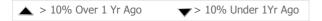**Capitol Region Mental Health Center**
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,562	1,609	-3%	
	Admits	610	1,033	-41%	▼
	Discharges	651	978	-33%	▼
	Service Hours	22,602	24,579	-8%	
	Bed Days	4,289	4,355	-2%	

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	986	36.2%
Social Rehabilitation	710	26.1%
Community Support	227	8.3%
ACT	170	6.2%
Crisis Services	141	5.2%
Intake	83	3.0%
Inpatient Services	22	0.8%
Other	22	0.8%
Residential Services	11	0.4%
Forensic MH		
Forensics Community-based	197	7.2%
Outpatient	48	1.8%
Case Management	22	0.8%
Forensic SA		
Forensics Community-based	84	3.1%

Consumer Satisfaction Survey   (Based on 187 FY17 Surveys)

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

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

Client Demographics

Age

	#	%	State Avg
18-25	184	12%	12%
26-34	263	17%	23%
35-44	303	19%	20%
45-54	354	23%	22%
55-64	315	20%	18%
65+	139	9%	6%

Gender

	#	%	State Avg
Male	937	60%	59%
Female	618	40%	41%
Transgender	7	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,060	68%	74%
Hisp-Puerto Rican	318	20%	13%
Hispanic-Other	107	7%	7%
Unknown	65	4%	6%
Hispanic-Mexican	7	0%	1%
Hispanic-Cuban	5	0%	0%

Race

	#	%		State Avg
Black/African American	639	41%	▲	16%
White/Caucasian	512	33%	▼	65%
Other	329	21%		13%
Asian	24	2%		1%
Unknown	23	1%		3%
Multiple Races	17	1%		1%
Am. Indian/Native Alaskan	4	0%		1%
Hawaiian/Other Pacific Islander	2	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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	189	222	-15%	▼
Admits	144	157	-8%	
Discharges	145	149	-3%	
Service Hours	169	193	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		36	40%	90%	50%	-50%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		21	3%	0%	3%	3%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

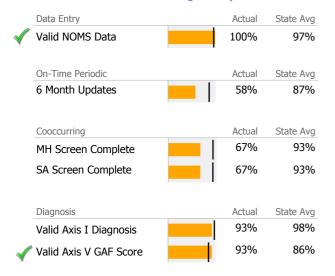* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	55	2%
Admits	1	6	-83% ▼
Discharges	2	2	0%
Service Hours	1,274	1,390	-8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		58%	87%

Cooccurring		Actual	State Avg
MH Screen Complete		67%	93%
SA Screen Complete		67%	93%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	98%
✔ Valid Axis V GAF Score		93%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		0	0%	65%	49%	-65% ▼
✔ No Re-admit within 30 Days of Discharge		2	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		38	68%	60%	89%	8%
🔴 Employed		0	0%	15%	13%	-15% ▼
🔴 Social Support		25	45%	60%	79%	-15% ▼
🔴 Improved/Maintained Axis V GAF Score		16	29%	85%	48%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		53	98%	90%	99%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						▪	17%
Discharges						▪	17%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ■ Actual | ❘ Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 15 Active Assertive Community Treatment Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
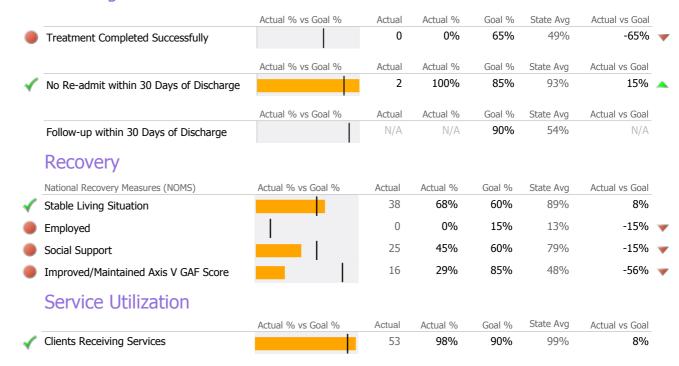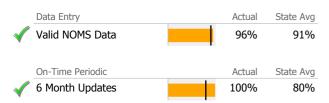Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	29	-24%	▼
Admits	5	9	-44%	▼
Discharges	4	7	-43%	▼
Service Hours	568	765	-26%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		2	50%	50%	13%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		22	100%	60%	95%	40%	▲
✔ Social Support		19	86%	60%	55%	26%	▲
✔ Employed		9	41%	20%	12%	21%	▲
✔ Stable Living Situation		18	82%	80%	72%	2%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	80%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		18	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪		▪		▪	67%
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 4 Active Standard Case Management Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
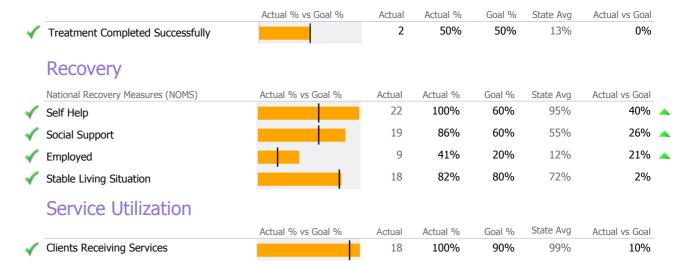Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

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

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
Valid NOMS Data		N/A	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	68%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	86%
SA Screen Complete		N/A	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		N/A	N/A	30%	22%	-30%	▼
🔴 Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75%	▼
🔴 Social Support		N/A	N/A	60%	68%	-60%	▼
🔴 Stable Living Situation		N/A	N/A	95%	84%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	85%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 92 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	16	6%	
Admits	1	1	0%	
Discharges	2	3	-33%	▼
Service Hours	390	317	23%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▣		17%
Discharges			▣			▣	33%
Services	▣	▣	▣	▣	▣	▣	100%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	10		▼
Admits	-	2	-100%	▼
Discharges	-	17	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 3 Active UM Screening Programs

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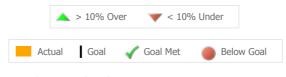Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	227	237	-4%	
Admits	60	45	33%	▲
Discharges	80	101	-21%	▼
Service Hours	2,359	2,082	13%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		89%	91%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	89%
✔ SA Screen Complete		100%	88%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		82%	98%
Valid Axis V GAF Score		78%	95%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		76	95%	65%	67%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		202	88%	80%	92%	8%	
✔ Social Support		145	63%	60%	81%	3%	
🔴 Employed		17	7%	20%	13%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		24	13%	65%	61%	-52%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		147	98%	90%	98%	8%	

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 48 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	74	14%	▲
Admits	7	2	250%	▲
Discharges	7	3	133%	▲
Service Hours	975	981	-1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	68%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	86%
✔ SA Screen Complete		100%	83%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		100%	88%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		5	71%	50%	42%	21%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		64	76%	60%	68%	16%	▲
✔	Employed		35	42%	30%	22%	12%	▲
✔	Stable Living Situation		82	98%	95%	84%	3%	
🔴	Improved/Maintained Axis V GAF Score		38	49%	75%	48%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		77	100%	90%	85%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		4	57%	75%	68%	-18%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪			67%
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 92 Active Standard Outpatient Programs

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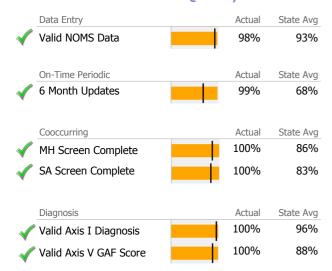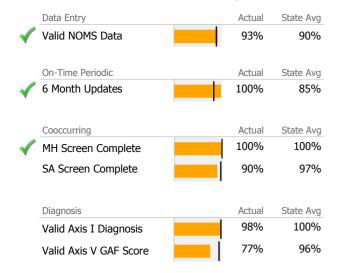Forensic MH - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
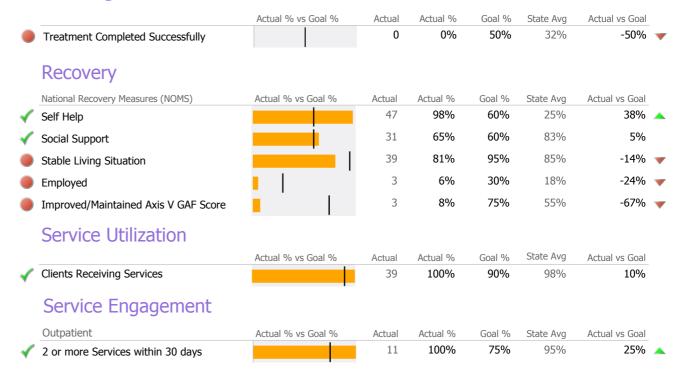Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	48	0%
Admits	11	12	-8%
Discharges	9	11	-18% ▼
Service Hours	1,301	1,249	4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	100%
SA Screen Complete		90%	97%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	100%
Valid Axis V GAF Score		77%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							67%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	32%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		47	98%	60%	25%	38% ▲
✓ Social Support		31	65%	60%	83%	5%
● Stable Living Situation		39	81%	95%	85%	-14% ▼
● Employed		3	6%	30%	18%	-24% ▼
● Improved/Maintained Axis V GAF Score		3	8%	75%	55%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	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		11	100%	75%	95%	25% ▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 2 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
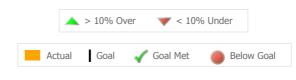Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	53	-55%	▼
Admits	19	48	-60%	▼
Discharges	19	49	-61%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		35	100%	75%	68%	25%	▲
✔	Community Location Evaluation		35	100%	80%	76%	20%	▲
🔴	Follow-up Service within 48 hours		2	18%	90%	57%	-72%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	13	-15%	▼
Admits	6	5	20%	▲
Discharges	1	5	-80%	▼
Bed Days	1,356	1,450	-6%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
✓ SA Screen Complete		100%	85%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		91%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪	▪	▪		50%
Discharges					▪		17%

▫ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	72%	40%	▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		11	100%	60%	85%	40%	▲
✓	Employed		4	36%	25%	8%	11%	▲
✓	Stable Living Situation		11	100%	95%	96%	5%	
●	Improved/Maintained Axis V GAF Score		3	60%	95%	64%	-35%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		10	454 days	0.6	74%	90%	94%	-16%	▼

☐ < 90%   ☐ 90-110%   ☐ >110%

▲ > 10% Over   ▼ < 10% Under

▮ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 63 Active Supervised Apartments Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	17	-65%	▼
Admits	-	3	-100%	▼
Discharges	6	2	200%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges	▦		▦	▦			50%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▦ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
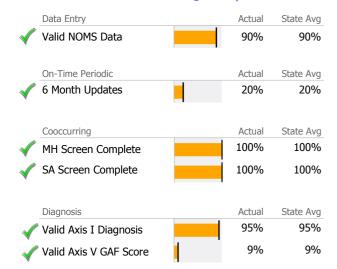Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	34	-35%	▼
Admits	6	18	-67%	▼
Discharges	6	18	-67%	▼
Bed Days	2,933	2,905	1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	83%	95%	83%	-12%	▼
🔴	No Re-admit within 30 Days of Discharge		5	83%	85%	83%	-2%	
✔	Follow-up within 30 Days of Discharge		5	100%	90%	100%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	90%	90%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	20%	20%

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

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	95%	95%
✔	Valid Axis V GAF Score	9%	9%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		1	6%	75%	6%	-69%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		16	279 days	0.4	100%	90%	100%	10%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢		83%
Discharges	▢	▢	▢	▢	▢		83%

▢ 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	193	-57%	▼
Admits	61	73	-16%	▼
Discharges	59	166	-64%	▼
Service Hours	418	324	29%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	55	53%	▲
Admits	54	19	184%	▲
Discharges	57	24	138%	▲
Service Hours	-	-		

Service Utilization

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

Jail Diversion

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 1 Active Court Liaison-Jail Diversion Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	19	-16%	▼
Admits	3	6	-50%	▼
Discharges	6	9	-33%	▼
Service Hours	129	83	55%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪		▪		33%
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 14 Active Other Programs
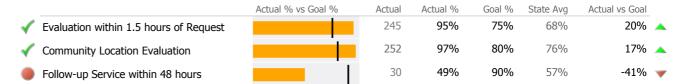
Mobile Crisis Team
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	119	136	-13%	▼
Admits	141	153	-8%	
Discharges	141	154	-8%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		245	95%	75%	68%	20%	▲
✔	Community Location Evaluation		252	97%	80%	76%	17%	▲
🔴	Follow-up Service within 48 hours		30	49%	90%	57%	-41%	▼

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
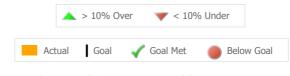Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	710	686	3%	
Admits	40	71	-44%	▼
Discharges	38	43	-12%	▼
Service Hours	81	69	16%	▲
Social Rehab/PHP/IOP Days	0	0		

*Data System Limitations are affecting service numbers in this program

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services	▮	60	9%	90%	72%	-81%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 36 Active Social Rehabilitation Programs

Team A
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)
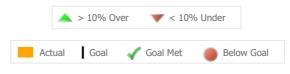
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	459	482	-5%	
Admits	6	205	-97%	▼
Discharges	24	33	-27%	▼
Service Hours	3,292	3,208	3%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		83%	68%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		83%	86%
SA Screen Complete		67%	83%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		70%	96%
Valid Axis V GAF Score		56%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	4%	50%	42%	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Social Support		232	51%	60%	68%	-9%	
🔴 Stable Living Situation		382	83%	95%	84%	-12%	▼
🔴 Employed		20	4%	30%	22%	-26%	▼
🔴 Improved/Maintained Axis V GAF Score		45	10%	75%	48%	-65%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		432	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		5	83%	75%	68%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
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 92 Active Standard Outpatient Programs

Team B
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	443	418	6%	▼
Admits	24	172	-86%	▼
Discharges	26	23	13%	▲
Service Hours	4,441	4,181	6%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		89%	68%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		89%	86%
SA Screen Complete		76%	83%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		77%	96%
Valid Axis V GAF Score		73%	88%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	12%	50%	42%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		335	76%	60%	68%	16%	▲
🔴 Stable Living Situation		417	94%	95%	84%	-1%	
🔴 Employed		44	10%	30%	22%	-20%	▼
🔴 Improved/Maintained Axis V GAF Score		72	17%	75%	48%	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		417	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		19	79%	75%	68%	4%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
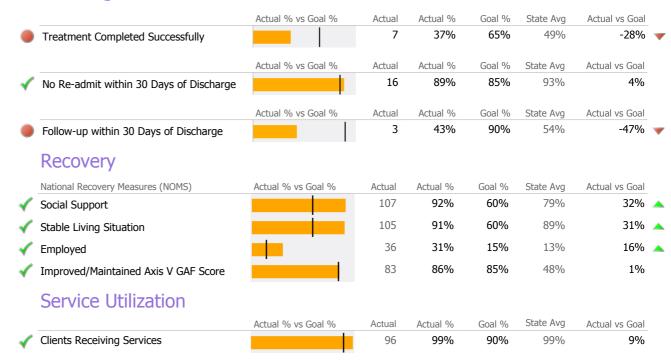Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)
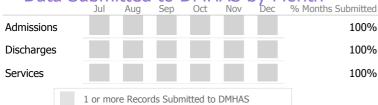
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	128	-11%	▼
Admits	21	25	-16%	▼
Discharges	19	19	0%	
Service Hours	7,203	9,678	-26%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		64%	87%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	93%
✓ SA Screen Complete		100%	93%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		95%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		7	37%	65%	49%	-28%	▼
✓ No Re-admit within 30 Days of Discharge		16	89%	85%	93%	4%	
🔴 Follow-up within 30 Days of Discharge		3	43%	90%	54%	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		107	92%	60%	79%	32%	▲
✓ Stable Living Situation		105	91%	60%	89%	31%	▲
✓ Employed		36	31%	15%	13%	16%	▲
✓ Improved/Maintained Axis V GAF Score		83	86%	85%	48%	1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		96	99%	90%	99%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 15 Active Assertive Community Treatment Programs