Capitol Region Mental Health Center
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,534	1,521	1%	
	Admits	409	471	-13%	▼
	Discharges	386	447	-14%	▼
	Service Hours	11,383	7,202	58%	▲
	Bed Days	2,099	1,391	51%	▲
	S.Rehab/PHP/IOP	1	193	-99%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,099	41.6%
	Social Rehabilitation	645	24.4%
	Community Support	182	6.9%
	Crisis Services	128	4.8%
	Intake	125	4.7%
	ACT	48	1.8%
	Other	25	0.9%
	Inpatient Services	20	0.8%
	Residential Services	7	0.3%
Forensic MH			
	Forensics Community-based	222	8.4%
	Outpatient	60	2.3%
	Case Management	23	0.9%
Forensic SA			
	Forensics Community-based	57	2.2%

Consumer Satisfaction Survey   (Based on 188 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Overall		89%	80%	91%
✔ Respect		88%	80%	91%
✔ Participation in Treatment		88%	80%	92%
✔ Quality and Appropriateness		86%	80%	93%
✔ General Satisfaction		85%	80%	92%
✔ Access		85%	80%	88%
🔴 Outcome		78%	80%	83%
🔴 Recovery		68%	80%	79%

Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✔ Goal Met   🔴 Under Goal

Client Demographics

Age	#	%	State Avg
18-25	190	12%	13%
26-34	254	17%	22%
35-44	278	18%	19%
45-54	399	26%	24%
55-64	308	20%	17%
65+	104	7%	5%

Gender	#	%	State Avg
Male	936	61%	58%
Female	597	39%	42%

Ethnicity	#	%	State Avg
Non-Hispanic	1,029	67%	75%
Hisp-Puerto Rican	355	23% ▲	12%
Hispanic-Other	77	5%	6%
Unknown	60	4%	5%
Hispanic-Mexican	7	0%	1%
Hispanic-Cuban	6	0%	0%

Race	#	%	State Avg
Black/African American	626	41% ▲	16%
White/Caucasian	504	33% ▼	66%
Other	328	22%	13%
Unknown	27	2%	3%
Asian	20	1%	1%
Multiple Races	9	1%	1%
Am. Indian/Native Alaskan	5	0%	0%
Hawaiian/Other Pacific Islander	4	0%	0%

Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg
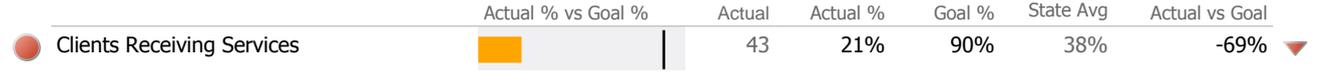
500 Vine Jail Div
Capitol Region Mental Health Center
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	211	174	21%	▲
Admits	81	112	-28%	▼
Discharges	52	72	-28%	▼
Service Hours	83	8		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		43	21%	90%	38%	-69%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		10	26%	0%	17%	26%	▲

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

ACT Program
Capitol Region Mental Health Center
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	28	71%	▲
Admits	1	15	-93%	▼
Discharges	2	-		
Service Hours	404	392	3%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		40%	77%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	79%
✓ SA Screen Complete		100%	74%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		6%	92%
Valid Axis V GAF Score		52%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▣	33%
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		0	0%	65%	43%	-65%	▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	93%	15%	▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	32%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		32	67%	60%	88%	7%	
🔴 Employed		1	2%	15%	7%	-13%	▼
🔴 Social Support		15	31%	60%	73%	-29%	▼
🔴 Improved/Maintained Axis V GAF Score		17	40%	85%	46%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	96%	90%	97%	6%
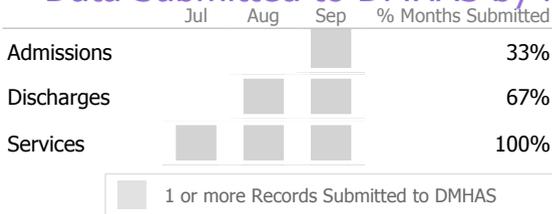
▲ > 10% Over   ▼ < 10% Under

▢ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

ASIST
Capitol Region Mental Health Center
Forensic MH - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	27	-15%	▼
Admits	5	3	67%	▲
Discharges	4	10	-60%	▼
Service Hours	316	112	182%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	89%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		33%	29%

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	25%	50%	5%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		22	96%	60%	82%	36%	▲
✔ Stable Living Situation		20	87%	80%	68%	7%	
🔴 Social Support		12	52%	60%	46%	-8%	
🔴 Employed		2	9%	20%	5%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		17	89%	90%	81%	-1%	

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 3 Active Standard Case Management Programs

BHH ADULT NAE
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	67%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	76%

Data Submitted to DMHAS by Month

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

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%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30%
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75%
Social Support		N/A	N/A	60%	65%	-60%
Stable Living Situation		N/A	N/A	95%	83%	-95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Co-Occurring Program
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	281	295	-5%	▼
Admits	10	14	-29%	▼
Discharges	10	10	0%	
Service Hours	1,445	1,040	39%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		81%	67%

Cooccurring		Actual	State Avg
MH Screen Complete		71%	78%
SA Screen Complete		71%	76%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		81%	96%
Valid Axis V GAF Score		86%	91%

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		0	0%	50%	38%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Social Support		166	59%	60%	65%	-1%	
🔴 Stable Living Situation		253	90%	95%	83%	-5%	
🔴 Employed		11	4%	30%	19%	-26%	▼
🔴 Improved/Maintained Axis V GAF Score		25	9%	75%	48%	-66%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		270	100%	90%	71%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		8	80%	75%	63%	5%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Corp Post-Release
Capitol Region Mental Health Center
Forensic MH - Forensics Community-based - Re-entry Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	2	3	-33%	▼
Discharges	2	2	0%	
Service Hours	149	103	44%	▲

Data Submitted to DMHAS by Month

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

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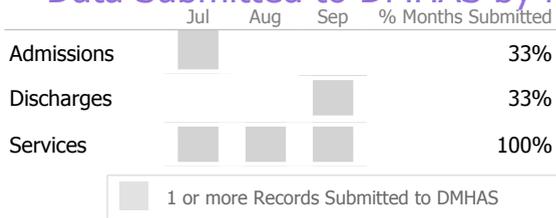
▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   ● Below Goal

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

CRMHC UM Screening
Capitol Region Mental Health Center
Mental Health - Intake - UM Screening

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	26	-73%	▼
Admits	-	4	-100%	▼
Discharges	3	11	-73%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▪	▪		67%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
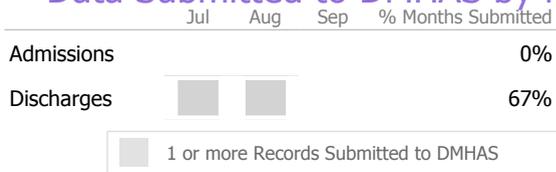
* State Avg based on 3 Active UM Screening Programs

CSP/RP
Capitol Region Mental Health Center
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	182	175	4%	
Admits	34	19	79%	▲
Discharges	22	36	-39%	▼
Service Hours	899	355	153%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		77%	92%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		90%	83%
✔ SA Screen Complete		90%	82%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		47%	96%
Valid Axis V GAF Score		68%	92%

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		19	86%	65%	63%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		159	87%	80%	92%	7%	
✔	Social Support		117	64%	60%	79%	4%	
●	Employed		8	4%	20%	11%	-16%	▼
●	Improved/Maintained Axis V GAF Score		18	14%	95%	53%	-81%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		125	78%	90%	94%	-12%	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active CSP Programs

Deaf and Hard of Hearing Team
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	77	4%	
Admits	6	4	50%	▲
Discharges	4	5	-20%	▼
Service Hours	450	230	96%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		35%	67%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	78%
✓ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		80%	96%
Valid Axis V GAF Score		78%	91%

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		3	75%	50%	38%	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Social Support		48	59%	60%	65%	-1%	
🔴 Stable Living Situation		75	93%	95%	83%	-2%	
🔴 Employed		19	23%	30%	19%	-7%	
🔴 Improved/Maintained Axis V GAF Score		9	12%	75%	48%	-63%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		76	99%	90%	71%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		4	67%	75%	63%	-8%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Forensic Outpatient 3120140F
Capitol Region Mental Health Center
Forensic MH - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	80	-25%	▼
Admits	5	5	0%	
Discharges	9	13	-31%	▼
Service Hours	639	595	7%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	85%

On-Time Periodic		Actual	State Avg
6 Month Updates		61%	73%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	94%
✓ SA Screen Complete		100%	94%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	99%
Valid Axis V GAF Score		68%	91%

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	11%	50%	43%	-39%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		60	100%	60%	32%	40%	▲
🔴	Social Support		35	58%	60%	68%	-2%	
🔴	Stable Living Situation		51	85%	95%	86%	-10%	
🔴	Employed		1	2%	30%	15%	-28%	▼
🔴	Improved/Maintained Axis V GAF Score		11	20%	75%	54%	-55%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		50	98%	90%	96%	8%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days			4	80%	75%	95%	5%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

General Psych Program
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	359	356	1%	▼
Admits	8	10	-20%	▼
Discharges	12	16	-25%	▼
Service Hours	1,400	976	43%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	95%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		84%	67%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		89%	78%
✔ SA Screen Complete		89%	76%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		32%	96%
Valid Axis V GAF Score		90%	91%

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	8%	50%	38%	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		233	65%	60%	65%	5%	
✔ Stable Living Situation		348	97%	95%	83%	2%	
🔴 Employed		20	6%	30%	19%	-24%	▼
🔴 Improved/Maintained Axis V GAF Score		140	41%	75%	48%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		347	100%	90%	71%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		7	88%	75%	63%	13%	▲

▲ > 10% Over   ▼ < 10% Under

| 🟧 Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 93 Active Standard Outpatient Programs

Hartford Crisis Intervention Team
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	40	3%
Admits	38	41	-7%
Discharges	37	38	-3%

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		32	97%	75%	65%	22%	▲
✔	Community Location Evaluation		33	100%	80%	56%	20%	▲
🔴	Follow-up Service within 48 hours		2	29%	90%	49%	-61%	▼

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 25 Active Mobile Crisis Team Programs

Hilltop
Capitol Region Mental Health Center
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	644	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		7	100%	95%	97%	5%
🔴 Employed		1	14%	25%	8%	-11% ▼
🔴 Social Support		0	0%	60%	86%	-60% ▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	66%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		86%	97%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	76%
SA Screen Complete		N/A	76%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		71%	99%
Valid Axis V GAF Score		57%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		10	609 days	1.4	70%	90%	91%	-20% ▼

▨ < 90%	▨ 90-110%	🟥 >110%

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 72 Active Supervised Apartments Programs

Homeless Outreach Team
Capitol Region Mental Health Center
Mental Health - Other - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	17	6%	
Admits	2	3	-33%	▼
Discharges	2	2	0%	

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

Inpatient Treatment Unit
Capitol Region Mental Health Center
Mental Health - Inpatient Services - Non-Certified Subacute

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	26	-23%	▼
Admits	4	10	-60%	▼
Discharges	6	11	-45%	▼
Bed Days	1,455	1,391	5%	

Data Submission Quality

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

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

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		90%	90%
✓ Valid Axis V GAF Score		10%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				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%	95%	67%	-28%	▼
🔴 No Re-admit within 30 Days of Discharge		4	67%	85%	67%	-18%	▼
🔴 Follow-up within 30 Days of Discharge		3	75%	90%	75%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Axis V GAF Score		1	8%	75%	8%	-67%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	308 days	0.8	99%	90%	99%	9%

	< 90%		90-110%		>110%

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	118	128	-8%	
Admits	39	43	-9%	
Discharges	54	38	42%	▲
Service Hours	145	76	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

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

JD Sub Use
Capitol Region Mental Health Center
Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	45	27%	▲
Admits	27	38	-29%	▼
Discharges	17	33	-48%	▼
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%		N/A ▼

Jail Diversion

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

	> 10% Over		< 10% Under
▲		▼	

Actual	Goal	Goal Met	Below Goal
🟧	|	✔	🔴

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
Discharges	▪		▪	67%
Services				0%

	1 or more Records Submitted to DMHAS

Liason Program
Capitol Region Mental Health Center
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	3	133%	▲
Admits	2	1	100%	▲
Discharges	-	-		
Service Hours	22	15	52%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢		▢	67%
Discharges				0%
Services			▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▮ Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 14 Active Other Programs

Med Management Program
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	256	271	-6%	▼
Admits	1	7	-86%	▼
Discharges	8	10	-20%	▼
Service Hours	1,249	970	29%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		92%	67%

Cooccurring		Actual	State Avg
MH Screen Complete		50%	78%
✔ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		63%	96%
✔ Valid Axis V GAF Score		92%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
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		0	0%	50%	38%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		223	87%	60%	65%	27%	▲
✔ Stable Living Situation		242	95%	95%	83%	0%	
● Employed		30	12%	30%	19%	-18%	▼
● Improved/Maintained Axis V GAF Score		59	24%	75%	48%	-51%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		246	99%	90%	71%	9%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	63%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

▬ Actual | Goal   ✔ Goal Met   ● Below Goal

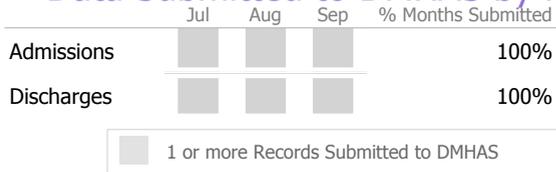* State Avg based on 93 Active Standard Outpatient Programs

Mobile Crisis Team
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	87	6%	
Admits	107	86	24%	▲
Discharges	105	90	17%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		111	94%	75%	65%	19%	▲
✔ Community Location Evaluation		111	94%	80%	56%	14%	▲
🔴 Follow-up Service within 48 hours		21	68%	90%	49%	-22%	▼

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 25 Active Mobile Crisis Team Programs

Peer Support
Capitol Region Mental Health Center
Mental Health - Social Rehabilitation - Social Rehabilitation
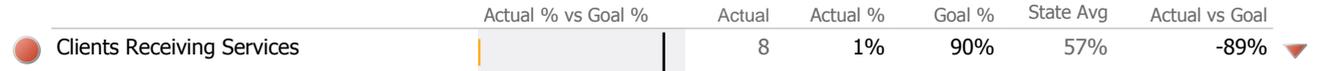
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
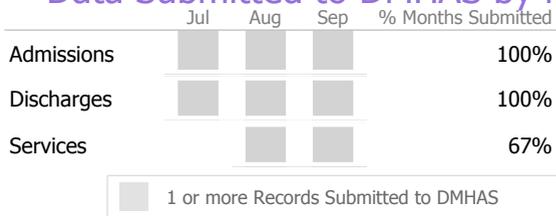Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	645	631	2%	
Admits	29	27	7%	
Discharges	23	29	-21%	▼
Service Hours	5	15	-64%	▼
Social Rehab/PHP/IOP Days	1	193	-99%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		8	1%	90%	57%	-89%	▼

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

YAS Program
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	133	-6%	▼
Admits	8	12	-33%	▼
Discharges	13	17	-24%	▼
Service Hours	4,177	2,302	81%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		89%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		42%	67%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	78%
✔ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		70%	96%
Valid Axis V GAF Score		62%	91%

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	8%	50%	38%	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		110	88%	95%	83%	-7%	
● Social Support		63	50%	60%	65%	-10%	
● Employed		8	6%	30%	19%	-24%	▼
● Improved/Maintained Axis V GAF Score		22	20%	75%	48%	-55%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		112	100%	90%	71%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		7	88%	75%	63%	13%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual	│ Goal	✔ Goal Met	● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs