Community Renewal Team (CRT)
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	575	585	-2%	
	Admits	62	295	-79%	▼
	Discharges	54	115	-53%	▼
	Service Hours	285	3,903	-93%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		316	54.0%
Mental Health				
	Case Management		132	22.6%
	Outpatient		90	15.4%
	Residential Services		2	0.3%
Forensic SA				
	Case Management		45	7.7%

Consumer Satisfaction Survey   (Based on 230 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		88%	80%	93%
✔	Participation in Treatment		87%	80%	92%
✔	Overall		87%	80%	91%
✔	General Satisfaction		85%	80%	92%
✔	Respect		84%	80%	91%
✔	Access		84%	80%	88%
🔴	Recovery		77%	80%	79%
🔴	Outcome		76%	80%	83%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	35	6%	12%
26-34	140	24%	23%
35-44	131	23%	20%
45-54	142	25%	22%
55-64	100	17%	18%
65+	25	4%	6%

Gender

Gender	#	%		State Avg
Male	422	73%	▲	59%
Female	153	27%	▼	41%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	363	63%	▼	74%
Hisp-Puerto Rican	124	22%		13%
Hispanic-Other	72	13%		7%
Unknown	15	3%		6%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				1%

Race

Race	#	%		State Avg
Black/African American	247	43%	▲	16%
White/Caucasian	159	28%	▼	65%
Other	114	20%		13%
Asian	29	5%		1%
Unknown	21	4%		3%
Am. Indian/Native Alaskan	2	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%
Multiple Races	1	0%		1%

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

Asian Family Service OP 627210
Community Renewal Team (CRT)
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	90	95	-5%	
Admits	3	22	-86%	▼
Discharges	-	10	-100%	▼
Service Hours	-	653	-100%	▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✔ Valid NOMS Data		100%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	68%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	86%
SA Screen Complete		67%	83%

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		61	68%	60%	68%	8%	
🔴 Employed		15	17%	30%	22%	-13%	▼
🔴 Stable Living Situation		72	80%	95%	84%	-15%	▼
🔴 Improved/Maintained Axis V GAF Score		28	32%	75%	48%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	85%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		0	0%	75%	68%	-75%	▼
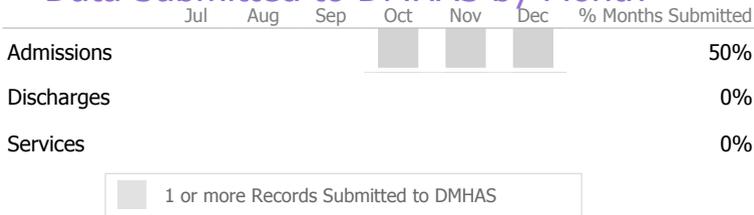
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

CORP-Prison Off Re-entry703555
Community Renewal Team (CRT)
Mental Health - Residential Services - Residential Support

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	2	2	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Service Hours	-	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	77%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	94%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪		17%
Discharges				▪			17%
Services							0%

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%	82%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	88%	40% ▲
✓ Stable Living Situation		2	100%	85%	96%	15% ▲
🔴 Employed		0	0%	25%	11%	-25% ▼
✓ Improved/Maintained Axis V GAF Score		1	100%	95%	81%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	98%	N/A ▼
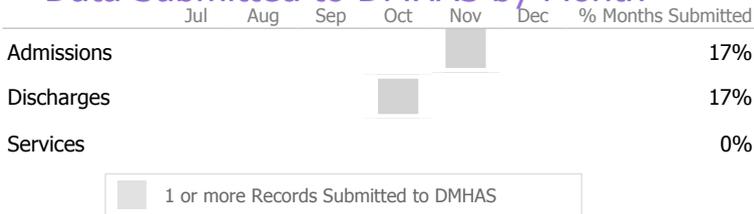
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 38 Active Residential Support Programs

Homeless Outreach Team 703-294
Community Renewal Team (CRT)
Mental Health - Case Management - 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	123	92	34%	▲
Admits	18	8	125%	▲
Discharges	27	-		
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 at least 1 Service within 180 days	🟧▏	4	22%	50%	94%	-28%	▼

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
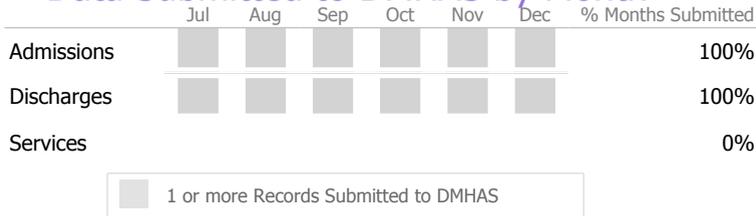
▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ▏ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Next StepsHsgSuppPilots 703551
Community Renewal Team (CRT)
Mental Health - Case Management - Supportive Housing – Scattered Site

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	9	9	0%	
Admits	-	-		
Discharges	-	2	-100%	▼
Service Hours	212	400	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		8	89%	85%	86%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		7	78%	90%	94%	-12%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		11%	82%

Data Submitted to DMHAS by Month

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

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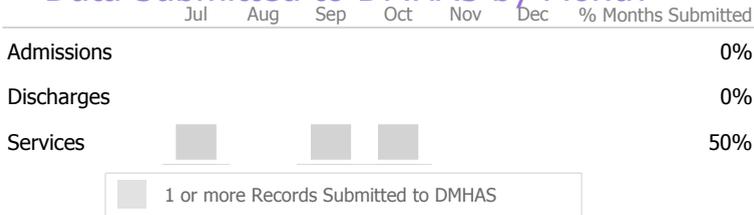
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Post-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - 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	12	23	-48%	▼
Admits	4	12	-67%	▼
Discharges	7	18	-61%	▼
Service Hours	19	56	-66%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	19%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		4	57%	50%	68%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		12	100%	60%	47%	40%	▲
✔ Social Support		11	92%	60%	73%	32%	▲
✔ Stable Living Situation		12	100%	80%	45%	20%	▲
✔ Employed		3	25%	20%	10%	5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		3	60%	90%	83%	-30%	▼

Data Submitted to DMHAS by Month
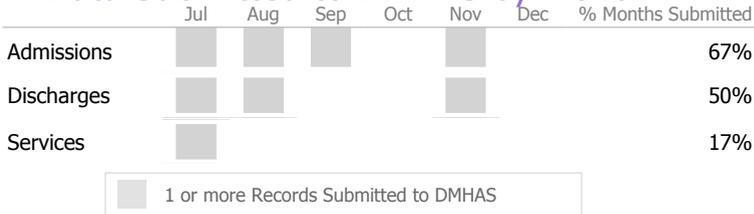
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							50%
Services							17%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual	｜ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Pre-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - 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	37	39	-5%	
Admits	19	30	-37%	▼
Discharges	19	25	-24%	▼
Service Hours	54	77	-30%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		95%	99%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		11%	19%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		12	63%	50%	68%	13%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		36	97%	60%	47%	37%	▲
✓	Social Support		27	73%	60%	73%	13%	▲
🔴	Employed		0	0%	20%	10%	-20%	▼
🔴	Stable Living Situation		0	0%	80%	45%	-80%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		14	78%	90%	83%	-12%	▼

Data Submitted to DMHAS by Month
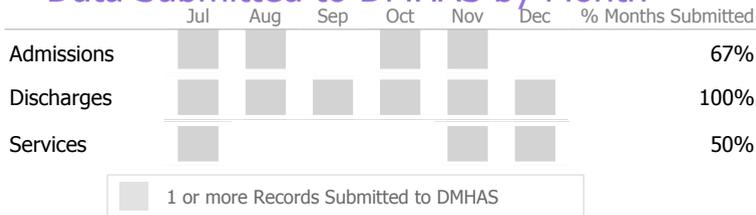
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪		▪	▪	67%
Discharges		▪	▪	▪	▪	▪	100%
Services		▪			▪	▪	50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 8 Active Standard Case Management Programs

SA Outpatient 703725
Community Renewal Team (CRT)
Addiction - 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	316	350	-10%	
Admits	17	221	-92%	▼
Discharges	-	59	-100%	▼
Service Hours	-	2,718	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	94%
✓	Valid TEDS Data	92%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	27%

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

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Abstinence/Reduced Drug Use		148	47%	55%	54%	-8%	
🔴 Not Arrested		199	63%	75%	84%	-12%	▼
🔴 Employed		71	22%	50%	41%	-28%	▼
🔴 Stable Living Situation		180	57%	95%	83%	-38%	▼
🔴 Self Help		18	6%	60%	33%	-54%	▼
🔴 Improved/Maintained Axis V GAF Score		3	1%	75%	53%	-74%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	69%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		0	0%	75%	71%	-75%	▼
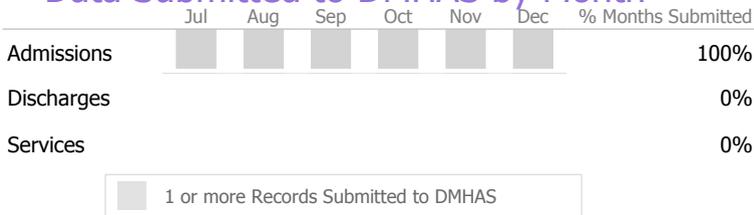
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 113 Active Standard Outpatient Programs