CommuniCare Inc
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	513	562	-9%
	Admits	339	357	-5%
	Discharges	331	359	-8%
	Service Hours	191	694	-72% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	278	54.2%
	Crisis Services	235	45.8%

Consumer Satisfaction Survey (Based on 86 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Respect		98%	80%	91%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Outcome		91%	80%	83%
✓ Recovery		86%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | Under Goal

Client Demographics

Age	#	%	State Avg
18-25	33	7%	9%
26-34	70	14%	20%
35-44	97	19%	23%
45-54	117	23%	19%
55-64	128	25%	20%
65+	59	12%	9%

Gender	#	%	State Avg
Female	288	56% ▲	42%
Male	225	44% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	186	36% ▼	69%
Hisp-Puerto Rican	152	30% ▲	12%
Hispanic-Other	114	22% ▲	8%
Unknown	44	9%	11%
Hispanic-Mexican	17	3%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	214	42% ▼	63%
Other	147	29% ▲	13%
Unknown	121	24% ▲	5%
Black/African American	25	5% ▼	17%
Am. Indian/Native Alaskan	2	0%	1%
Asian	2	0%	1%
Multiple Races	2	0%	1%
Hawaiian/Other Pacific Islander			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.

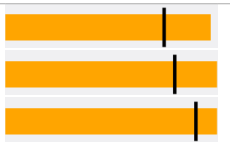
BH Care Shoreline Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	38	32%	▲
Admits	50	37	35%	▲
Discharges	49	36	36%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		36	97%	75%	70%	22%	▲
✓	Community Location Evaluation		37	100%	80%	70%	20%	▲
✓	Follow-up Service within 48 hours		16	100%	90%	66%	10%	

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 26 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

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

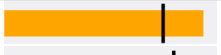
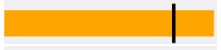
BH Care Valley Crisis 315-200
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	32	28%	▲
Admits	66	48	38%	▲
Discharges	63	48	31%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		66	94%	75%	70%	19%	▲
✓	Community Location Evaluation		69	99%	80%	70%	19%	▲
✓	Follow-up Service within 48 hours		49	100%	90%	66%	10%	

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 26 Active Mobile Crisis Team Programs

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

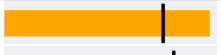
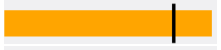
Bridges Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	40	23%	▲
Admits	63	48	31%	▲
Discharges	63	47	34%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		63	97%	75%	70%	22%	▲
✓	Community Location Evaluation		64	98%	80%	70%	18%	▲
✓	Follow-up Service within 48 hours		40	100%	90%	66%	10%	

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 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	118	-28%	▼
Admits	122	161	-24%	▼
Discharges	122	160	-24%	▼
Service Hours	26	31	-16%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		40	100%	75%	70%	25%	▲
✓	Community Location Evaluation		34	85%	80%	70%	5%	
●	Follow-up Service within 48 hours		15	60%	90%	66%	-30%	▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	10	-50%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	27	-100%	▼

Data Submission Quality

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

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

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	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	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	4	80%	60%	57%	20%	▲
✓ Employed	2	40%	30%	21%	10%	▲
● Stable Living Situation	4	80%	95%	66%	-15%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	0	0%	90%	74%	N/A	▼

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days	0	0%	75%	79%	-75%	▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	25	-76%	▼
Admits	-	2	-100%	▼
Discharges	2	2	0%	
Service Hours	1	64	-99%	▼

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	N/A	89%
SA Screen Complete	N/A	89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	■			33%
Services	■		■	67%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		2	100%	50%	40%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		4	67%	60%	57%	7%	
● Stable Living Situation		4	67%	95%	66%	-28%	▼
● Employed		0	0%	30%	21%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		2	50%	90%	74%	-40%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	79%	-75%	▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	26	-31%	▼
Admits	-	1	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	2	72	-97%	▼

Data Submission Quality

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

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

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	89%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		0	0%	30%	21%	-30%	▼
Social Support		4	22%	60%	57%	-38%	▼
Stable Living Situation		4	22%	95%	66%	-73%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		3	17%	90%	74%	-73%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		0	0%	75%	79%	-75%	▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	39	-5%	
Admits	6	1	500%	▲
Discharges	2	4	-50%	▼
Service Hours	62	71	-12%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	93%	54%

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	% Months Submitted
Admissions	■	■	■	100%
Discharges		■		33%
Services		■	■	67%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		2	100%	50%	40%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		35	95%	95%	66%	0%	
● Employed		10	27%	30%	21%	-3%	
● Social Support		17	46%	60%	57%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	100%	90%	74%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	83%	75%	79%	8%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	54	9%	
Admits	1	-		
Discharges	-	-		
Service Hours	93	76	22%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	67%	54%

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	% Months Submitted
Admissions				33%
Discharges				0%
Services				67%

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%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		42	71%	60%	57%	11%	▲
● Employed		14	24%	30%	21%	-6%	
● Stable Living Situation		48	81%	95%	66%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		49	83%	90%	74%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	79%	-75%	▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	34	-56%	▼
Admits	1	3	-67%	▼
Discharges	2	19	-89%	▼
Service Hours	7	23	-70%	▼

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%	89%
SA Screen Complete	0%	89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
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	50%	50%	40%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		6	40%	30%	21%	10%	▲
✓ Stable Living Situation		15	100%	95%	66%	5%	
✓ Social Support		9	60%	60%	57%	0%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		8	62%	90%	74%	-28%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	79%	-75%	▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	139	131	6%	
Admits	-	17	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	330	-100%	▼

Data Submission Quality

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

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

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		7	5%	30%	21%	-25%	▼
Social Support		14	10%	60%	57%	-50%	▼
Stable Living Situation		14	10%	95%	66%	-85%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		0	0%	90%	74%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		0	0%	75%	79%	-75%	▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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 2021 - September 2021 (Data as of Feb 01, 2022)

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%	61%	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 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 2021 - September 2021 (Data as of Feb 01, 2022)

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	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	55%

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%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	13%	-20%
Social Support		N/A	N/A	60%	66%	-60%
Stable Living Situation		N/A	N/A	80%	69%	-80%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	76%	N/A

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 29 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	38	-11%	▼
Admits	30	38	-21%	▼
Discharges	28	38	-26%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		25	100%	75%	70%	25%	▲
✓	Community Location Evaluation		25	100%	80%	70%	20%	▲
✓	Follow-up Service within 48 hours		6	100%	90%	66%	10%	

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 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

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