CommuniCare Inc
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,105	1,060	4%
	Admits	1,465	1,428	3%
	Discharges	1,484	1,362	9%
	Service Hours	2,070	2,816	-26% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	766	69.3%
	Outpatient	340	30.7%

Consumer Satisfaction Survey (Based on 156 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		100%	80%	92%
✓	Overall		100%	80%	91%
✓	General Satisfaction		99%	80%	92%
✓	Quality and Appropriateness		98%	80%	93%
✓	Access		98%	80%	88%
✓	Respect		98%	80%	91%
✓	Outcome		83%	80%	83%
🔴	Recovery		74%	80%	79%

▮ Satisfied %	┃ Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		142	13%	10%
26-34		164	15%	22%
35-44		212	20%	23%
45-54		215	20%	19%
55-64		228	21%	18%
65+		125	12%	7%

Gender

Gender		#	%		State Avg
Female		595	54%	▲	41%
Male		506	46%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		539	49%	▼	68%
Unknown		195	18%		12%
Hisp-Puerto Rican		171	15%		11%
Hispanic-Other		170	15%		8%
Hispanic-Mexican		30	3%		0%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		521	47%	▼	61%
Unknown		248	22%	▲	6%
Other		214	19%		13%
Black/African American		102	9%		17%
Asian		7	1%		1%
Multiple Races		6	1%		1%
Hawaiian/Other Pacific Islander		4	0%		0%
Am. Indian/Native Alaskan		3	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.

Bettor Choice
CommuniCare Inc
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

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	75%	69%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	98%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	90%
Valid TEDS Data		N/A	42%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	45%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	99%
SA Screen Complete		N/A	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal
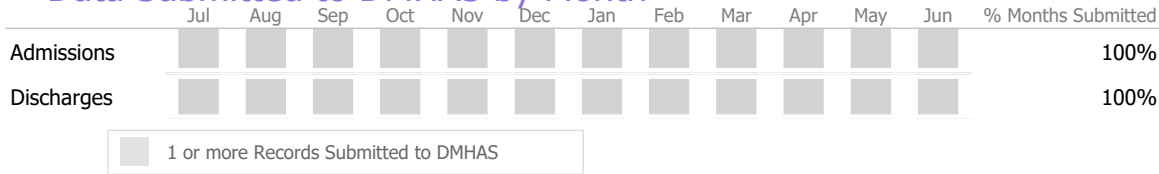
* State Avg based on 4 Active Gambling Outpatient Programs

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

BH Care Shoreline Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	172	131	31%	▲
Admits	208	220	-5%	
Discharges	205	219	-6%	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		200	100%	75%	78%	25%	▲
✓ Community Location Evaluation		196	98%	80%	75%	18%	▲
✓ Follow-up Service within 48 hours		84	99%	90%	70%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Mobile Crisis Team Programs

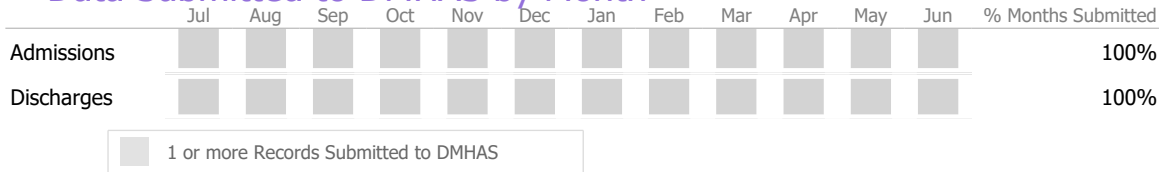Variances in data may be indicative of operational adjustments related to the pandemic.

BH Care Valley Crisis 315-200
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	163	-26%	▼
Admits	240	268	-10%	
Discharges	241	266	-9%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		220	94%	75%	78%	19%	▲
✓	Community Location Evaluation		220	94%	80%	75%	14%	▲
✓	Follow-up Service within 48 hours		171	100%	90%	70%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Mobile Crisis Team Programs
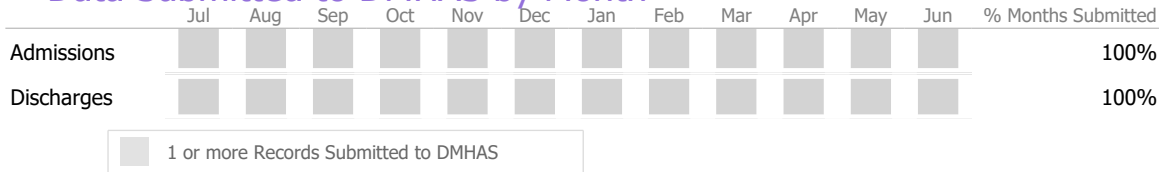
Variances in data may be indicative of operational adjustments related to the pandemic.

Bridges Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	158	132	20%	▲
Admits	215	202	6%	
Discharges	214	202	6%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		197	94%	75%	78%	19%	▲
✓	Community Location Evaluation		209	100%	80%	75%	20%	▲
✓	Follow-up Service within 48 hours		112	98%	90%	70%	8%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
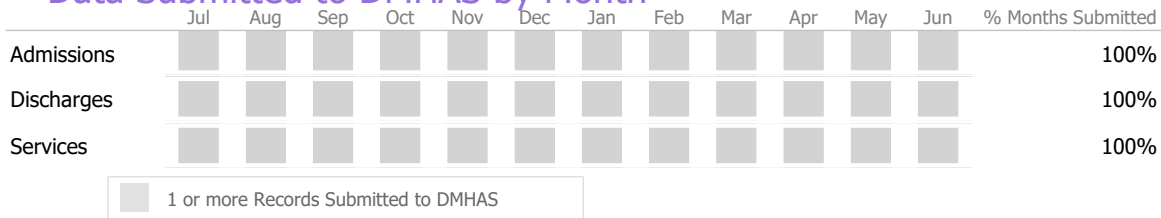
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Greater New Haven After Hours Crisis Svs
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	299	196	53%	▲
Admits	599	394	52%	▲
Discharges	599	379	58%	▲
Service Hours	138	75	82%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		198	99%	75%	78%	24%	▲
✓	Community Location Evaluation		172	86%	80%	75%	6%	
🔴	Follow-up Service within 48 hours		45	60%	90%	70%	-30%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Latino Behavioral Health Services - BH Care Shorel
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	19	-47%	▼
Admits	1	5	-80%	▼
Discharges	5	11	-55%	▼
Service Hours	61	171	-64%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	54%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	80%
✓	SA Screen Complete	100%	81%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	20%	50%	36%	-30%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		9	90%	60%	62%	30%	▲
✓	Employed		3	30%	30%	24%	0%	
🔴	Stable Living Situation		9	90%	95%	75%	-5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		4	80%	90%	85%	-10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		0	0%	75%	75%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪												8%
Discharges			▪	▪			▪	▪		▪			42%
Services		▪	▪	▪	▪	▪	▪	▪	▪		▪		83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Latino Behavioral Health Services - BH Care Valley
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
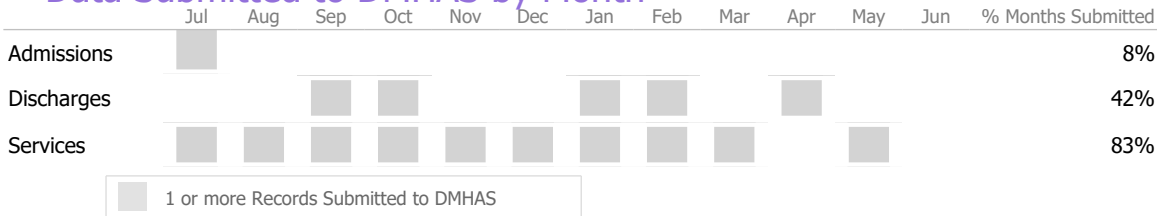
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	28	-4%	
Admits	4	9	-56%	▼
Discharges	21	5	320%	▲
Service Hours	164	194	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	86%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	54%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	80%
✔ SA Screen Complete		100%	81%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		15	71%	50%	36%	21%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		25	93%	60%	62%	33%	▲
✔	Stable Living Situation		26	96%	95%	75%	1%	
🔴	Employed		7	26%	30%	24%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		5	83%	90%	85%	-7%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		4	100%	75%	75%	25%	▲

Data Submitted to DMHAS by Month
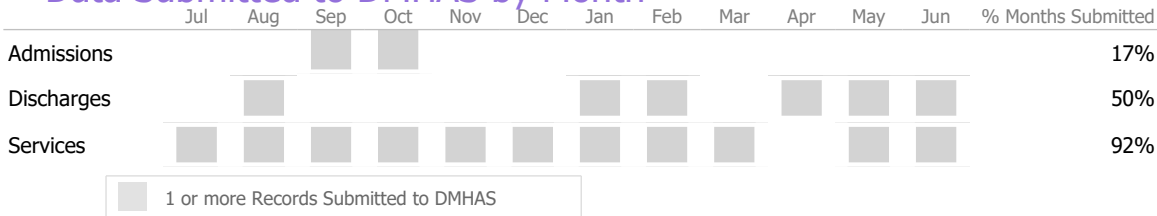
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▩	▩									17%
Discharges		▩					▩	▩		▩	▩	▩	50%
Services	▩	▩	▩	▩	▩	▩	▩	▩		▩	▩		92%

▩ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Latino Behavioral Health Services - Bridges
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	26	4%	
Admits	2	5	-60%	▼
Discharges	9	1	800%	▲
Service Hours	180	275	-35%	▼

Data Submission Quality

Data Entry	Actual % vs	Actual	State Avg
✓ Valid NOMS Data		96%	86%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		22%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	80%
✓ SA Screen Complete		100%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	56%	50%	36%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Social Support		14	52%	60%	62%	-8%
🔴 Employed		2	7%	30%	24%	-23% ▼
🔴 Stable Living Situation		14	52%	95%	75%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		6	33%	90%	85%	-57% ▼

Service Engagement

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													17%
Discharges													50%
Services													92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Latino Behavioral Health Services - CASA/MAAS
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
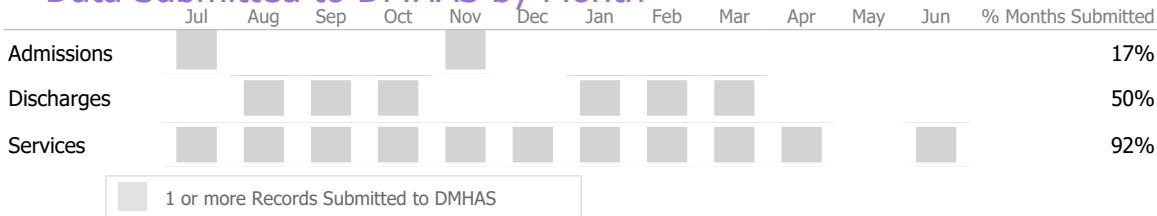
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	56	-30%	▼
Admits	2	20	-90%	▼
Discharges	9	20	-55%	▼
Service Hours	272	386	-30%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	86%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		97%	54%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	80%
✔ SA Screen Complete		100%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		6	67%	50%	36%	17%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Stable Living Situation		38	95%	95%	75%	0%
⬤	Employed		9	22%	30%	24%	-8%
⬤	Social Support		20	50%	60%	62%	-10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		33	100%	90%	85%	10%

Service Engagement

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪		▪								17%
Discharges	▪	▪	▪							▪		▪	42%
Services	▪	▪	▪	▪		▪	▪	▪		▪	▪	▪	83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | ⬤ Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Latino Behavioral Health Services - CS - Hill Heal
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
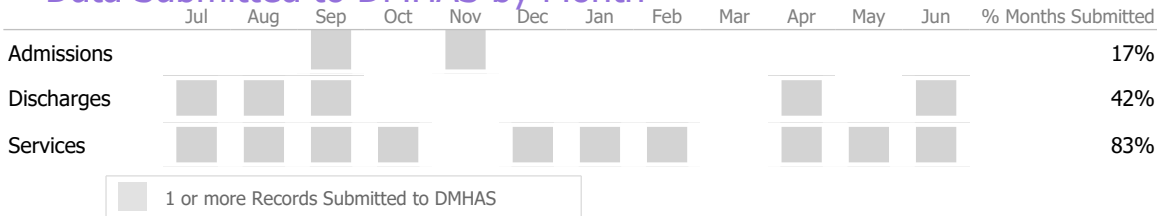
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	61	-7%
Admits	3	3	0%
Discharges	-	8	-100% ▼
Service Hours	355	484	-27% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		58%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	80%
✓ SA Screen Complete		100%	81%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	36%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		46	81%	60%	62%	21% ▲
● Stable Living Situation		52	91%	95%	75%	-4%
● Employed		14	25%	30%	24%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		49	86%	90%	85%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	75%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪						▪	▪		25%
Discharges													0%
Services	▪	▪				▪	▪	▪	▪	▪		▪	75%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Latino Behavioral Health Services - Fair Haven
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
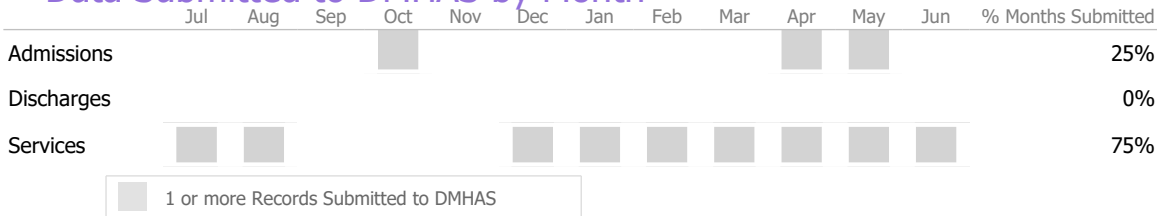
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	60	-32%	▼
Admits	11	29	-62%	▼
Discharges	28	31	-10%	
Service Hours	80	145	-45%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	86%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	54%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	80%
	SA Screen Complete	0%	81%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	4%	50%	36%	-46%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		23	55%	30%	24%	25%	▲
✔	Stable Living Situation		41	98%	95%	75%	3%	
✔	Social Support		25	60%	60%	62%	0%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		14	100%	90%	85%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		10	91%	75%	75%	16%	▲

Data Submitted to DMHAS by Month
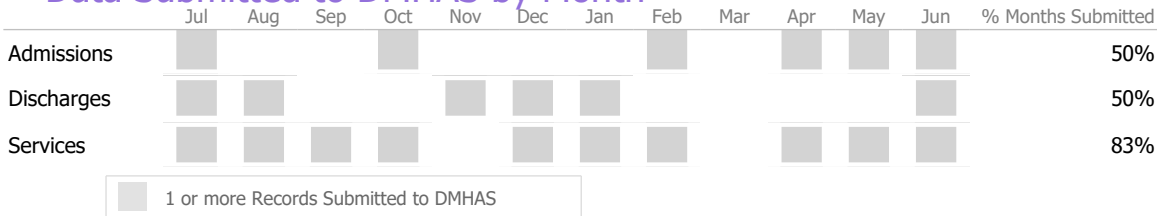
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪				▪		▪		▪	50%
Discharges	▪	▪			▪	▪	▪				▪		50%
Services	▪	▪	▪	▪		▪	▪	▪		▪	▪		83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Latino Behavioral Health Services - Hispanos Unido
CommuniCare Inc
Mental Health - Outpatient - Standard Outpatient

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	140	121	16%	▲
Admits	26	62	-58%	▼
Discharges	1	7	-86%	▼
Service Hours	821	1,087	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		76%	86%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	80%
SA Screen Complete		27%	81%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	36%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		105	75%	60%	62%	15%	▲
🔴 Employed		38	27%	30%	24%	-3%	
🔴 Stable Living Situation		111	79%	95%	75%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		99	71%	90%	85%	-19%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		20	77%	75%	75%	2%

Data Submitted to DMHAS by Month
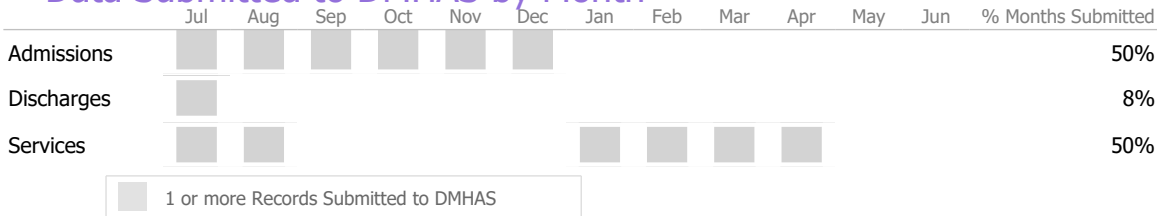
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪							50%
Discharges	▪												8%
Services	▪	▪					▪	▪	▪	▪			50%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Latino Behvior Health - Fellowship
CommuniCare Inc
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

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

Service Utilization
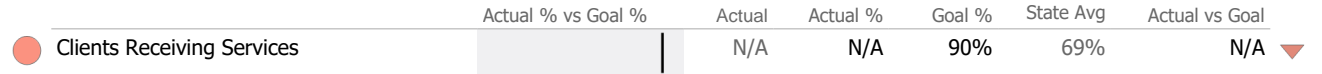
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	69%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 34 Active Social Rehabilitation Programs

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

Primary Care - Fair Haven Clinic - Healthy Lifesty
CommuniCare Inc
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

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%	64%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	12%	-20% ▼
Social Support		N/A	N/A	60%	72%	-60% ▼
Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A	59%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal
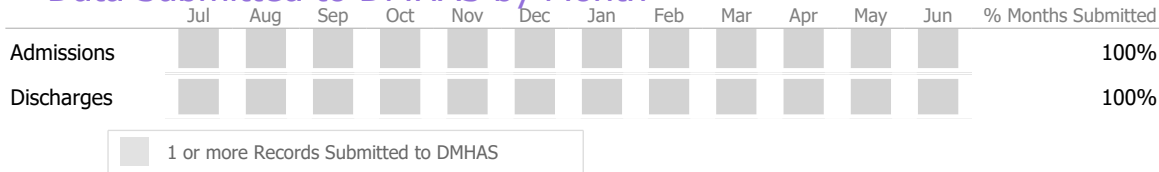
* State Avg based on 26 Active Standard Case Management Programs

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

Yale Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	137	165	-17%	▼
Admits	154	211	-27%	▼
Discharges	152	213	-29%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		153	93%	75%	78%	18%	▲
✓	Community Location Evaluation		157	96%	80%	75%	16%	▲
🔴	Follow-up Service within 48 hours		48	89%	90%	70%	-1%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Mobile Crisis Team Programs

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