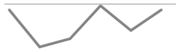
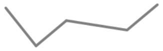
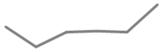
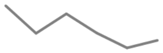
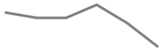
Capitol Region Mental Health Center
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,366	1,375	-1%	
	Admits	515	513	0%	
	Discharges	564	615	-8%	
	Service Hours	8,465	18,619	-55%	▼
	Bed Days	4,170	4,124	1%	

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

Consumer Satisfaction Survey

(Based on 323 FY20 Surveys)

	Question Domain	Satisfied %	Goal %	State Avg
✓	General Satisfaction	93%	80%	92%
✓	Respect	93%	80%	91%
✓	Overall	91%	80%	91%
✓	Quality and Appropriateness	90%	80%	93%
✓	Participation in Treatment	89%	80%	92%
✓	Outcome	85%	80%	83%
✓	Access	85%	80%	88%
✓	Recovery	80%	80%	79%

🟧 Satisfied % | Goal % ▨ 0-80% ▨ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	881	39.1%
	Social Rehabilitation	581	25.8%
	Crisis Services	264	11.7%
	ACT	140	6.2%
	Community Support	103	4.6%
	Intake	52	2.3%
	Inpatient Services	23	1.0%
	Other	22	1.0%
	Residential Services	8	0.4%
Forensic MH			
	Forensics Community-based	122	5.4%
	Outpatient	38	1.7%
	Case Management	18	0.8%

Client Demographics

Age	#	%	State Avg
18-25	156	11%	9%
26-34	208	15%	21%
35-44	254	19%	22%
45-54	264	19%	19%
55-64	330	24%	20%
65+	153	11%	8%

Gender	#	%	State Avg
Male	806	59%	58%
Female	553	40%	42%
Transgender	7	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	917	67%	70%
Hisp-Puerto Rican	239	17%	12%
Hispanic-Other	116	8%	8%
Unknown	85	6%	10%
Hispanic-Mexican	6	0%	0%
Hispanic-Cuban	3	0%	0%

Race	#	%		State Avg
Black/African American	554	42%	▲	17%
White/Caucasian	421	32%	▼	62%
Other	272	21%		13%
Asian	28	2%		1%
Unknown	24	2%		6%
Multiple Races	15	1%		1%
Am. Indian/Native Alaskan	3	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

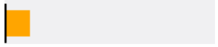
500 Vine Jail Div
Capitol Region Mental Health Center
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	113	164	-31%	▼
Admits	67	135	-50%	▼
Discharges	54	153	-65%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		1	13%	0%	61%	12%	▲

▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion 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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	52	-19%	▼
Admits	1	4	-75%	▼
Discharges	-	10	-100%	▼
Service Hours	519	1,302	-60%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	84%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		93%	87%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	89%
✓	SA Screen Complete		100%	89%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■						17%
Discharges							0%
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		N/A	N/A	65%	39%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	48%	N/A

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		37	88%	60%	93%	28%	▲
✓	Social Support		28	67%	60%	79%	7%	
●	Employed		3	7%	15%	14%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		41	98%	90%	99%	8%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	21	-14%	▼
Admits	4	12	-67%	▼
Discharges	6	7	-14%	▼
Service Hours	342	342	0%	

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		91%	88%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	50%	50%	50%	0%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		18	100%	60%	81%	40%	▲
✓	Social Support		12	67%	60%	78%	7%	
✓	Stable Living Situation		15	83%	80%	81%	3%	
●	Employed		0	0%	20%	4%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		12	100%	90%	100%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▨		▨		▨	50%
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 3 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	52%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	75%
SA Screen Complete		N/A	75%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	33%	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%	▼
●	Social Support		N/A	N/A	60%	60%	-60%	▼
●	Stable Living Situation		N/A	N/A	95%	74%	-95%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		N/A	N/A	90%	81%	N/A	▼

▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Corp Post-Release
Capitol Region Mental Health Center
Forensic MH - Forensics Community-based - Re-entry Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	2	1	100%	▲
Discharges	-	2	-100%	▼
Service Hours	121	313	-61%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 3 Active Re-entry Programs Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Program Activity

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

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 0 Active UM Screening Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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

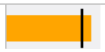
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

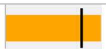
Program Activity

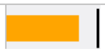
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	134	-23%	▼
Admits	9	27	-67%	▼
Discharges	16	45	-64%	▼
Service Hours	375	1,470	-74%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	80%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		91%	81%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	80%
✓	SA Screen Complete		100%	61%

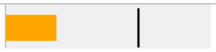
	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		78%	98%

Data Submitted to DMHAS by Month

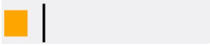
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▨		▨	▨	▨	67%
Discharges		▨	▨	▨	▨	▨	83%
Services	▨	▨	▨	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS

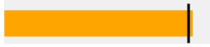
Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		4	25%	65%	59%	-40%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		95	92%	80%	88%	12%	▲
✓	Social Support		74	72%	60%	82%	12%	▲
●	Employed		12	12%	20%	13%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		80	92%	90%	97%	2%

▲ > 10% Over ▼ < 10% Under

▬ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	82	6%	
Admits	3	3	0%	
Discharges	11	3	267%	▲
Service Hours	670	709	-6%	

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		99%	52%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	75%
✓	SA Screen Complete		100%	75%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▨	▨	▨	50%
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		5	45%	50%	33%	-5%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		67	77%	60%	60%	17%	▲
✓	Employed		30	34%	30%	22%	4%	
●	Stable Living Situation		82	94%	95%	74%	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		75	99%	90%	81%	9%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		3	100%	75%	76%	25%	▲

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	50	-24%	▼
Admits	6	15	-60%	▼
Discharges	6	20	-70%	▼
Service Hours	428	828	-48%	▼

Data Submission Quality

	Data Entry	Actual % vs Goal %	Actual	State Avg
✓	Valid NOMS Data		93%	88%

	On-Time Periodic	Actual % vs Goal %	Actual	State Avg
●	6 Month Updates		93%	96%

	Co-occurring	Actual % vs Goal %	Actual	State Avg
✓	MH Screen Complete		100%	68%
✓	SA Screen Complete		100%	68%

	Diagnosis	Actual % vs Goal %	Actual	State Avg
	Valid Axis I Diagnosis		92%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▨			▨	▨	50%
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%	46%	-50%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		38	100%	60%	33%	40%	▲
✓	Social Support		26	68%	60%	73%	8%	
●	Stable Living Situation		30	79%	95%	82%	-16%	▼
●	Employed		2	5%	30%	19%	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		29	88%	90%	97%	-2%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	2 or more Services within 30 days		4	67%	75%	90%	-8%

▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

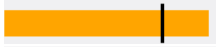
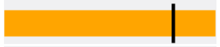
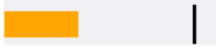
Variances in data may be indicative of operational adjustments related to the pandemic.

Hartford Crisis Intervention Team
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	35	200%	▲
Admits	112	35	220%	▲
Discharges	112	35	220%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		105	97%	75%	79%	22%	▲
✓	Community Location Evaluation		108	100%	80%	71%	20%	▲
●	Follow-up Service within 48 hours		12	35%	90%	69%	-55%	▼

▲ > 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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	1	4	-75%	▼
Discharges	-	2	-100%	▼
Bed Days	1,472	1,188	24%	▲

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		91%	75%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	87%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	84%
SA Screen Complete		N/A	69%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	⬜						17%
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%	79%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		6	75%	60%	83%	15%	▲
●	Stable Living Situation		7	88%	95%	93%	-7%	
●	Employed		1	12%	25%	9%	-13%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate	🟦 🟦 🟦 🟦 🟦 🟦	10	552 days	0.6	80%	90%	93%	-10%

🟦 < 90% ⬜ 90-110% 🟥 >110%

▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Program Activity

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

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 2 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	23	0%	
Admits	8	7	14%	▲
Discharges	8	7	14%	▲
Bed Days	2,698	2,936	-8%	

Data Submission Quality

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

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

	Co-occurring		Actual	State Avg
	MH Screen Complete		N/A	N/A
	SA Screen Complete		N/A	N/A

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		96%	96%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		8	100%	95%	100%	5%
✓	No Re-admit within 30 Days of Discharge		7	88%	85%	88%	3%
●	Follow-up within 30 Days of Discharge		7	88%	90%	88%	-2%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate	⬜ 🟦 ⬜ ⬜ ⬜ ⬜	16	560 days	0.4	92%	90%	92%	2%

🟦 < 90% ⬜ 90-110% 🟥 >110%

▲ > 10% Over ▼ < 10% Under

▬ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Non-Certified Subacute Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Intake Team
Capitol Region Mental Health Center
Mental Health - Intake - Central Intake

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	84	-38%	▼
Admits	30	50	-40%	▼
Discharges	33	63	-48%	▼
Service Hours	175	461	-62%	▼

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 17 Active Central Intake Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

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

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 5 Active Court Liaison-Jail Diversion Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	35	-37%	▼
Admits	3	14	-79%	▼
Discharges	6	13	-54%	▼
Service Hours	161	286	-44%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▨						17%
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 15 Active Other Programs

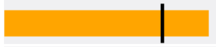
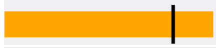
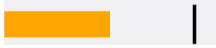
Variances in data may be indicative of operational adjustments related to the pandemic.

Mobile Crisis Team
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	181	115	57%	▲
Admits	232	137	69%	▲
Discharges	232	137	69%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		219	97%	75%	79%	22%	▲
✓	Community Location Evaluation		223	99%	80%	71%	19%	▲
●	Follow-up Service within 48 hours		42	50%	90%	69%	-40%	▼

▲ > 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

Variances in data may be indicative of operational adjustments related to the pandemic.

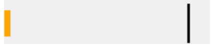
Peer Support
Capitol Region Mental Health Center
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	581	645	-10%	
Admits	-	15	-100%	▼
Discharges	26	48	-46%	▼
Service Hours	6	73	-92%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		16	3%	90%	57%	-87%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
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 34 Active Social Rehabilitation Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	422	437	-3%	
Admits	13	16	-19%	▼
Discharges	19	23	-17%	▼
Service Hours	1,678	2,930	-43%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	86%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		86%	52%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	75%
✓	SA Screen Complete		100%	75%

	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		72%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	50%	33%	-50%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Social Support		246	58%	60%	60%	-2%	
●	Stable Living Situation		378	90%	95%	74%	-5%	
●	Employed		40	9%	30%	22%	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		401	99%	90%	81%	9%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		7	54%	75%	76%	-21%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▨	▨	▨		▨	▨	83%
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 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	373	391	-5%	
Admits	10	20	-50%	▼
Discharges	15	24	-38%	▼
Service Hours	2,443	3,506	-30%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	86%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		94%	52%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	75%
✓	SA Screen Complete		100%	75%

	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		88%	98%

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		4	27%	50%	33%	-23%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		306	82%	60%	60%	22%	▲
✓	Stable Living Situation		353	95%	95%	74%	0%	
●	Employed		61	16%	30%	22%	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		357	100%	90%	81%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	2 or more Services within 30 days		7	70%	75%	76%	-5%

▲ > 10% Over ▼ < 10% Under

▬ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	103	-5%	
Admits	14	18	-22%	▼
Discharges	20	23	-13%	▼
Service Hours	1,548	6,399	-76%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		93%	84%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		95%	87%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	89%
✓	SA Screen Complete		100%	89%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■		83%
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	35%	65%	39%	-30%	▼
✓	No Re-admit within 30 Days of Discharge		20	100%	85%	94%	15%	▲
●	Follow-up within 30 Days of Discharge		2	29%	90%	48%	-61%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		92	94%	60%	93%	34%	▲
✓	Social Support		70	71%	60%	79%	11%	▲
✓	Employed		18	18%	15%	14%	3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		78	100%	90%	99%	10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Variances in data may be indicative of operational adjustments related to the pandemic.