Community Health Resources Inc.
Manchester, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	7,366	7,506	-2%	
	Admits	1,905	1,825	4%	
	Discharges	1,851	1,578	17%	▲
	Service Hours	18,831	23,670	-20%	▼
	Bed Days	6,647	6,392	4%	
	S.Rehab/PHP/IOP	3,228	3,098	4%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	5,358	61.7%
	Community Support	410	4.7%
	Social Rehabilitation	182	2.1%
	ACT	175	2.0%
	Employment Services	168	1.9%
	Crisis Services	117	1.3%
	IOP	104	1.2%
	Case Management	82	0.9%
	Residential Services	38	0.4%
Addiction			
	Outpatient	758	8.7%
	Residential Services	102	1.2%
	IOP	77	0.9%
Forensic SA			
	Forensics Community-based	782	9.0%
Forensic MH			
	Forensics Community-based	337	3.9%

Consumer Satisfaction Survey   (Based on 935 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		93%	80%	92%
✔	Quality and Appropriateness		92%	80%	93%
✔	Respect		92%	80%	91%
✔	Participation in Treatment		92%	80%	92%
✔	Overall		89%	80%	91%
✔	Access		89%	80%	88%
●	Outcome		75%	80%	83%
●	Recovery		71%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	1,193	16%	11%
26-34	1,586	22%	22%
35-44	1,300	18%	19%
45-54	1,485	20%	22%
55-64	1,317	18%	19%
65+	475	6%	6%

Gender

	#	%	State Avg
Female	3,708	50%	41%
Male	3,654	50%	58%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	6,408	87%	▲	74%
Hisp-Puerto Rican	493	7%		13%
Hispanic-Other	286	4%		7%
Unknown	141	2%		6%
Hispanic-Mexican	25	0%		1%
Hispanic-Cuban	13	0%		0%

Race

	#	%		State Avg
White/Caucasian	5,679	77%	▲	65%
Black/African American	819	11%		16%
Other	543	7%		13%
Unknown	142	2%		3%
Asian	104	1%		1%
Am. Indian/Native Alaskan	57	1%		1%
Multiple Races	11	0%		1%
Hawaiian/Other Pacific Islander	11	0%		0%

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	54	22%	▲
Admits	13	4	225%	▲
Discharges	10	10	0%	
Service Hours	1,152	4,087	-72%	▼

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		94%	83%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		92%	94%
SA Screen Complete		92%	94%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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		7	70%	65%	49%	5%	
✓	No Re-admit within 30 Days of Discharge		9	90%	85%	94%	5%	
●	Follow-up within 30 Days of Discharge		6	86%	90%	55%	-4%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		56	84%	60%	88%	24%	▲
✓	Social Support		50	75%	60%	78%	15%	▲
●	Employed		5	7%	15%	12%	-8%	
●	Improved/Maintained Axis V GAF Score		11	24%	85%	43%	-61%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		57	100%	90%	99%	10%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 15 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	129	-19%	▼
Admits	78	101	-23%	▼
Discharges	82	114	-28%	▼
Service Hours	5	13	-59%	▼
Social Rehab/PHP/IOP Days	737	939	-22%	▼

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		96%	74%
✔ SA Screen Complete		96%	78%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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		71	87%	50%	61%	37%	▲
●	Follow-up within 30 Days of Discharge		58	82%	90%	76%	-8%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		84	78%	60%	69%	18%	▲
✔	Improved/Maintained Axis V GAF Score		80	98%	75%	74%	23%	▲
●	Stable Living Situation		96	89%	95%	80%	-6%	
●	Employed		26	24%	30%	22%	-6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		26	100%	90%	80%	10%

▲ > 10% Over	▼ < 10% Under

▮ Actual	▌ Goal	✔ Goal Met	● Below Goal

* State Avg based on 5 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	680	672	1% ▼
Admits	91	83	10%
Discharges	51	75	-32% ▼
Service Hours	989	1,067	-7%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		65%	70%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		96%	84%
✔ SA Screen Complete		96%	81%

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	% 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		20	39%	50%	40%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		213	31%	30%	21%	1%
🔴 Stable Living Situation		556	82%	95%	83%	-13% ▼
🔴 Social Support		195	29%	60%	67%	-31% ▼
🔴 Improved/Maintained Axis V GAF Score		112	22%	75%	43%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		497	79%	90%	78%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		82	90%	75%	67%	15% ▲

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,058	2,280	-10%	
Admits	301	276	9%	
Discharges	326	217	50%	▲
Service Hours	3,548	4,178	-15%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
	6 Month Updates	64%	70%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	98%	84%
✓	SA Screen Complete	97%	81%

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	% 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		108	33%	50%	40%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		698	34%	30%	21%	4%	
● Stable Living Situation		1,878	91%	95%	83%	-4%	
● Social Support		771	37%	60%	67%	-23%	▼
● Improved/Maintained Axis V GAF Score		441	27%	75%	43%	-48%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		1,593	91%	90%	78%	1%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		281	93%	75%	67%	18%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 93 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,654	2,733	-3%
Admits	351	350	0%
Discharges	241	264	-9%
Service Hours	4,623	4,774	-3%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		96%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		55%	70%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		96%	84%
✔ SA Screen Complete		95%	81%

Diagnosis	Actual % vs Goal %	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	% 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		80	33%	50%	40%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		600	23%	30%	21%	-7%
🔴 Stable Living Situation		1,976	74%	95%	83%	-21% ▼
🔴 Social Support		1,022	38%	60%	67%	-22% ▼
🔴 Improved/Maintained Axis V GAF Score		519	24%	75%	43%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		1,943	80%	90%	78%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		325	93%	75%	67%	18% ▲

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 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 2017 - September 2017 (Data as of Dec 13, 2017)

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%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	21%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	43%	-75% ▼
● Social Support		N/A	N/A	60%	67%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	70%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	84%
SA Screen Complete		N/A	81%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	78%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 93 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 39 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	-	2	-100%	▼
Discharges	1	-		
Service Hours	75	54	39%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		10	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	100%	90%	89%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		44%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 53 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 2017 - September 2017 (Data as of Dec 13, 2017)
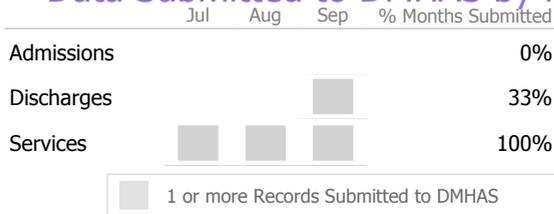
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	87	25		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		9	90%	85%	89%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		10	100%	90%	89%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		89%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 53 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	53	-4%	
Admits	3	1	200%	▲
Discharges	10	10	0%	
Service Hours	1,278	915	40%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		7	70%	65%	49%	5%	
✓	No Re-admit within 30 Days of Discharge		9	90%	85%	94%	5%	
●	Follow-up within 30 Days of Discharge		4	57%	90%	55%	-33%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	83%

	Cooccurring		Actual	State Avg
	MH Screen Complete		67%	94%
	SA Screen Complete		67%	94%

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

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		47	92%	60%	88%	32%	▲
✓	Social Support		36	71%	60%	78%	11%	▲
●	Employed		0	0%	15%	12%	-15%	▼
●	Improved/Maintained Axis V GAF Score		11	24%	85%	43%	-61%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		41	100%	90%	99%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢			33%
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

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	168	199	-16%	▼
Admits	45	57	-21%	▼
Discharges	82	41	100%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 16 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	614	618	-1%	
Admits	198	212	-7%	
Discharges	251	169	49%	▲

Data Submitted to DMHAS by Month
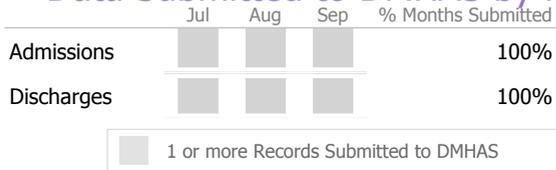
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	● Below Goal

* State Avg based on 16 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	93	5%
Admits	101	104	-3%
Discharges	98	105	-7%

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		69	74%	75%	69%	-1%	
✔	Community Location Evaluation		93	100%	80%	77%	20%	▲
🔴	Follow-up Service within 48 hours		16	37%	90%	58%	-53%	▼

▲ > 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	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54			
Admits	54	1	5300%	▲
Discharges	4	1	300%	▲
Service Hours	357		-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	92%

Cooccurring		Actual	State Avg
MH Screen Complete		73%	84%
SA Screen Complete		73%	83%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				33%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	25%	65%	65%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		51	94%	80%	93%	14%	▲
🔴 Employed		2	4%	20%	12%	-16%	▼
🔴 Social Support		16	30%	60%	82%	-30%	▼
✔ Improved/Maintained Axis V GAF Score		4	100%	65%	58%	35%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		48	96%	90%	98%	6%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 48 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	223	257	-13%	▼
Admits	35	32	9%	
Discharges	26	37	-30%	▼
Service Hours	1,674	2,110	-21%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	92%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		91%	84%
✔ SA Screen Complete		91%	83%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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		19	73%	65%	65%	8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		210	94%	80%	93%	14%	▲
✔ Social Support		149	67%	60%	82%	7%	
● Employed		22	10%	20%	12%	-10%	▼
● Improved/Maintained Axis V GAF Score		38	23%	65%	58%	-42%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		195	99%	90%	98%	9%

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 48 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	176	188	-6%	
Admits	29	43	-33%	▼
Discharges	64	31	106%	▲
Service Hours	1,451	1,402	3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		58	91%	65%	65%	26%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		165	92%	80%	93%	12%	▲
🔴	Employed		18	10%	20%	12%	-10%	▼
🔴	Social Support		87	49%	60%	82%	-11%	▼
🔴	Improved/Maintained Axis V GAF Score		59	39%	65%	58%	-26%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
	6 Month Updates		80%	92%

	Cooccurring		Actual	State Avg
✔	MH Screen Complete		93%	84%
✔	SA Screen Complete		93%	83%

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		115	100%	90%	98%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 48 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	130	138	-6%	▼
Admits	46	40	15%	▲
Discharges	37	49	-24%	▼
Service Hours	477	576	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	95%
Valid TEDS Data		79%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		83%	34%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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		14	38%	50%	55%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		119	92%	75%	82%	17%	▲
🔴 Abstinence/Reduced Drug Use		59	45%	55%	52%	-10%	▼
🔴 Stable Living Situation		108	83%	95%	82%	-12%	▼
🔴 Employed		48	37%	50%	39%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		43	54%	75%	49%	-21%	▼
🔴 Self Help		20	15%	60%	33%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		84	89%	90%	60%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		43	93%	75%	74%	18%	▲

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Intensive Outpatient 202350 (formerly New Directio
Community Health Resources Inc.
Addiction - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	5	1440%	▲
Admits	52	4	1200%	▲
Discharges	56	-		
Service Hours	1	-		
Social Rehab/PHP/IOP Days	560	0		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	95%
✓ Valid TEDS Data		98%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	7%

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

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	% 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		24	43%	50%	64%	-7%	
🔴 Follow-up within 30 Days of Discharge		19	79%	90%	54%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		48	60%	55%	57%	5%	
✓ Not Arrested		60	75%	75%	92%	0%	
🔴 Employed		38	48%	50%	35%	-2%	
✓ Improved/Maintained Axis V GAF Score		56	100%	75%	85%	25%	▲
🔴 Stable Living Situation		58	72%	95%	88%	-23%	▼
🔴 Self Help		19	24%	60%	48%	-36%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		21	84%	90%	75%	-6%	

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 50 Active Standard IOP 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	182	151	21%	▲
Admits	70	57	23%	▲
Discharges	63	68	-7%	
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	43%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		7	1%	0%	2%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 18 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	157	144	9%	
Admits	62	49	27%	▲
Discharges	47	50	-6%	
Service Hours	-	-		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	43%	N/A	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		9	1%	0%	2%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 18 Active Court Liaison-Jail Diversion Programs

Manchester HospWrkSource606270
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	108	-22%	▼
Admits	14	32	-56%	▼
Discharges	84	35	140%	▲
Service Hours	317	476	-33%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		43	51%	35%	44%	16%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	94%	N/A	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 41 Active Employment Services Programs

Milestone - CSSD
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	7	29%	▲
Admits	7	5	40%	▲
Discharges	7	7	0%	
Bed Days	159	149	7%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	98%
Valid TEDS Data		93%	100%

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

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

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	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		6	86%	80%	75%	6%	
✔ No Re-admit within 30 Days of Discharge		6	86%	85%	91%	1%	
🔴 Follow-up within 30 Days of Discharge		3	50%	90%	57%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		6	67%	60%	75%	7%	
✔ Improved/Maintained Axis V GAF Score		7	100%	75%	85%	25%	▲
🔴 Abstinence/Reduced Drug Use		6	67%	70%	56%	-3%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		2	24 days	0.2	86%	90%	96%	-4%	

	< 90%		90-110%		>110%

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Milestone-DMHAS
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	46	-2% ▼
Admits	34	37	-8%
Discharges	35	35	0%
Bed Days	815	986	-17% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	98%
✓	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%	98%
✓	SA Screen Complete	100%	98%

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	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		24	69%	80%	75%	-11% ▼
✓	No Re-admit within 30 Days of Discharge		32	91%	85%	91%	6%
🔴	Follow-up within 30 Days of Discharge		16	67%	90%	57%	-23% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Self Help		37	82%	60%	75%	22% ▲
✓	Improved/Maintained Axis V GAF Score		35	100%	75%	85%	25% ▲
🔴	Abstinence/Reduced Drug Use		30	67%	70%	56%	-3%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		14	24 days	0.3	63%	90%	96%	-27% ▼

■ < 90%   ■ 90-110%   ■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	3	5	-40%	▼
Discharges	3	5	-40%	▼
Bed Days	544	535	2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	25%

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

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	% Months Submitted
Admissions				67%
Discharges				67%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	33%	70%	76%	-37%	▼
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	85%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	60%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Abstinence/Reduced Drug Use		4	44%	70%	74%	-26%	▼
🔴 Improved/Maintained Axis V GAF Score		3	75%	95%	90%	-20%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		8	101 days	0.9	74%	90%	83%	-16%	▼

☐ < 90%   ☐ 90-110%   ☐ >110%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 40 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	32	-6%
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	137	259	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	97%	85%	87%	12% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	92%	7%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 69 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

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	70%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				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%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	8%	-20% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	80%	81%	-80% ▼

▲ > 10% Over   ▼ < 10% Under

| | Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 29 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	9	33%	▲
Admits	4	-		
Discharges	4	-		
Bed Days	641	828	-23%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	82%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	90%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢	▢	67%
Discharges	▢	▢		67%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	100%	80%	90%	20%	▲
✔	No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15%	▲
✔	Follow-up within 30 Days of Discharge		4	100%	90%	84%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		9	75%	60%	85%	15%	▲
●	Stable Living Situation		10	83%	90%	99%	-7%	
●	Improved/Maintained Axis V GAF Score		3	43%	95%	62%	-52%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		8	410 days	0.7	87%	90%	96%	-3%

	< 90%		90-110%		>110%

▲ > 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	32	-28%	▼
Admits	13	27	-52%	▼
Discharges	12	23	-48%	▼
Bed Days	803	696	15%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |

| ☐ Actual | │ Goal | ✔ Goal Met | ● Below Goal |
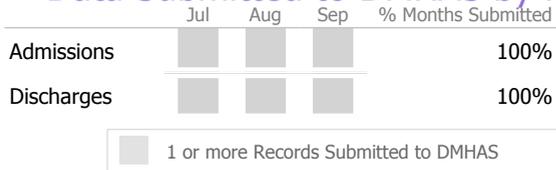
* State Avg based on 13 Active Recovery House Programs

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	354	99	258%	▲
Admits	128	61	110%	▲
Discharges	87	3	2800%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	95%
✔ Valid TEDS Data		91%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		51%	34%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		49	56%	50%	55%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		309	86%	75%	82%	11%	▲
✔ Employed		180	50%	50%	39%	0%	
🔴 Abstinence/Reduced Drug Use		186	52%	55%	52%	-3%	
🔴 Stable Living Situation		305	85%	95%	82%	-10%	
🔴 Self Help		82	23%	60%	33%	-37%	▼
🔴 Improved/Maintained Axis V GAF Score		100	60%	75%	49%	-15%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		118	93%	75%	74%	18%	▲

▲ > 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	22	-36%	▼
Admits	3	6	-50%	▼
Discharges	2	8	-75%	▼
Service Hours	44	73	-39%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		3	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪			33%
Discharges	▪			33%
Services	▪	▪	▪	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✔ Goal Met   ● Below Goal
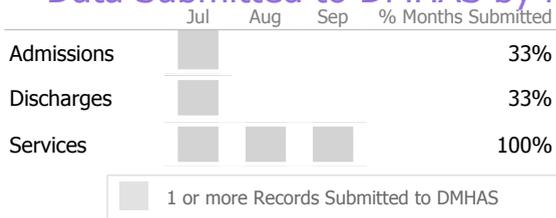
* State Avg based on 39 Active Outreach & Engagement Programs

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	17	6%	
Admits	-	3	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	123	108	14%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		17	94%	85%	87%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		18	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		83%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 69 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 0 Active Pre-trial Intervention Programs 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
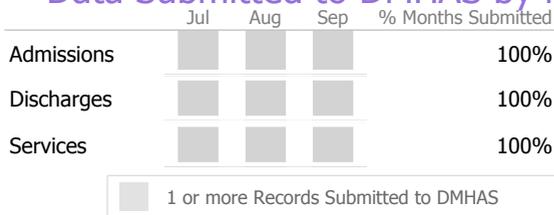
* State Avg based on 0 Active Pre-trial Intervention Programs Programs

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	29	-24%	▼
Admits	20	30	-33%	▼
Discharges	20	31	-35%	▼
Bed Days	471	422	12%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	No Re-admit within 30 Days of Discharge		19	95%	85%	89%	10%

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up within 30 Days of Discharge		14	93%	90%	82%	3%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		6	44 days	0.3	85%	90%	73%	-5%

▢ < 90%	▢ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	90	1%	
Admits	5	5	0%	
Discharges	10	1	900%	▲
Service Hours	12	5	159%	▲
Social Rehab/PHP/IOP Days	1,123	1,215	-8%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▬▬▬▬	70	86%	90%	65%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

Strickland Street Residence - Manchester
Community Health Resources Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	81%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	85%
SA Screen Complete		N/A	83%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				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	60%	77%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		6	100%	95%	98%	5%
🔴 Social Support		3	50%	60%	85%	-10%
🔴 Employed		0	0%	25%	6%	-25% ▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	66%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		6	1,850 days	1.0	100%	90%	95%	10%

	< 90%		90-110%		>110%

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 70 Active Supervised Apartments 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	100	-16%	▼
Admits	49	38	29%	▲
Discharges	42	41	2%	
Service Hours	211	288	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		28	30%	35%	44%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		50	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 41 Active Employment Services Programs

Thomas Murphy Center - DMHAS
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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	23	0%	
Admits	9	14	-36%	▼
Discharges	9	8	13%	▲
Bed Days	1,211	1,076	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	25%

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

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	% Months Submitted
Admissions				100%
Discharges				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		6	67%	70%	76%	-3%	
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	85%	15%	▲
🔴 Follow-up within 30 Days of Discharge		5	83%	90%	60%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		19	83%	70%	74%	13%	▲
✓ Improved/Maintained Axis V GAF Score		9	100%	95%	90%	5%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	95 days	0.6	94%	90%	83%	4%

☐ < 90%   ☐ 90-110%   ☐ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	12	42%	▲
Admits	3	3	0%	
Discharges	5	3	67%	▲
Bed Days	1,255	872	44%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	81%

Cooccurring		Actual	State Avg
MH Screen Complete		67%	85%
SA Screen Complete		67%	83%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		4	80%	60%	77%	20%	▲
✓	Follow-up within 30 Days of Discharge		4	100%	90%	80%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		16	94%	95%	98%	-1%	
● Employed		3	18%	25%	6%	-7%	
● Social Support		8	47%	60%	85%	-13%	▼
● Improved/Maintained Axis V GAF Score		5	36%	95%	66%	-59%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	441 days	0.8	97%	90%	95%	7%

< 90%	90-110%	>110%

▲ > 10% Over   ▼ < 10% Under

Actual	Goal	✓ Goal Met	● Below Goal

* State Avg based on 70 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	114	-20%	▼
Admits	5	7	-29%	▼
Discharges	3	10	-70%	▼
Service Hours	-	1	-100%	▼
Social Rehab/PHP/IOP Days	808	944	-14%	▼

Service Utilization
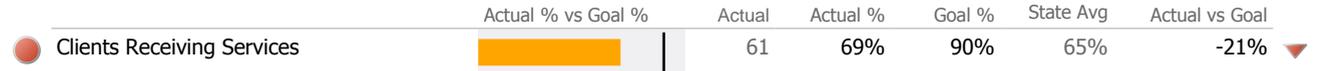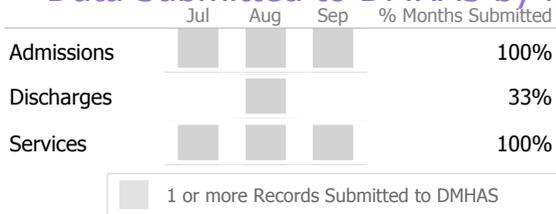
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		61	69%	90%	65%	-21%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
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 36 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	279	364	-23%	▼
Admits	58	118	-51%	▼
Discharges	65	102	-36%	▼
Service Hours	886	1,066	-17%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		91%	95%
Valid TEDS Data		68%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		67%	34%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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		16	25%	50%	55%	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		258	91%	75%	82%	16%	▲
🔴	Employed		97	34%	50%	39%	-16%	▼
🔴	Abstinence/Reduced Drug Use		110	39%	55%	52%	-16%	▼
🔴	Stable Living Situation		216	77%	95%	82%	-18%	▼
🔴	Self Help		71	25%	60%	33%	-35%	▼
🔴	Improved/Maintained Axis V GAF Score		94	48%	75%	49%	-27%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		184	85%	90%	60%	-5%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		53	91%	75%	74%	16%	▲

▲ > 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	48	-27%	▼
Admits	4	10	-60%	▼
Discharges	6	7	-14%	▼
Service Hours	601	865	-30%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	83%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	94%
✔ SA Screen Complete		100%	94%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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		3	50%	65%	49%	-15%	▼
✔ No Re-admit within 30 Days of Discharge		6	100%	85%	94%	15%	▲
🔴 Follow-up within 30 Days of Discharge		2	67%	90%	55%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		34	97%	60%	88%	37%	▲
✔ Social Support		24	69%	60%	78%	9%	
✔ Employed		7	20%	15%	12%	5%	
🔴 Improved/Maintained Axis V GAF Score		8	29%	85%	43%	-56%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		29	100%	90%	99%	10%

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 15 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	1	-	
Discharges	-	-	
Bed Days	196	276	-29% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	59%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	73%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	100%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	81%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	94%
✔ SA Screen Complete		100%	94%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	90%

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%	37%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		3	582 days	1.0	71%	90%	90%	-19% ▼

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 13 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	22	5%	▼
Admits	4	4	0%	
Discharges	5	2	150%	▲
Service Hours	609	809	-25%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	83%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢	▢	67%
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		2	40%	65%	49%	-25%	▼
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15%	▲
🔴 Follow-up within 30 Days of Discharge		1	50%	90%	55%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		10	43%	15%	12%	28%	▲
✓ Stable Living Situation		19	83%	60%	88%	23%	▲
✓ Social Support		14	61%	60%	78%	1%	
🔴 Improved/Maintained Axis V GAF Score		4	24%	85%	43%	-61%	▼

Service Utilization

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

Legend:
▲ > 10% Over   ▼ < 10% Under

▇ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs