Community Health Services Inc.
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	598	461	30%	▲
	Admits	314	179	75%	▲
	Discharges	249	179	39%	▲
	Service Hours	2,439	1,236	97%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		539	90.0%
	Case Management		60	10.0%

Consumer Satisfaction Survey (Based on 26 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		100%	80%	92%
✔	Overall		96%	80%	91%
✔	Quality and Appropriateness		96%	80%	93%
✔	Access		92%	80%	88%
✔	General Satisfaction		88%	80%	92%
✔	Respect		83%	80%	91%
✔	Outcome		83%	80%	83%
✔	Recovery		83%	80%	79%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	46	8%		16%
26-34	85	14%		24%
35-44	114	19%		19%
45-54	241	40%	▲	23%
55-64	95	16%		14%
65+	17	3%		4%

Gender

Gender	#	%	State Avg
Male	321	54%	60%
Female	277	46%	40%

Race

Race	#	%		State Avg
Black/African American	298	50%	▲	17%
Other	167	28%	▲	13%
Unknown	63	11%		3%
White/Caucasian	63	11%	▼	66%
Multiple Races	4	1%		1%
Asian	2	0%		1%
Am. Indian/Native Alaskan	1	0%		1%
Hawaiian/Other Pacific Islander				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	357	60%	▼	75%
Hisp-Puerto Rican	179	30%	▲	12%
Hispanic-Other	35	6%		6%
Unknown	23	4%		6%
Hispanic-Cuban	3	1%		0%
Hispanic-Mexican	1	0%		1%

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

Chemical Dependency Prgm640200
Community Health Services Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	539	424	27% ▲
Admits	280	158	77% ▲
Discharges	226	166	36% ▲
Service Hours	2,129	1,100	94% ▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	95%
✔ Valid TEDS Data		98%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		1%	33%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		99%	97%
✔ SA Screen Complete		99%	96%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		99%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		20	9%	50%	51%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		402	74%	75%	86%	-1%
● Stable Living Situation		353	65%	95%	85%	-30% ▼
● Abstinence/Reduced Drug Use		131	24%	55%	58%	-31% ▼
● Employed		64	12%	50%	40%	-38% ▼
● Self Help		42	8%	60%	26%	-52% ▼
● Improved/Maintained Axis V GAF Score		63	15%	75%	62%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		218	68%	90%	81%	-22% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		137	49%	75%	73%	-26% ▼

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	▨			▨					▨	▨		▨	42%

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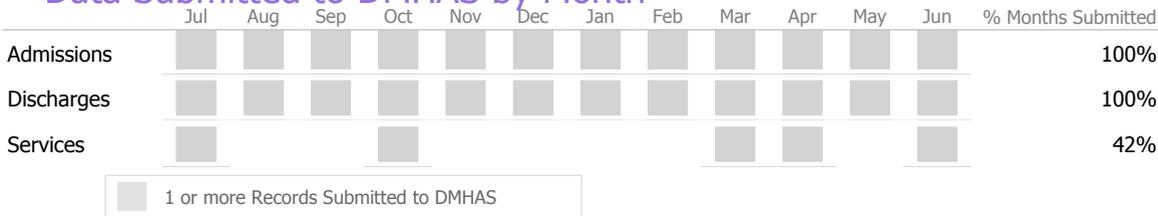
▲ > 10% Over   ▼ < 10% Under

▬ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Senior Services
Community Health Services Inc.
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	38	58%	▲
Admits	34	21	62%	▲
Discharges	23	13	77%	▲
Service Hours	310	137	127%	▲

Data Submission Quality

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	13%	50%	48%	-37%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		7	12%	20%	14%	-8%	
● Stable Living Situation		42	70%	80%	84%	-10%	▼
● Self Help		8	13%	60%	66%	-47%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		32	84%	90%	90%	-6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪	92%
Discharges		▪	▪	▪	▪	▪	▪		▪	▪	▪	▪	83%
Services	▪								▪	▪		▪	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs