Community Health Resources Inc.
Manchester, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	11,001	9,893	11%	▲
	Admits	6,962	5,783	20%	▲
	Discharges	6,344	5,903	7%	
	Service Hours	72,613	57,196	27%	▲
	Bed Days	20,720	20,122	3%	
	S.Rehab/PHP/IOP	8,217	7,848	5%	

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

Consumer Satisfaction Survey   (Based on 1,643 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		93%	80%	93%
✓	Participation in Treatment		92%	80%	92%
✓	Respect		91%	80%	91%
✓	General Satisfaction		90%	80%	92%
✓	Overall		89%	80%	91%
✓	Access		89%	80%	88%
●	Outcome		75%	80%	83%
●	Recovery		72%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	7,379	55.5%
	Community Support	505	3.8%
	Crisis Services	312	2.3%
	IOP	238	1.8%
	ACT	228	1.7%
	Employment Services	210	1.6%
	Social Rehabilitation	198	1.5%
	Case Management	145	1.1%
	Residential Services	37	0.3%
Addiction			
	Outpatient	1,761	13.2%
	Forensics Community-based	316	2.4%
	Residential Services	277	2.1%
	Medication Assisted Treatment	242	1.8%
Forensic SA			
	Forensics Community-based	954	7.2%
Forensic MH			
	Forensics Community-based	494	3.7%

Client Demographics

Age

Age	#	%	State Avg
18-25	1,904	17%	12%
26-34	2,679	24%	24%
35-44	2,063	19%	21%
45-54	1,996	18%	20%
55-64	1,681	15%	17%
65+	671	6%	6%

Gender

Gender	#	%	State Avg
Male	5,828	53%	60%
Female	5,159	47%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg	
Non-Hispanic	9,417	86%	▲	71%
Hisp-Puerto Rican	831	8%		13%
Hispanic-Other	479	4%		7%
Unknown	211	2%		9%
Hispanic-Mexican	47	0%		1%
Hispanic-Cuban	16	0%		0%

Race

Race	#	%		State Avg
White/Caucasian	8,111	74%	▲	63%
Black/African American	1,204	11%		16%
Other	1,010	9%		14%
Unknown	378	3%		5%
Asian	144	1%		1%
Am. Indian/Native Alaskan	112	1%		1%
Hawaiian/Other Pacific Islander	29	0%		0%
Multiple Races	13	0%		1%

Legend: Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

ACT Team - Manchester 606296
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	85	11%	▲
Admits	27	32	-16%	▼
Discharges	25	33	-24%	▼
Service Hours	4,835	3,407	42%	▲

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		100%	88%

Cooccurring		Actual	State Avg
MH Screen Complete		63%	95%
SA Screen Complete		63%	95%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		15	60%	65%	60%	-5%	
✔ No Re-admit within 30 Days of Discharge		24	96%	85%	93%	11%	▲
🔴 Follow-up within 30 Days of Discharge		8	53%	90%	47%	-37%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		92	98%	60%	91%	38%	▲
✔ Social Support		68	72%	60%	79%	12%	▲
🔴 Employed		11	12%	15%	14%	-3%	
🔴 Improved/Maintained Axis V GAF Score		33	41%	85%	56%	-44%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		69	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪		▪	▪	▪	▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Adult Intensive OP - Enfield 633-210X
Community Health Resources Inc.
Mental Health - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	238	245	-3%	
Admits	231	237	-3%	
Discharges	222	251	-12%	▼
Service Hours		14	-100%	▼
Social Rehab/PHP/IOP Days	2,163	2,236	-3%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		97%	88%
✓ SA Screen Complete		97%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%
✓ Valid Axis V GAF Score		98%	95%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		171	77%	50%	73%	27%	▲
●	Follow-up within 30 Days of Discharge		135	79%	90%	75%	-11%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Axis V GAF Score		214	96%	75%	92%	21%	▲
✓	Social Support		177	69%	60%	66%	9%	
✓	Employed		86	34%	30%	34%	4%	
●	Stable Living Situation		221	86%	95%	85%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		32	94%	90%	74%	4%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Standard IOP Programs

Adult Outpatient - Bloomfield 620212
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	834	899	-7%
Admits	273	274	0%
Discharges	286	300	-5%
Service Hours	4,496	3,379	33% ▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		68%	63%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		96%	92%
✓ SA Screen Complete		96%	92%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		192	67%	50%	52%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		294	34%	30%	25%	4%
● Stable Living Situation		776	91%	95%	85%	-4%
● Social Support		275	32%	60%	67%	-28% ▼
● Improved/Maintained Axis V GAF Score		369	50%	75%	51%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		564	99%	90%	86%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		242	91%	75%	69%	16% ▲

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Adult Outpatient - Enfield 617-210
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,748	2,676	3%
Admits	1,093	1,002	9%
Discharges	893	1,043	-14% ▼
Service Hours	11,448	11,209	2%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		65%	63%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		98%	92%
✓ SA Screen Complete		97%	92%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		431	48%	50%	52%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1,119	39%	30%	25%	9%
🔴 Stable Living Situation		2,602	91%	95%	85%	-4%
🔴 Social Support		1,105	39%	60%	67%	-21% ▼
🔴 Improved/Maintained Axis V GAF Score		1,060	46%	75%	51%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,917	97%	90%	86%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		988	94%	75%	69%	19% ▲

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Adult Outpatient MH Manchester
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3,878	3,422	13%	▲
Admits	1,560	1,137	37%	▲
Discharges	1,399	1,128	24%	▲
Service Hours	19,847	14,383	38%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	54%	63%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	95%	92%
✓ SA Screen Complete	94%	92%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		393	28%	50%	52%	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		1,221	30%	30%	25%	0%	
🔴 Stable Living Situation		3,310	81%	95%	85%	-14%	▼
🔴 Social Support		1,801	44%	60%	67%	-16%	▼
🔴 Improved/Maintained Axis V GAF Score		1,830	55%	75%	51%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		2,536	94%	90%	86%	4%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		1,308	89%	75%	69%	14%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

BHH ADULT NAE
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 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%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	25%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
● Social Support		N/A	N/A	60%	67%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	85%	-95% ▼
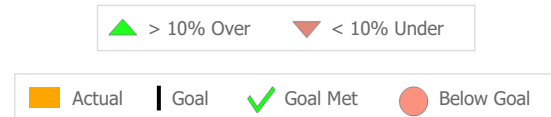
Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	96%

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	92%
SA Screen Complete		N/A	92%

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 94 Active Standard Outpatient Programs

BHH CHILDREN Program
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 42 Active Outreach & Engagement Programs

Center Street 2
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	11	-9%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	137	177	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	92%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%
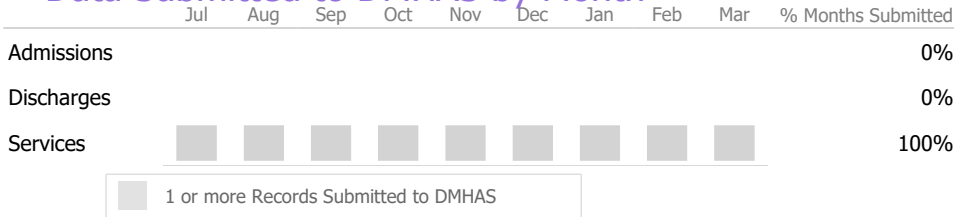
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services	▨	▨	▨	▨	▨	▨	▨	▨	▨	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Center Street Apartments
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	10	0%	
Admits	-	1	-100%	▼
Discharges	1	-		
Service Hours	164	141	16%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		10	100%	85%	92%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges						▪				11%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

CHR Enfield ACT
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)
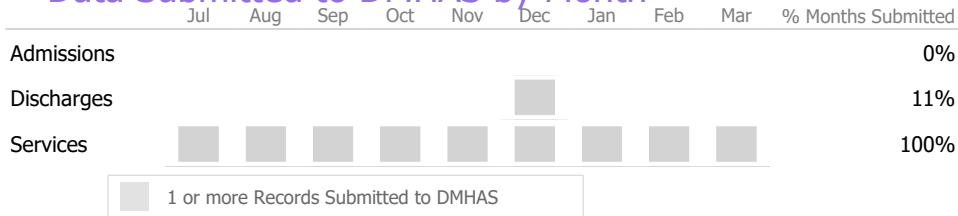
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	61	-7%
Admits	14	14	0%
Discharges	10	21	-52% ▼
Service Hours	2,987	3,340	-11% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		77%	88%

Cooccurring		Actual	State Avg
MH Screen Complete		64%	95%
SA Screen Complete		64%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%
✓ Valid Axis V GAF Score		98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	80%	65%	60%	15% ▲
● No Re-admit within 30 Days of Discharge		7	78%	85%	93%	-7%
● Follow-up within 30 Days of Discharge		5	62%	90%	47%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		54	95%	60%	91%	35% ▲
✓ Social Support		36	63%	60%	79%	3%
● Employed		3	5%	15%	14%	-10%
● Improved/Maintained Axis V GAF Score		12	23%	85%	56%	-62% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	96%	90%	99%	6%

Data Submitted to DMHAS by Month
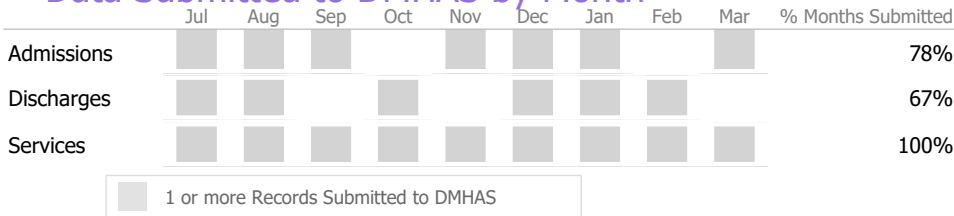
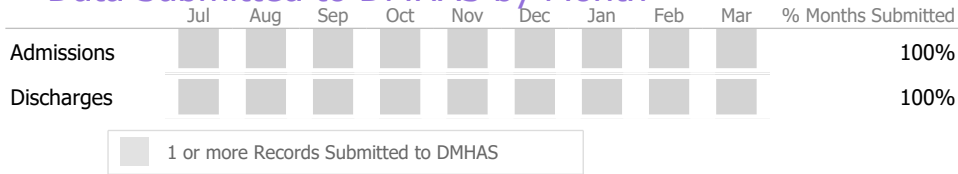|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■		■	78%
Discharges		■	■		■		■	■		67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

CPAS PTIP-37 Commerce 923705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	204	246	-17%	▼
Admits	134	136	-1%	
Discharges	154	177	-13%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 15 Active Pre-trial Intervention Programs Programs

CPAS PTIP-W. Main Street 163705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	751	928	-19%	▼
Admits	539	608	-11%	▼
Discharges	608	649	-6%	

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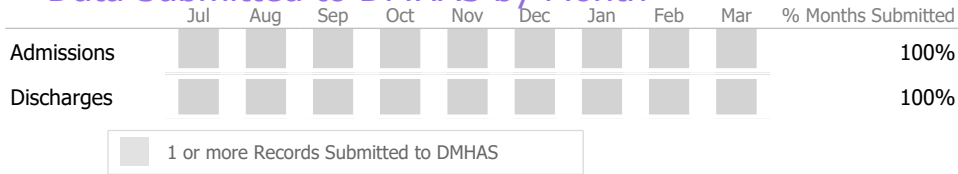
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 15 Active Pre-trial Intervention Programs Programs

Crisis Services - Windsor 606-200
Community Health Resources Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	289	286	1%
Admits	354	327	8%
Discharges	353	330	7%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Evaluation within 1.5 hours of Request		277	73%	75%	69%	-2%
✓ Community Location Evaluation		379	99%	80%	92%	19% ▲
✓ Follow-up Service within 48 hours		184	97%	90%	87%	7%

Data Submitted to DMHAS by Month

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

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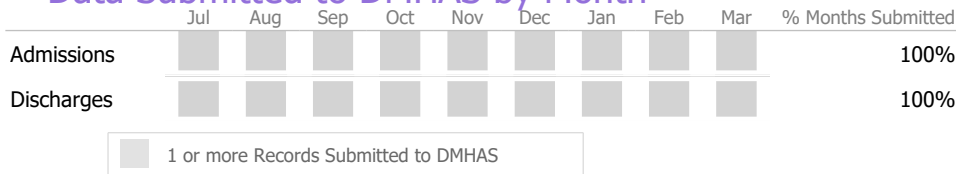
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

CSP Recovery Bloomfield
Community Health Resources Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	69	9%	
Admits	24	69	-65%	▼
Discharges	20	20	0%	
Service Hours	1,788	1,515	18%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	82%

Cooccurring		Actual	State Avg
MH Screen Complete		88%	90%
SA Screen Complete		88%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		99%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	25%	65%	69%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		71	92%	80%	92%	12%	▲
🔴	Employed		6	8%	20%	13%	-12%	▼
🔴	Social Support		32	42%	60%	82%	-18%	▼
🔴	Improved/Maintained Axis V GAF Score		24	37%	65%	65%	-28%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		56	98%	90%	99%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪		▪	▪	▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 37 Active CSP Programs

CSP/RP 606250, Manchester
Community Health Resources Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	299	302	-1%	
Admits	93	112	-17%	▼
Discharges	109	105	4%	
Service Hours	6,114	4,689	30%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	98%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	95%	82%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	94%	90%
✓	SA Screen Complete	94%	90%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	99%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		63	58%	65%	69%	-7%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		272	90%	80%	92%	10%
✓	Social Support		199	66%	60%	82%	6%
🔴	Employed		37	12%	20%	13%	-8%
🔴	Improved/Maintained Axis V GAF Score		108	41%	65%	65%	-24% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		188	97%	90%	99%	7%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 37 Active CSP Programs

CSP/RP 617290, Enfield
Community Health Resources Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	133	207	-36%	▼
Admits	38	61	-38%	▼
Discharges	45	110	-59%	▼
Service Hours	3,346	4,170	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	82%

Cooccurring		Actual	State Avg
MH Screen Complete		79%	90%
SA Screen Complete		76%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		38	84%	65%	69%	19%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		126	92%	80%	92%	12%	▲
● Social Support		69	50%	60%	82%	-10%	
● Employed		8	6%	20%	13%	-14%	▼
● Improved/Maintained Axis V GAF Score		45	41%	65%	65%	-24%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		91	99%	90%	99%	9%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 Active CSP Programs

Danielson OP 202
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	612	257	138%	▲
Admits	461	182	153%	▲
Discharges	433	142	205%	▲
Service Hours	4,212	1,554	171%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		217	50%	50%	54%	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		604	91%	75%	83%	16%	▲
● Abstinence/Reduced Drug Use		362	54%	55%	51%	-1%	
● Employed		286	43%	50%	41%	-7%	
✓ Improved/Maintained Axis V GAF Score		444	87%	75%	57%	12%	▲
● Stable Living Situation		541	81%	95%	81%	-14%	▼
● Self Help		91	14%	60%	31%	-46%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		92%	92%
Valid TEDS Data		79%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		78%	25%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	99%
✓ Valid Axis V GAF Score		99%	97%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		223	96%	90%	60%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		388	89%	75%	65%	14%	▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Enfield Methadone Maintenance
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	10	740%	▲
Admits	69	10	590%	▲
Discharges	-	-		
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	99%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		68%	51%

Cooccurring		Actual	State Avg
MH Screen Complete		96%	97%
SA Screen Complete		94%	97%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		79%	99%
Valid Axis V GAF Score		79%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	47%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		52	62%	75%	89%	-13% ▼
● Employed		20	24%	40%	43%	-16% ▼
● Abstinence/Reduced Drug Use		20	24%	50%	68%	-26% ▼
● Stable Living Situation		50	60%	90%	89%	-30% ▼
● Self Help		17	20%	60%	46%	-40% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	77%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	2%	90%	84%	-88% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		10	12%	50%	74%	-38% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										0%
Services										0%

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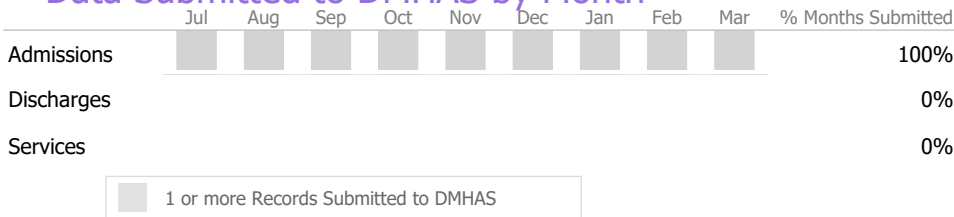
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

HUD SHP - 298
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	12	8%	
Admits	3	1	200%	▲
Discharges	2	1	100%	▲
Service Hours	269	175	54%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	92%	85%	86%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪						▪			22%
Discharges	▪						▪			22%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

▮ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs
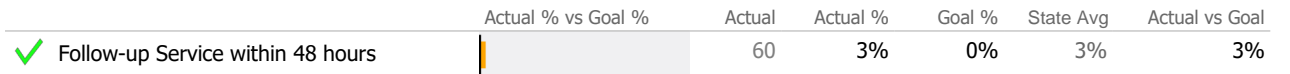
Jail Diversion - Enfield 617-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)
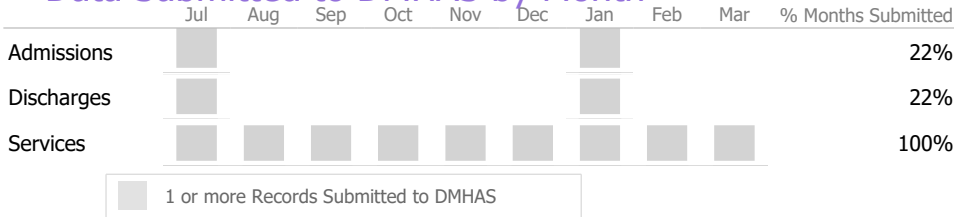
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	285	289	-1%
Admits	193	203	-5%
Discharges	220	211	4%
Service Hours	-	-	

Service Utilization
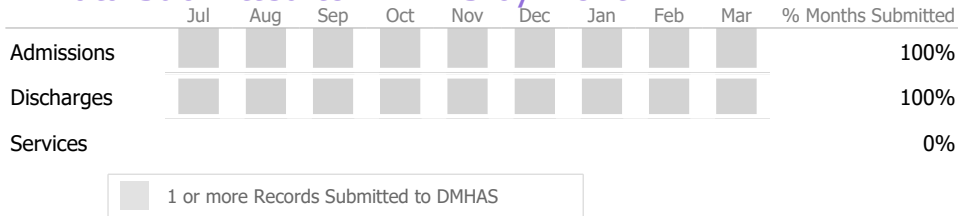
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		0	0%	90%	46%	N/A ▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		60	3%	0%	3%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services										0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ▮ Actual | ▯ Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Jail Diversion - Manchester 606-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion
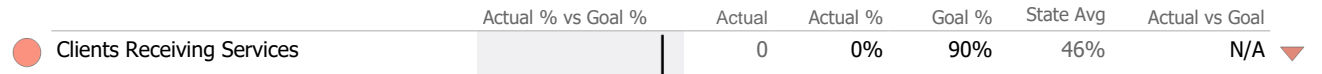
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)
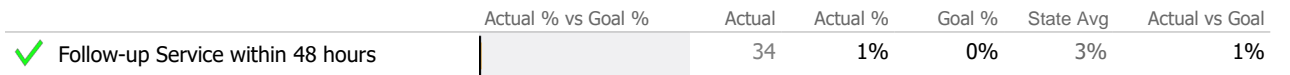
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	214	208	3%	
Admits	120	142	-15%	▼
Discharges	132	139	-5%	
Service Hours	-	-		

Service Utilization
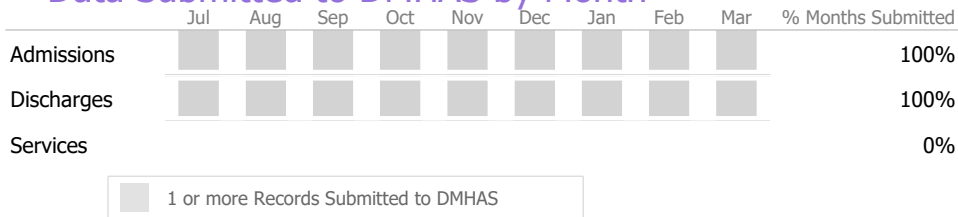
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		0	0%	90%	46%	N/A	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		34	1%	0%	3%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◻ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

MATx OP
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	24	133%	▲
Admits	22	23	-4%	
Discharges	22	-		
Service Hours	735	157		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	93%
Valid TEDS Data		98%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		25%	37%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	84%
✓ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	99%
Valid Axis V GAF Score		96%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		9	41%	50%	51%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		49	86%	55%	60%	31%	▲
✓ Not Arrested		49	86%	75%	89%	11%	▲
🔴 Self Help		28	49%	60%	30%	-11%	▼
🔴 Employed		21	37%	50%	33%	-13%	▼
🔴 Stable Living Situation		43	75%	95%	87%	-20%	▼
🔴 Improved/Maintained Axis V GAF Score		31	74%	75%	54%	-1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		25	71%	90%	63%	-19%	▼

Data Submitted to DMHAS by Month
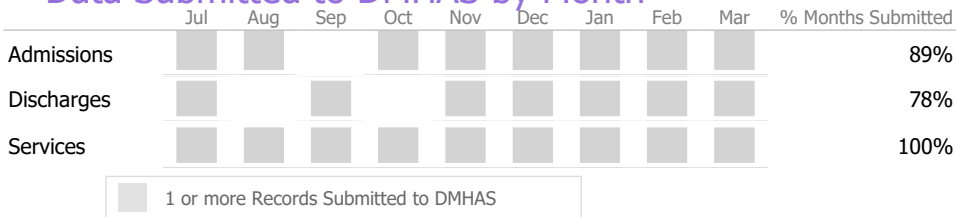
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪	▪	89%
Discharges	▪		▪		▪	▪	▪	▪	▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Legend: Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Milestone - CSSD
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	18	17	6%
Discharges	18	19	-5%
Bed Days	501	489	2%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	83%	50%	85%	33%	▲
✓	No Re-admit within 30 Days of Discharge		18	100%	85%	86%	15%	▲
●	Follow-up within 30 Days of Discharge		6	40%	90%	72%	-50%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	95%
✓	Valid TEDS Data	100%	100%

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

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		20	100%	70%	91%	30%	▲
✓	Improved/Maintained Axis V GAF Score		18	100%	75%	76%	25%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		2	29 days	0.1	91%	90%	90%	1%
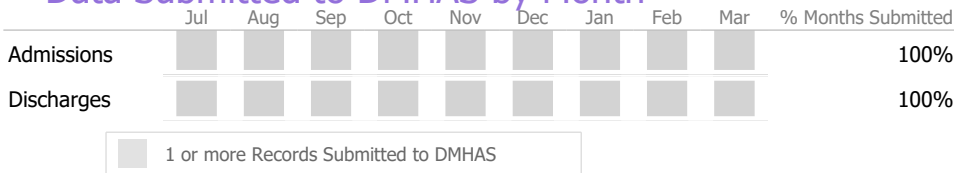
☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 4 Active SA Intensive Residential - Enhanced Programs

Milestone-DMHAS
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	121	17%	▲
Admits	130	113	15%	▲
Discharges	131	113	16%	▲
Bed Days	3,491	2,998	16%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		106	81%	50%	85%	31%	▲
✓	No Re-admit within 30 Days of Discharge		120	92%	85%	86%	7%	
●	Follow-up within 30 Days of Discharge		71	67%	90%	72%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	95%
	Valid TEDS Data	99%	100%

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

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		126	88%	70%	91%	18%	▲
✓	Improved/Maintained Axis V GAF Score		127	97%	75%	76%	22%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		14	27 days	0.1	91%	90%	90%	1%
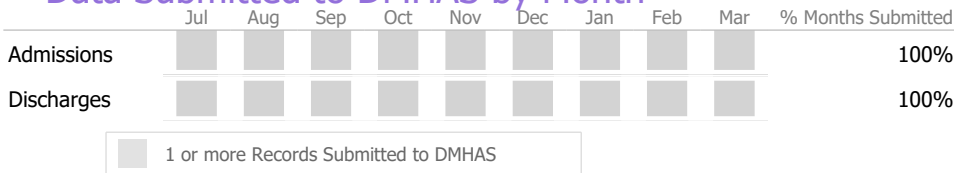
☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 4 Active SA Intensive Residential - Enhanced Programs

New Life Residential LTT
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	21	5%	▼
Admits	15	15	0%	
Discharges	15	15	0%	
Bed Days	1,923	1,549	24%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	53%	70%	75%	-17%	▼
✓	No Re-admit within 30 Days of Discharge		13	87%	85%	93%	2%	
🔴	Follow-up within 30 Days of Discharge		7	88%	90%	68%	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	95%
✓	Valid TEDS Data	100%	100%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	3%

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		17	77%	70%	80%	7%
✓	Improved/Maintained Axis V GAF Score		15	100%	95%	78%	5%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		8	135 days	0.2	88%	90%	103%	-2%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Next Steps - Manchester 606551
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)
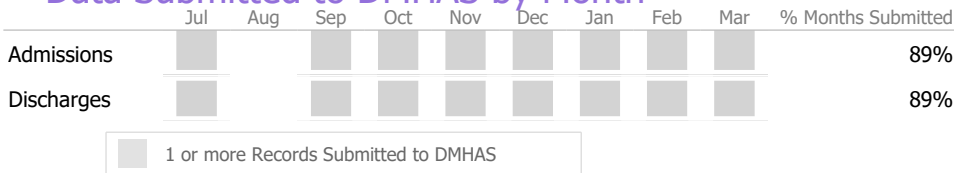
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	33	0%	
Admits	2	3	-33%	▼
Discharges	1	2	-50%	▼
Service Hours	835	395	111%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	91%	85%	86%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪				▪				22%
Discharges				▪						11%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

NHDTP
Community Health Resources Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)
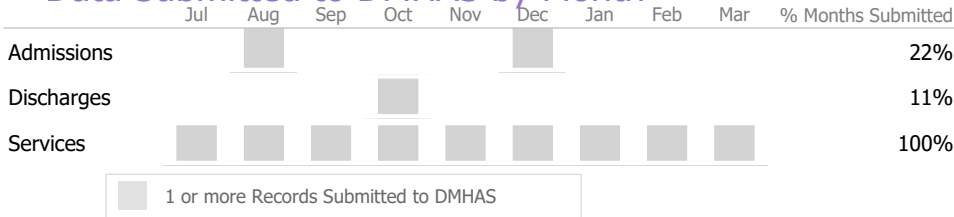
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	8	238%	▲
Admits	17	6	183%	▲
Discharges	14	-		

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	64%	50%	48%	14%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		26	93%	80%	79%	13%	▲
🔴	Employed		0	0%	20%	10%	-20%	▼
🔴	Social Support		0	0%	60%	65%	-60%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	69%

Data Submitted to DMHAS by Month

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

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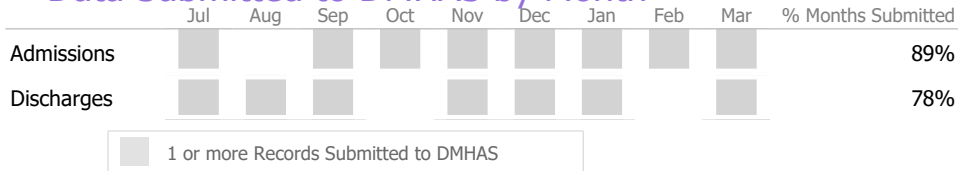
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Northfield Group Home - Enfield 617-240
Community Health Resources Inc.
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	15	-20%	▼
Admits	5	7	-29%	▼
Discharges	4	7	-43%	▼
Bed Days	2,075	2,057	1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
MH Screen Complete		80%	82%
SA Screen Complete		80%	93%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	100%	80%	84%	20%	▲
✔	No Re-admit within 30 Days of Discharge		4	100%	85%	91%	15%	▲
●	Follow-up within 30 Days of Discharge		3	75%	90%	85%	-15%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		12	100%	90%	99%	10%	
✔	Social Support		8	67%	60%	81%	7%	
●	Improved/Maintained Axis V GAF Score		5	56%	95%	69%	-39%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		8	400 days	0.3	95%	90%	95%	5%

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■	■			■	■		56%
Discharges			■				■			22%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 24 Active Group Home Programs

Oak Street Recovery House
Community Health Resources Inc.
Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	37	108%	▲
Admits	70	28	150%	▲
Discharges	71	33	115%	▲
Bed Days	2,258	1,837	23%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully	▬▬	58	82%	85%	80%	-3%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		10	46 days	0.1	82%	90%	76%	-8%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual		Goal	✓ Goal Met	🔴 Below Goal
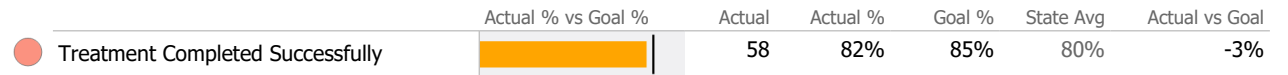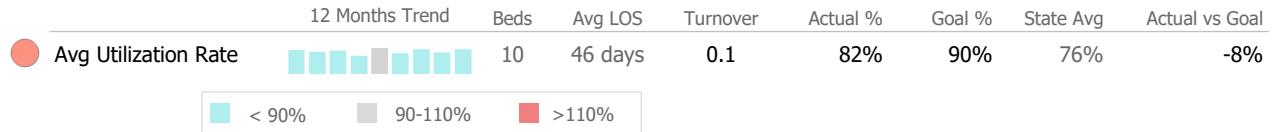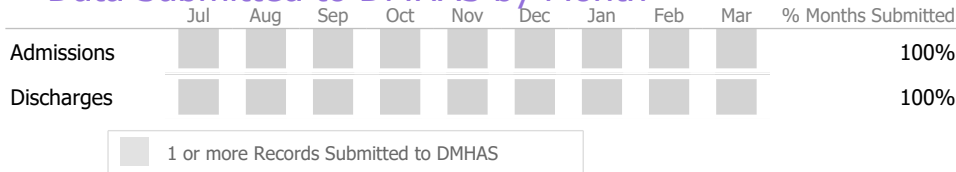
* State Avg based on 12 Active Recovery House Programs

Outpatient 202200 (formerly New Directions)
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	456	590	-23%	▼
Admits	297	401	-26%	▼
Discharges	337	386	-13%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		177	53%	50%	54%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		387	81%	75%	83%	6%
✓ Employed		260	54%	50%	41%	4%
✓ Improved/Maintained Axis V GAF Score		318	81%	75%	57%	6%
● Stable Living Situation		412	86%	95%	81%	-9%
● Abstinence/Reduced Drug Use		212	44%	55%	51%	-11% ▼
● Self Help		91	19%	60%	31%	-41% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	92%
Valid TEDS Data		85%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		35%	25%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		99%	95%
✓ SA Screen Complete		99%	99%

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		238	83%	75%	65%	8%

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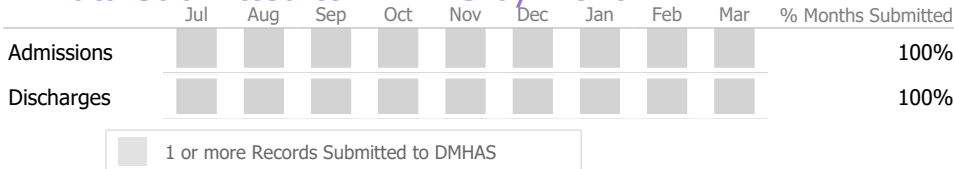
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   │ Goal   ✓ Goal Met   ● Below Goal

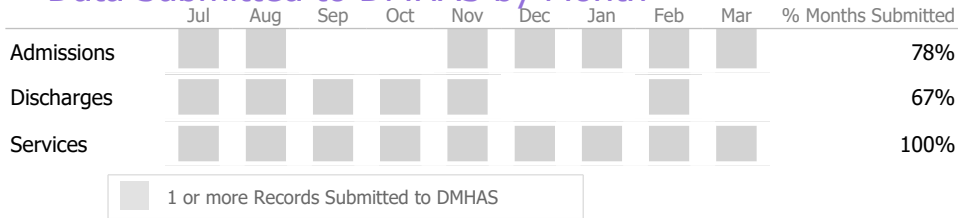* State Avg based on 113 Active Standard Outpatient Programs

PATH - CM - Outreach and Eng
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	31	3%	
Admits	14	20	-30%	▼
Discharges	18	11	64%	▲
Service Hours	181	157	15%	▲

Service Engagement
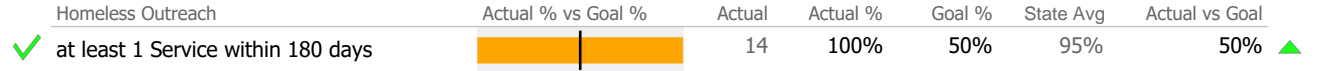
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days	[orange bar]	14	100%	50%	95%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■			■	■	■	■	■	78%
Discharges	■	■	■	■	■			■		67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Pilots Housing - Manchester 617297
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	19	16%	▲
Admits	3	-		
Discharges	4	-		
Service Hours	337	335	1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	86%	85%	86%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		76%	89%
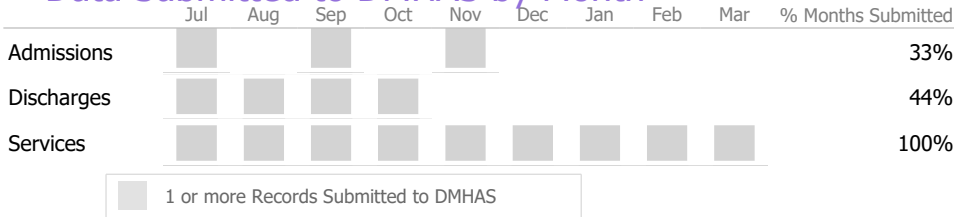
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪		▪					33%
Discharges	▪	▪	▪	▪						44%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
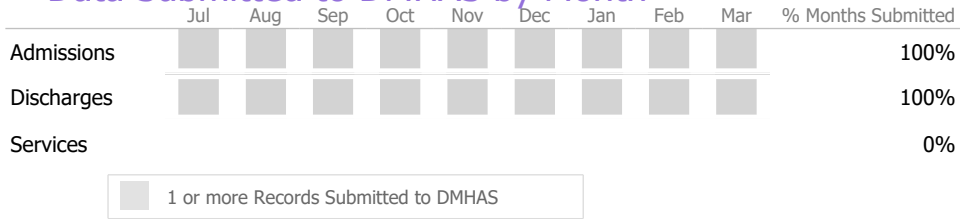
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Pre-Trial Drug/Alc Ed 202705
Community Health Resources Inc.
Addiction - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	316		
Admits	281	-	
Discharges	89	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Pre-trial Intervention Programs Programs

Respite - Enfield 617200
Community Health Resources Inc.
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	49	-22%	▼
Admits	39	57	-32%	▼
Discharges	42	54	-22%	▼
Bed Days	1,186	1,426	-17%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		40	95%	85%	87%	10%
⬤	Follow-up within 30 Days of Discharge		25	83%	90%	75%	-7%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
⬤	Avg Utilization Rate		6	88 days	0.1	72%	90%	61%	-18%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

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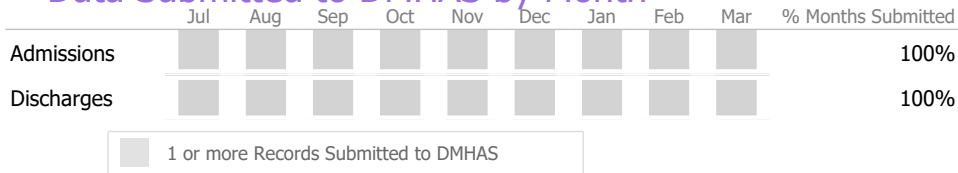
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 10 Active Respite Bed Programs

Roots to Recovery
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	43	7%	
Admits	36	30	20%	▲
Discharges	34	30	13%	▲
Bed Days	3,539	3,618	-2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		28	82%	70%	75%	12%	▲
✓	No Re-admit within 30 Days of Discharge		29	85%	85%	93%	0%	
🔴	Follow-up within 30 Days of Discharge		23	82%	90%	68%	-8%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	95%
✓	Valid TEDS Data	100%	100%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	3%

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		40	87%	70%	80%	17%	▲
🔴	Improved/Maintained Axis V GAF Score		31	91%	95%	78%	-4%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		14	110 days	0.2	92%	90%	103%	2%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Second Wind Club House - Enfield 617-280
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	105	-9%	
Admits	28	19	47%	▲
Discharges	28	31	-10%	
Service Hours	54	29	88%	▲
Social Rehab/PHP/IOP Days	3,322	3,188	4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		69	100%	90%	73%	10%

Data Submitted to DMHAS by Month
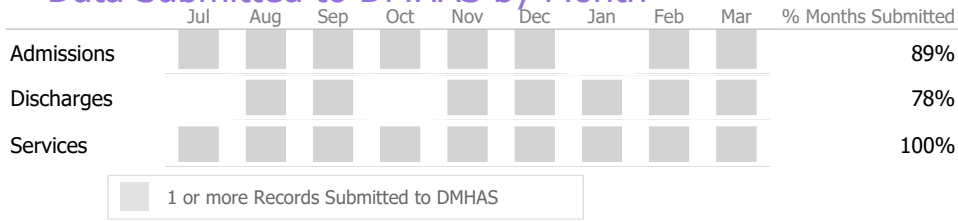
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪	▪	89%
Discharges		▪	▪		▪	▪	▪		▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

STR MAT
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	35	189%	▲
Admits	50	11	355%	▲
Discharges	40	1	3900%	▲
Service Hours	1,205	566	113%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		93%	93%
✔ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		21%	37%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	84%
✔ SA Screen Complete		100%	99%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		20	50%	50%	51%	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Abstinence/Reduced Drug Use		63	60%	55%	60%	5%	
✔ Not Arrested		79	75%	75%	89%	0%	
● Employed		28	27%	50%	33%	-23%	▼
● Stable Living Situation		72	69%	95%	87%	-26%	▼
● Improved/Maintained Axis V GAF Score		51	65%	75%	54%	-10%	▼
● Self Help		22	21%	60%	30%	-39%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		50	76%	90%	63%	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

　1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Strickland Street Residence - Manchester
Community Health Resources Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Bed Days	1,566	1,614	-3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	54%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	77%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	91%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	95%
✓ Valid Axis V GAF Score		100%	89%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	54%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	1,958 days	0.3	95%	90%	93%	5%

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

Supported Employment - Enfield 620222
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	141	-11%	▼
Admits	105	113	-7%	
Discharges	73	109	-33%	▼
Service Hours	745	643	16%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		53	42%	35%	42%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

Supported Employment Manchester
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	96	-11%	▼
Admits	51	42	21%	▲
Discharges	27	91	-70%	▼
Service Hours	942	479	97%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		32	38%	35%	42%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		54	93%	90%	97%	3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

Trans Support Program 617255
Community Health Resources Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)
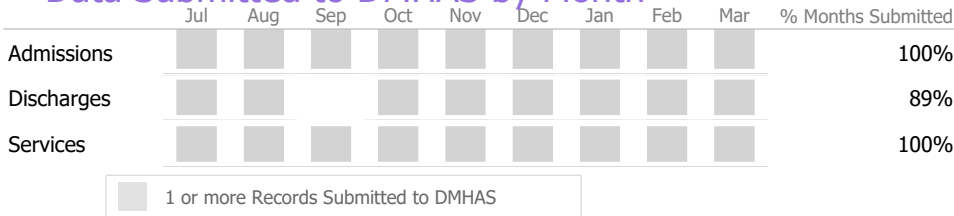
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	20	-15%	▼
Admits	6	7	-14%	▼
Discharges	3	10	-70%	▼
Bed Days	3,633	3,386	7%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	84%

Cooccurring		Actual	State Avg
MH Screen Complete		33%	87%
SA Screen Complete		33%	86%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢	▢	▢	▢			67%
Discharges			▢			▢	▢			33%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		3	100%	60%	68%	40%	▲
✔ Follow-up within 30 Days of Discharge		3	100%	90%	65%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		5	29%	25%	13%	4%	
● Stable Living Situation		16	94%	95%	96%	-1%	
● Social Support		6	35%	60%	82%	-25%	▼
● Improved/Maintained Axis V GAF Score		3	23%	95%	65%	-72%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		14	492 days	0.3	95%	90%	94%	5%

▢ < 90%	▢ 90-110%	▮ >110%
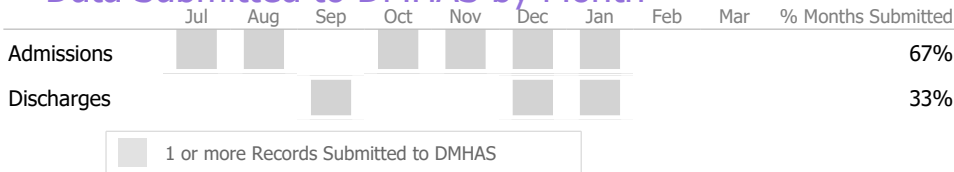
▲ > 10% Over   ▼ < 10% Under

▮ Actual	▏ Goal	✔ Goal Met	● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

We Can Club House - Manchester 606284
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	103	-1%	
Admits	32	14	129%	▲
Discharges	16	34	-53%	▼
Service Hours	5			
Social Rehab/PHP/IOP Days	2,732	2,424	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		85	99%	90%	73%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪		▪	▪	▪		▪	▪	78%
Discharges		▪		▪		▪		▪		44%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✓ Goal Met   ● Below Goal

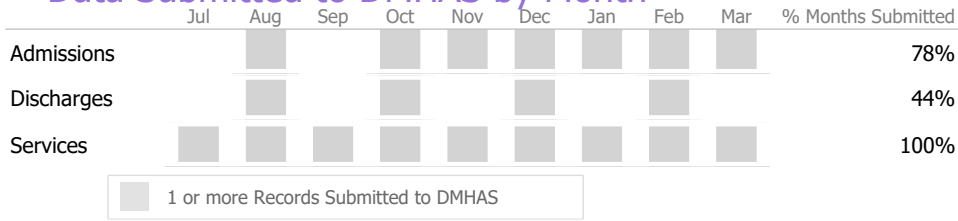* State Avg based on 33 Active Social Rehabilitation Programs

Willimantic OP
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	708	461	54%	▲
Admits	476	248	92%	▲
Discharges	395	243	63%	▲
Service Hours	4,138	2,588	60%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	92%
Valid TEDS Data		79%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		66%	25%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
SA Screen Complete		98%	99%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		166	42%	50%	54%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		684	91%	75%	83%	16%	▲
🔴 Abstinence/Reduced Drug Use		343	46%	55%	51%	-9%	
✓ Improved/Maintained Axis V GAF Score		449	80%	75%	57%	5%	
🔴 Employed		253	34%	50%	41%	-16%	▼
🔴 Stable Living Situation		539	72%	95%	81%	-23%	▼
🔴 Self Help		171	23%	60%	31%	-37%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		339	95%	90%	60%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		396	87%	75%	65%	12%	▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

YAS CTT - Enfield 617-373
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	49	8%	
Admits	27	20	35%	▲
Discharges	23	25	-8%	
Service Hours	1,588	1,556	2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		53%	88%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		96%	95%
✓ SA Screen Complete		96%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		10	43%	65%	60%	-22%	▼
✓ No Re-admit within 30 Days of Discharge		22	96%	85%	93%	11%	▲
🔴 Follow-up within 30 Days of Discharge		1	10%	90%	47%	-80%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		54	96%	60%	91%	36%	▲
✓ Social Support		44	79%	60%	79%	19%	▲
✓ Employed		19	34%	15%	14%	19%	▲
🔴 Improved/Maintained Axis V GAF Score		23	61%	85%	56%	-24%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	94%	90%	99%	4%

Data Submitted to DMHAS by Month
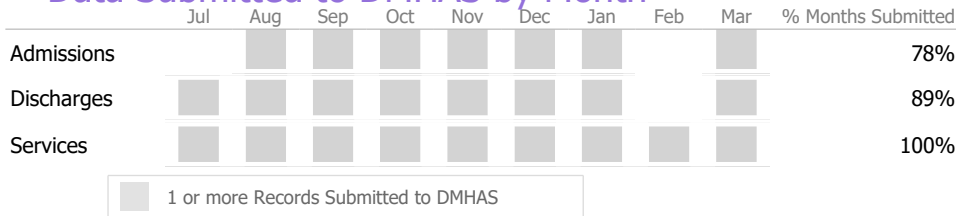
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪		▪	▪	▪		▪	78%
Discharges	▪	▪		▪	▪	▪	▪	▪	▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

YAS Staffed Apartments - Enfield
Community Health Resources Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	7	-71% ▼
Admits	-	6	-100% ▼
Discharges	-	3	-100% ▼
Bed Days	548	1,148	-52% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	54%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	77%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	91%
SA Screen Complete		N/A	91%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	95%
✓ Valid Axis V GAF Score		100%	89%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Improved/Maintained Axis V GAF Score		1	50%	75%	54%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		3	598 days	0.5	67%	90%	93%	-23% ▼

Legend: ▢ < 90%   ▢ 90-110%   ▢ >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Legend: ▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

Young Adult Services - Manchester
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	30	-3%	
Admits	6	11	-45%	▼
Discharges	12	10	20%	▲
Service Hours	2,083	1,819	15%	▲

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	88%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	95%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		11	92%	65%	60%	27%	▲
✓	No Re-admit within 30 Days of Discharge		12	100%	85%	93%	15%	▲
●	Follow-up within 30 Days of Discharge		5	45%	90%	47%	-45%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		31	100%	60%	91%	40%	▲
✓	Employed		13	42%	15%	14%	27%	▲
✓	Social Support		25	81%	60%	79%	21%	▲
●	Improved/Maintained Axis V GAF Score		11	41%	85%	56%	-44%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	95%	90%	99%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪		▪	▪		▪		44%
Discharges		▪	▪			▪	▪	▪		67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs