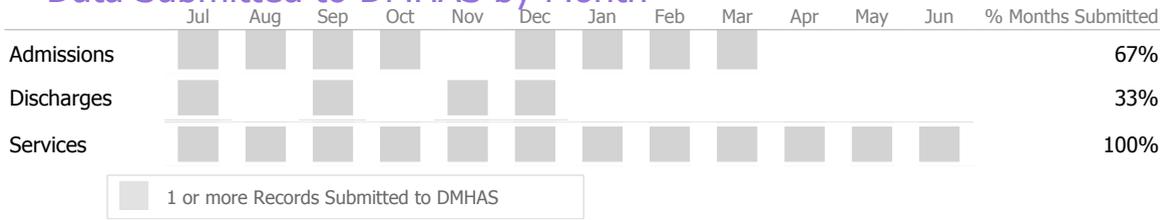
* State Avg based on 38 Active Social Rehabilitation Programs

Transitional Living Ct 603-240
Community Mental Health Affiliates
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	33	-21%	▼
Admits	8	18	-56%	▼
Discharges	7	16	-56%	▼
Bed Days	6,252	6,106	2%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		6	86%	75%	40%	11%	▲
🔴 No Re-admit within 30 Days of Discharge		5	71%	85%	69%	-14%	▼
🔴 Follow-up within 30 Days of Discharge		4	67%	90%	91%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		17	77%	75%	62%	2%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		95%	92%
✓ SA Screen Complete		95%	92%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		96%	96%
✓ Valid Axis V GAF Score		96%	95%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		17	839 days	0.7	101%	90%	92%	11%	▲

< 90%	90-110%	>110%

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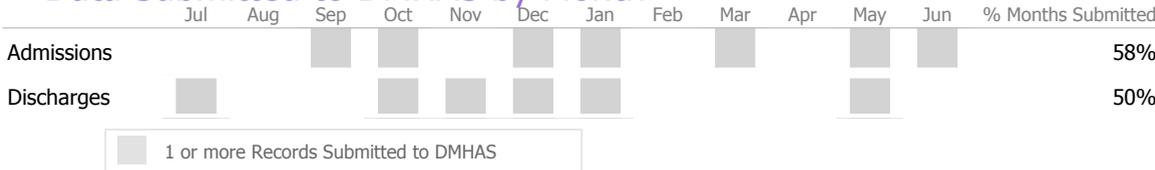
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢	▢		▢	▢		▢		▢	▢	58%
Discharges	▢			▢	▢	▢	▢				▢		50%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 7 Active MH Intensive Res. Rehabilitation Programs

Wheeler Comm Response Tm662200
Community Mental Health Affiliates
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	228	186	23%	▲
Admits	198	155	28%	▲
Discharges	216	145	49%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		68	68%	75%	76%	-7%	
🔴 Community Location Evaluation		72	72%	80%	42%	-8%	
🔴 Follow-up Service within 48 hours		14	14%	90%	19%	-76%	▼

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
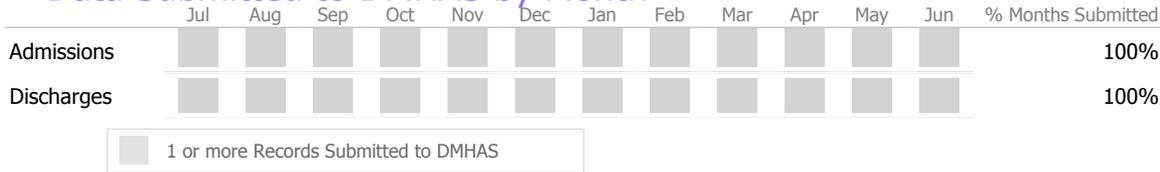
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs