Capitol Region Mental Health Center
Hartford, CT

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

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,172	2,224	-2%
	Admits	2,170	2,178	0%
	Discharges	2,180	2,182	0%
	Service Hours	41,732	40,533	3%
	Bed Days	8,793	8,458	4%
	S.Rehab/PHP/IOP	10,316	7,135	45% ▲

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

Consumer Satisfaction Survey   (Based on 189 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		90%	80%	91%
✔	General Satisfaction		90%	80%	92%
✔	Participation in Treatment		90%	80%	92%
✔	Quality and Appropriateness		86%	80%	93%
✔	Access		86%	80%	88%
✔	Respect		83%	80%	91%
●	Outcome		78%	80%	83%
●	Recovery		76%	80%	79%

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		1,298	59.8%
	Social Rehabilitation		623	28.7%
	Crisis Services		451	20.8%
	Community Support		234	10.8%
	Intake		175	8.1%
	Case Management		164	7.6%
	Inpatient Services		39	1.8%
	Residential Services		14	0.6%
Forensic MH				
	Forensics Community-based		402	18.5%
	Outpatient		90	4.1%
Forensic SA				
	Forensics Community-based		187	8.6%
Pre-Admit				
	Intake		37	1.7%

Client Demographics

Age		#	%	State Avg
18-25		362	17%	17%
26-34		394	18%	22%
35-44		418	19%	20%
45-54		549	25%	24%
55-64		319	15%	13%
65+		118	5%	4%

Gender		#	%	State Avg
Male		1,307	60%	60%
Female		865	40%	40%

Race		#	%		State Avg
Black/African American		817	38%	▲	17%
White/Caucasian		777	36%	▼	64%
Other		523	24%		15%
Unknown		30	1%		2%
Asian		14	1%		1%
Am. Indian/Native Alaskan		8	0%		1%
Hawaiian/Other Pacific Islander		3	0%		0%
Multiple Races					1%

Ethnicity		#	%		State Avg
Non-Hispanic		1,411	65%		74%
Hisp-Puerto Rican		550	25%	▲	12%
Unknown		101	5%		7%
Hispanic-Other		98	5%		7%
Hispanic-Cuban		6	0%		0%
Hispanic-Mexican		6	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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	381	413	-8%
Admits	425	456	-7%
Discharges	427	446	-4%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours	▮	63	42%	0%	21%	42% ▲

Data Submitted to DMHAS by Month

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

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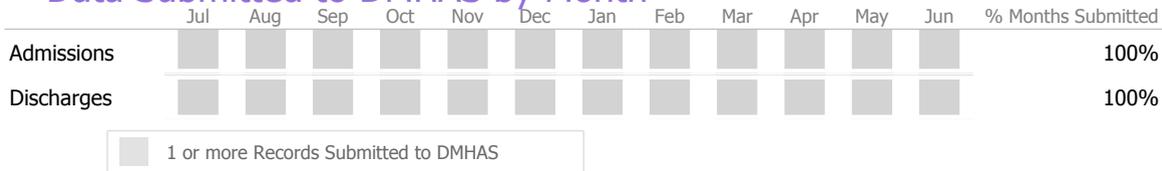
▲ > 10% Over   ▼ < 10% Under

▮ Actual   │ Goal   ✔ Goal Met   ● Below Goal

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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	69	-49%	▼
Admits	11	36	-69%	▼
Discharges	18	48	-63%	▼
Service Hours	832	1,599	-48%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	50%	43%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		30	86%	80%	60%	6%	
●	Social Support		19	54%	60%	38%	-6%	
●	Employed		3	9%	20%	7%	-11%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	67%	38%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	100%	90%	68%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢			▢	▢				▢	▢	58%
Discharges	▢	▢		▢	▢	▢					▢	▢	58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		100%

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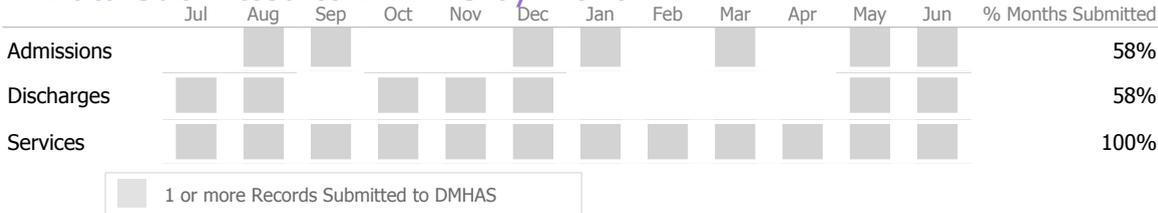
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 Active Standard Case Management 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	337	366	-8%	
Admits	30	80	-63%	▼
Discharges	66	57	16%	▲
Service Hours	4,011	4,375	-8%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		98%	79%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✔ 6 Month Updates		80%	43%

Cooccurring	Actual % vs Goal	Actual	State Avg
✔ MH Screen Complete		100%	60%
✔ SA Screen Complete		100%	60%

Diagnosis	Actual % vs Goal	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		96%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		7	12%	50%	54%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		311	91%	95%	74%	-4%	
🔴 Social Support		147	43%	60%	49%	-17%	▼
🔴 Employed		16	5%	30%	17%	-25%	▼
🔴 Improved/Maintained Axis V GAF Score		151	46%	75%	39%	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		272	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		28	93%	75%	60%	18%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	30	-13%	▼
Admits	2	23	-91%	▼
Discharges	8	7	14%	▲
Service Hours	766	573	34%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢									8%
Discharges	▢	▢	▢		▢		▢				▢		50%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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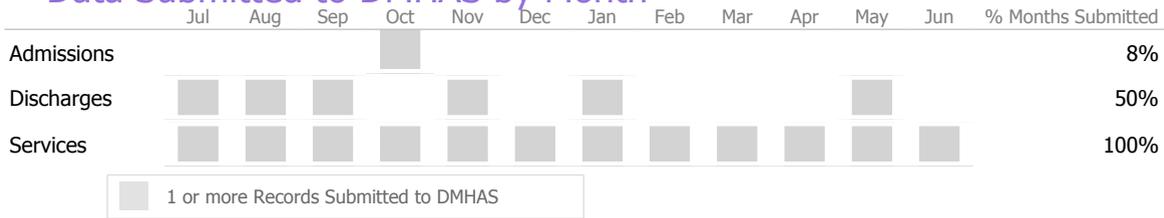
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 1 Active Re-entry Programs Programs

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	57	-35%	▼
Admits	53	73	-27%	▼
Discharges	50	75	-33%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	234	163	44%	▲
Admits	176	100	76%	▲
Discharges	89	100	-11%	▼
Service Hours	4,756	2,678	78%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	66%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	64%
✓ SA Screen Complete		100%	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		53	61%	65%	49%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		226	91%	80%	86%	11%	▲
✓ Social Support		147	60%	60%	61%	0%	
🔴 Employed		16	6%	20%	10%	-14%	▼
🔴 Improved/Maintained Axis V GAF Score		102	52%	95%	49%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		152	96%	90%	97%	6%

Data Submitted to DMHAS by Month

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

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	79	74	7%	
Admits	13	6	117%	▲
Discharges	13	8	63%	▲
Service Hours	1,238	1,567	-21%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	43%

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		4	33%	50%	54%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		57	72%	60%	49%	12%	▲
✔ Stable Living Situation		77	97%	95%	74%	2%	
✔ Employed		25	32%	30%	17%	2%	
🔴 Improved/Maintained Axis V GAF Score		42	58%	75%	39%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		66	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		10	77%	75%	60%	2%

Data Submitted to DMHAS by Month
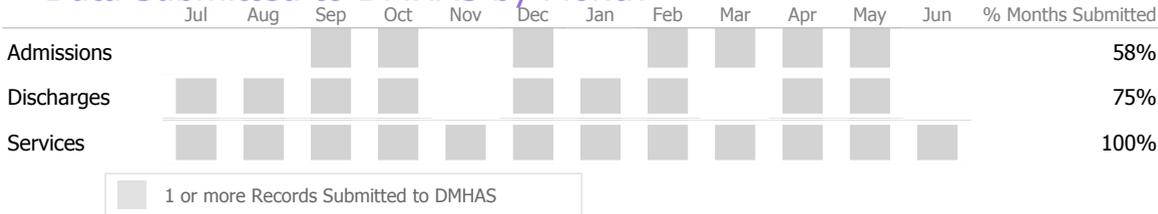
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪		▪		▪		▪			58%
Discharges	▪	▪	▪	▪		▪	▪	▪	▪	▪			75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	76	18%	▲
Admits	34	47	-28%	▼
Discharges	32	19	68%	▲
Service Hours	3,961	2,062	92%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	84%

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	98%
✔ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		73%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	9%	50%	10%	-41%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support		51	56%	60%	77%	-4%	
● Stable Living Situation		72	79%	95%	85%	-16%	▼
● Employed		3	3%	30%	10%	-27%	▼
● Self Help		27	30%	60%	15%	-30%	▼
● Improved/Maintained Axis V GAF Score		14	19%	75%	38%	-56%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		59	100%	90%	98%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		30	88%	75%	89%	13%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	396	436	-9%	
Admits	28	36	-22%	▼
Discharges	43	67	-36%	▼
Service Hours	6,054	5,880	3%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		99%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	43%

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Treatment Completed Successfully		7	18%	50%	54%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		379	95%	95%	74%	0%	
⬤ Social Support		233	59%	60%	49%	-1%	
⬤ Employed		33	8%	30%	17%	-22%	▼
⬤ Improved/Maintained Axis V GAF Score		157	41%	75%	39%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		353	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		25	89%	75%	60%	14%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	126	26%	▲
Admits	187	141	33%	▲
Discharges	187	141	33%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		187	99%	75%	76%	24%	▲
✔	Community Location Evaluation		182	97%	80%	42%	17%	▲
⬤	Follow-up Service within 48 hours		69	37%	90%	19%	-53%	▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	19	-26%	▼
Admits	6	10	-40%	▼
Discharges	7	11	-36%	▼
Service Hours	-	1	-100%	▼
Bed Days	3,060	2,718	13%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	71%	60%	59%	11%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		14	100%	95%	92%	5%	
✓	Social Support		9	64%	60%	77%	4%	
●	Employed		3	21%	25%	7%	-4%	
●	Improved/Maintained Axis V GAF Score		4	33%	95%	55%	-62%	▼

Data Submission Quality

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

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

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
	Valid Axis V GAF Score	86%	96%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		10	459 days	0.7	84%	90%	96%	-6%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢			▢		▢		▢			▢	42%
Discharges				▢			▢	▢	▢	▢		▢	50%
Services													0%

▢	1 or more Records Submitted to DMHAS

▲ > 10% Over		▼ < 10% Under	
▢ Actual	❘ Goal	✓ Goal Met	● Below Goal

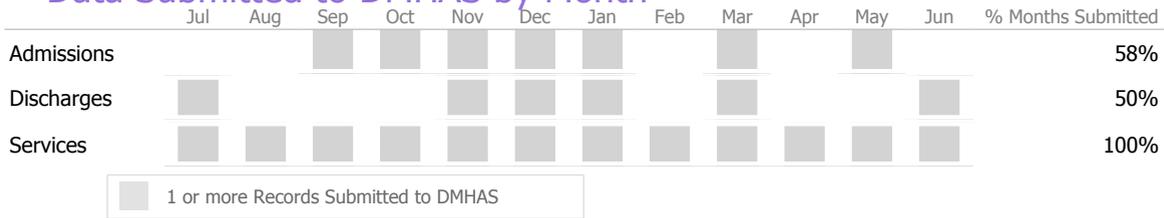* State Avg based on 68 Active Supervised Apartments Programs

Homeless Outreach Team
Capitol Region Mental Health Center
Mental Health - Case Management - Outreach & Engagement

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	27	-19%	▼
Admits	9	12	-25%	▼
Discharges	9	14	-36%	▼
Service Hours	867	785	10%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		8	89%	50%	79%	39%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢	▢	▢	▢	▢		▢		▢		58%
Discharges	▢				▢	▢	▢		▢		▢		50%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▌ Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 39 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	43	-9%
Admits	24	28	-14% ▼
Discharges	25	27	-7%
Bed Days	5,733	5,740	0%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		23	92%	95%	88%	-3%
✔	No Re-admit within 30 Days of Discharge		25	100%	85%	100%	15% ▲
🔴	Follow-up within 30 Days of Discharge		20	87%	90%	83%	-3%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Axis V GAF Score		20	62%	75%	50%	-13% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	46%

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%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		16	500 days	0.4	98%	90%	99%	8%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%

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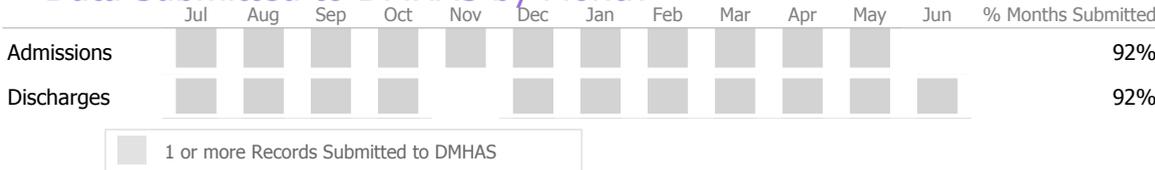
▲ > 10% Over   ▼ < 10% Under

■ 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	175	178	-2%	
Admits	142	164	-13%	▼
Discharges	147	144	2%	
Service Hours	909	1,044	-13%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ⬤ Below Goal
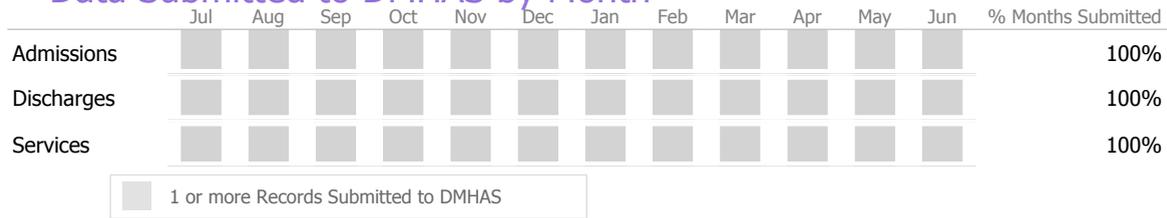
* State Avg based on 8 Active Central Intake Programs

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
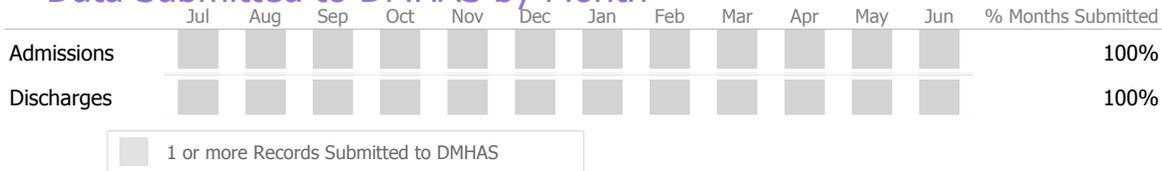Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	187	149	26%	▲
Admits	179	151	19%	▲
Discharges	180	136	32%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		58	78%	0%	78%	78% ▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 1 Active Court Liaison-Jail Diversion 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	330	342	-4%	
Admits	33	38	-13%	▼
Discharges	37	44	-16%	▼
Service Hours	5,273	4,979	6%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	43%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		5	14%	50%	54%	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		267	81%	60%	49%	21%	▲
✔ Stable Living Situation		316	95%	95%	74%	0%	
● Improved/Maintained Axis V GAF Score		203	63%	75%	39%	-12%	▼
● Employed		49	15%	30%	17%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		293	100%	90%	90%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		28	88%	75%	60%	13%	▲

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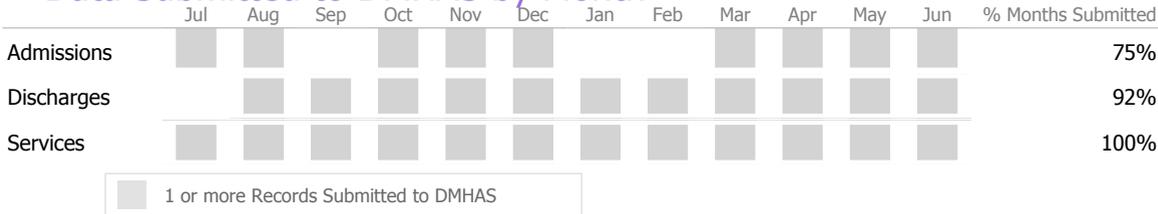
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢		▢	▢	▢			▢	▢		▢	75%
Discharges		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs
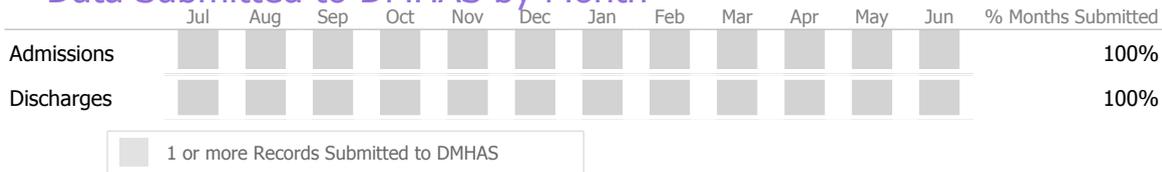
Mobile Crisis Team
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	311	403	-23%	▼
Admits	423	461	-8%	
Discharges	426	480	-11%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		375	93%	75%	76%	18%	▲
✔	Community Location Evaluation		379	94%	80%	42%	14%	▲
●	Follow-up Service within 48 hours		157	39%	90%	19%	-51%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Peer Support
Capitol Region Mental Health Center
Mental Health - Social Rehabilitation - Social Rehabilitation

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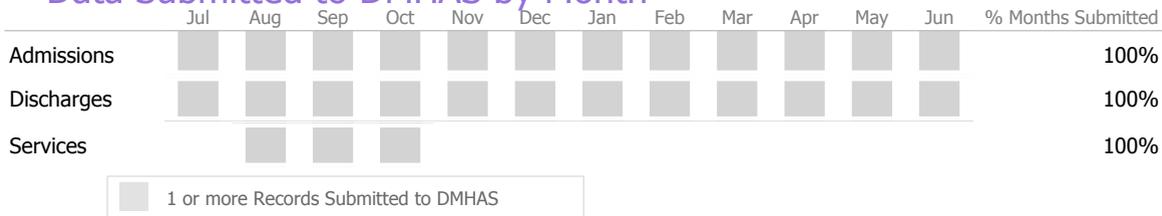Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	623	523	19%	▲
Admits	323	103	214%	▲
Discharges	273	181	51%	▲
Service Hours	5		1700%	▲
Social Rehab/PHP/IOP Days	10,316	7,135	45%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	[bar]	313	80%	90%	82%	-10%

Data Submitted to DMHAS by Month

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

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

Recovery Pathways (de-activated on 9/26/12)
Capitol Region Mental Health Center
Mental Health - Case Management - Recovery Pathways

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	107	206	-48%	▼
Admits	22	153	-86%	▼
Discharges	107	131	-18%	▼
Service Hours	307	1,689	-82%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	86%

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	36%
SA Screen Complete		N/A	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Treatment Completed Successfully		1	1%	50%	74%	-49%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		103	96%	85%	84%	11%	▲
⬤ Employed		6	6%	25%	10%	-19%	▼
⬤ Social Support		36	34%	60%	58%	-26%	▼
⬤ Improved/Maintained Axis V GAF Score		54	50%	95%	77%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services		0	0%	90%	100%	-90%	▼

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 24 Active Recovery Pathways 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	162	158	3%	
Admits	50	60	-17%	▼
Discharges	36	46	-22%	▼
Service Hours	12,052	12,163	-1%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	11%	50%	54%	-39%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		142	87%	95%	74%	-8%	
● Social Support		73	45%	60%	49%	-15%	▼
● Employed		19	12%	30%	17%	-18%	▼
● Improved/Maintained Axis V GAF Score		52	36%	75%	39%	-39%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	43%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
Valid Axis V GAF Score		85%	90%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		126	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		37	74%	75%	60%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs