Community Health Resources Inc.
Manchester, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - March 2023   (Data as of Jul 11, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	10,494	10,894	-4%
	Admits	5,538	6,070	-9%
	Discharges	5,810	5,875	-1%
	Service Hours	52,419	52,087	1%
	Bed Days	19,110	17,799	7%
	S.Rehab/PHP/IOP	4,833	3,280	47% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	6,899	53.8%
	Social Rehabilitation	589	4.6%
	Crisis Services	445	3.5%
	Community Support	359	2.8%
	Case Management	232	1.8%
	ACT	160	1.2%
	Employment Services	135	1.1%
	IOP	71	0.6%
	Residential Services	33	0.3%
Addiction			
	Outpatient	1,441	11.2%
	Medication Assisted Treatment	573	4.5%
	Residential Services	289	2.3%
	Recovery Support	221	1.7%
	Forensics Community-based	19	0.1%
Forensic SA			
	Forensics Community-based	915	7.1%
Forensic MH			
	Forensics Community-based	443	3.5%

Consumer Satisfaction Survey   (Based on 1,201 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	Respect		92%	80%	91%
✓	Quality and Appropriateness		91%	80%	93%
✓	Access		91%	80%	88%
✓	Overall		91%	80%	91%
✓	General Satisfaction		90%	80%	92%
✓	Outcome		81%	80%	83%
●	Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	1,375	13%	10%
26-34	2,415	23%	20%
35-44	2,309	22%	24%
45-54	1,644	16%	18%
55-64	1,750	17%	19%
65+	985	9%	9%

Gender	#	%	State Avg
Male	5,666	54%	59%
Female	4,789	46%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	8,091	77%	68%
Hisp-Puerto Rican	1,023	10%	11%
Unknown	762	7%	12%
Hispanic-Other	530	5%	9%
Hispanic-Mexican	66	1%	1%
Hispanic-Cuban	22	0%	0%

Race	#	%	State Avg
White/Caucasian	7,164	68%	61%
Black/African American	1,432	14%	17%
Other	977	9%	12%
Unknown	624	6%	7%
Asian	129	1%	1%
Am. Indian/Native Alaskan	128	1%	1%
Hawaiian/Other Pacific Islander	28	0%	0%
Multiple Races	12	0%	1%

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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	68	-24%	▼
Admits	5	10	-50%	▼
Discharges	20	14	43%	▲
Service Hours	1,437	1,790	-20%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		10	50%	65%	59%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		18	100%	85%	93%	15%	▲
🔴	Follow-up within 30 Days of Discharge		4	40%	90%	48%	-50%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	88%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	90%	85%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		48	92%	60%	89%	32%	▲
✓	Social Support		40	77%	60%	78%	17%	▲
🔴	Employed		6	12%	15%	18%	-3%	
🔴	Improved/Maintained Function Score		3	6%	85%	21%	-79%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		32	100%	90%	99%	10%	

Data Submitted to DMHAS by Month
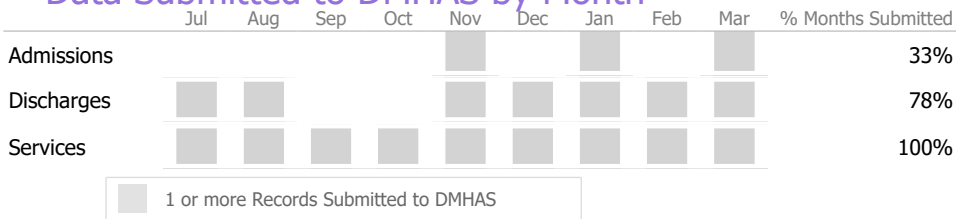
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					▪		▪			33%
Discharges	▪	▪			▪	▪	▪	▪	▪	78%
Services	▪	▪	▪		▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 24 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	71	90	-21%	▼
Admits	67	78	-14%	▼
Discharges	70	84	-17%	▼
Service Hours	1			
Social Rehab/PHP/IOP Days	673	792	-15%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		57	81%	50%	80%	31%	▲
🔴	Follow-up within 30 Days of Discharge		48	84%	90%	67%	-6%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Employed		24	30%	30%	29%	0%
✔	Improved/Maintained Function Score		60	76%	75%	59%	1%
🔴	Social Support		43	54%	60%	52%	-6%
🔴	Stable Living Situation		67	85%	95%	79%	-10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		8	89%	90%	35%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 3 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	837	669	25%	▲
Admits	313	170	84%	▲
Discharges	283	162	75%	▲
Service Hours	4,044	3,891	4%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		95%	90%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
● 6 Month Updates		15%	49%

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		98	35%	50%	44%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		279	32%	30%	25%	2%	
● Stable Living Situation		684	80%	95%	74%	-15%	▼
● Social Support		301	35%	60%	60%	-25%	▼
● Improved/Maintained Function Score		305	35%	75%	25%	-40%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		556	96%	90%	82%	6%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		264	87%	75%	78%	12%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 71 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,544	2,798	-9%
Admits	914	943	-3%
Discharges	985	1,154	-15% ▼
Service Hours	10,732	10,409	3%

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		96%	90%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✓ 6 Month Updates		52%	49%

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		545	55%	50%	44%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		991	38%	30%	25%	8%
🔴 Stable Living Situation		2,256	85%	95%	74%	-10%
🔴 Social Support		937	35%	60%	60%	-25% ▼
🔴 Improved/Maintained Function Score		977	37%	75%	25%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,626	98%	90%	82%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		784	90%	75%	78%	15% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 71 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3,670	3,835	-4%	
Admits	912	1,074	-15%	▼
Discharges	1,100	1,096	0%	
Service Hours	12,853	11,537	11%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	90%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		30%	49%

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		299	27%	50%	44%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		1,268	34%	30%	25%	4%	
● Stable Living Situation		3,027	81%	95%	74%	-14%	▼
● Social Support		1,221	33%	60%	60%	-27%	▼
● Improved/Maintained Function Score		416	11%	75%	25%	-64%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2,312	87%	90%	82%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		753	85%	75%	78%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 71 Active Standard Outpatient Programs

Alden House YAS
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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	2	4	-50%	▼
Discharges	3	2	50%	▲
Bed Days	1,477	2,143	-31%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	67%	75%	68%	-8%	
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	80%	15%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	76%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	91%	98%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	85%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Function Score		3	38%	75%	29%	-37%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		5	673 days	0.3	108%	90%	87%	18%	▲

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■							■	22%
Discharges	■			■					■	33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 35 Active MH Intensive Res. Rehabilitation Programs

Center Street
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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	89	82	9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		9	100%	85%	94%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 65 Active Supportive Housing – Development 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 2022 - March 2023 (Data as of Jul 11, 2023)
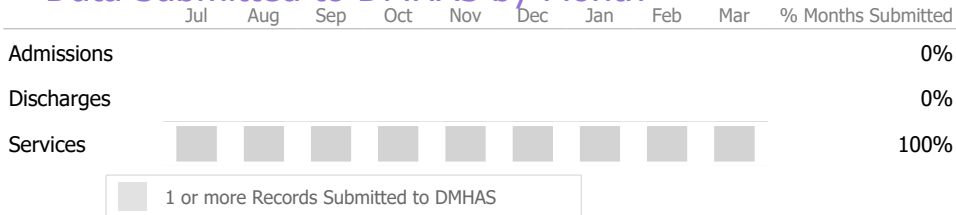
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	2	-	
Service Hours	171	78	120% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	94%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								▪		11%
Discharges		▪						▪		22%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 65 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 2022 - March 2023 (Data as of Jul 11, 2023)
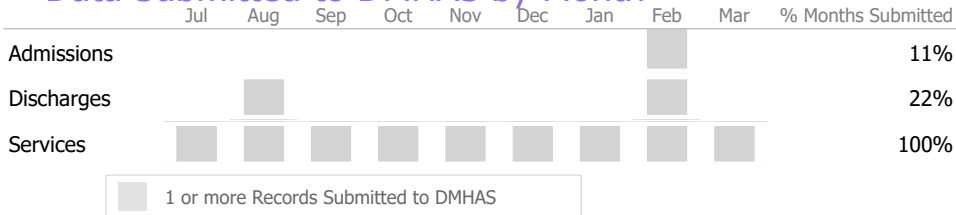
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	52	-12%	▼
Admits	12	11	9%	
Discharges	14	14	0%	
Service Hours	2,697	2,214	22%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	88%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	85%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	50%	65%	59%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		11	100%	85%	93%	15%	▲
🔴	Follow-up within 30 Days of Discharge		5	71%	90%	48%	-19%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		43	91%	60%	89%	31%	▲
✓	Social Support		32	68%	60%	78%	8%	
🔴	Employed		5	11%	15%	18%	-4%	
🔴	Improved/Maintained Function Score		5	11%	85%	21%	-74%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		33	100%	90%	99%	10%

Data Submitted to DMHAS by Month
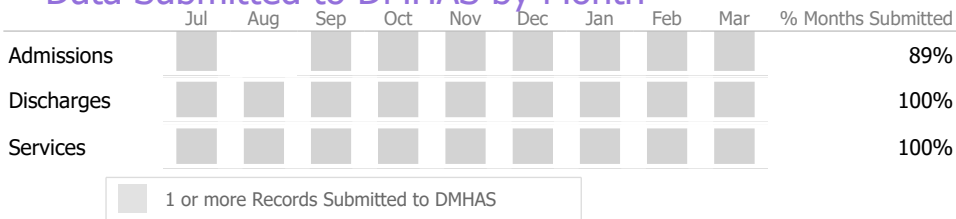
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

Coach 2.0
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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	46	76%	▲
Admits	38	46	-17%	▼
Discharges	83	5	1560%	▲
Service Hours	655	302	117%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		43	52%	50%	63%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		20	24%	20%	22%	4%
● Stable Living Situation		40	48%	80%	78%	-32% ▼
● Social Support		21	25%	60%	74%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	86%	N/A ▼

Data Submitted to DMHAS by Month
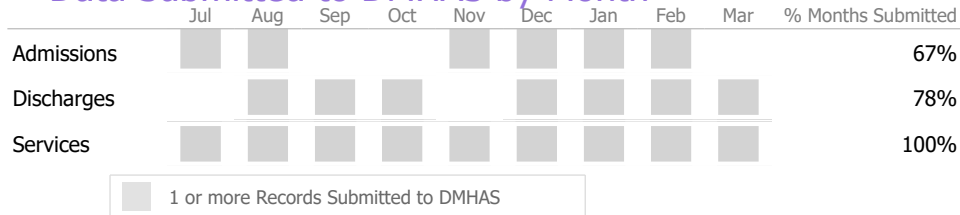
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										78%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 31 Active Standard Case Management 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	113	78	45%	▲
Admits	74	67	10%	
Discharges	-	45	-100%	▼

Data Submitted to DMHAS by Month
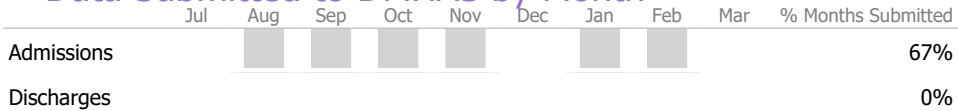
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■	■	■		■	■		67%
Discharges										0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

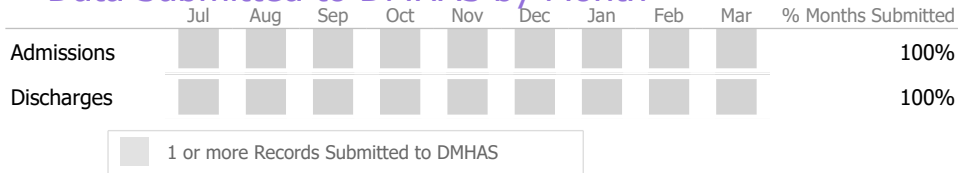* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	517	655	-21%	▼
Admits	278	419	-34%	▼
Discharges	-	439	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges										0%

▢ 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	421	401	5%
Admits	484	460	5%
Discharges	484	460	5%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		398	90%	75%	68%	15%	▲
✓ Community Location Evaluation		440	99%	80%	76%	19%	▲
✓ Follow-up Service within 48 hours		320	99%	90%	71%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	54	-9%
Admits	13	13	0%
Discharges	8	16	-50% ▼
Service Hours	860	1,371	-37% ▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	89%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		94%	86%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	38%	65%	55%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		47	94%	80%	88%	14% ▲
● Employed		9	18%	20%	15%	-2%
● Social Support		27	54%	60%	79%	-6%
● Improved/Maintained Function Score		9	18%	65%	30%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	97%	10%

Data Submitted to DMHAS by Month
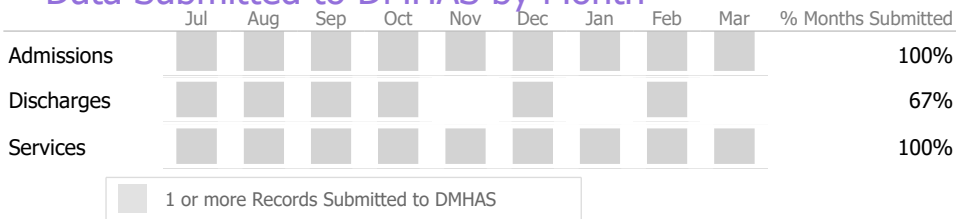
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢		▢		▢		▢		67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 36 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	215	236	-9%	
Admits	40	52	-23%	▼
Discharges	116	58	100%	▲
Service Hours	3,501	4,116	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		93%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		56	48%	65%	55%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		207	94%	80%	88%	14%	▲
● Employed		22	10%	20%	15%	-10%	▼
● Social Support		91	41%	60%	79%	-19%	▼
● Improved/Maintained Function Score		15	7%	65%	30%	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		100	95%	90%	97%	5%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
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 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	99	117	-15%	▼
Admits	18	29	-38%	▼
Discharges	39	36	8%	
Service Hours	2,179	2,317	-6%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	89%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		94%	86%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		28	72%	65%	55%	7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		93	92%	80%	88%	12%	▲
● Employed		12	12%	20%	15%	-8%	
● Social Support		45	45%	60%	79%	-15%	▼
● Improved/Maintained Function Score		29	29%	65%	30%	-36%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	97%	90%	97%	7%

Data Submitted to DMHAS by Month
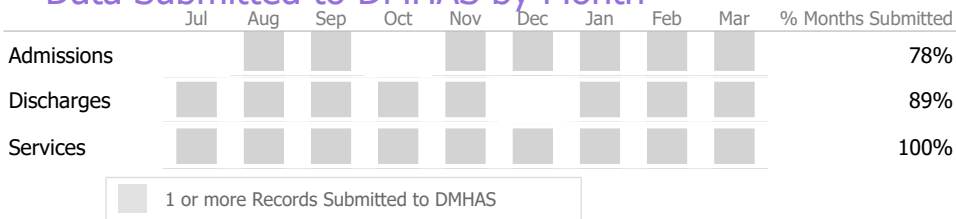
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■		■	■	■	■	■	78%
Discharges	■	■	■	■	■	■		■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 36 Active 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	596	437	36%	▲
Admits	392	311	26%	▲
Discharges	342	207	65%	▲
Service Hours	3,026	2,085	45%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	92%	83%
✔	Valid TEDS Data	75%	72%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	40%	14%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		160	47%	50%	41%	-3%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		544	86%	75%	62%	11%	▲
●	Employed		310	49%	50%	32%	-1%	
●	Stable Living Situation		528	83%	95%	65%	-12%	▼
●	Abstinence/Reduced Drug Use		259	41%	55%	33%	-14%	▼
●	Improved/Maintained Function Score		270	43%	75%	31%	-32%	▼
●	Self Help		55	9%	60%	16%	-51%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		279	94%	90%	62%	4%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		314	84%	75%	56%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 105 Active Standard Outpatient Programs

Enfield Methadone Maintenance
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023   (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	255	282	-10%	
Admits	68	91	-25%	▼
Discharges	86	103	-17%	▼
Service Hours	859	868	-1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		38	44%	50%	56%	-6%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		250	94%	75%	93%	19%	▲
✓	Abstinence/Reduced Drug Use		178	67%	50%	66%	17%	▲
✓	Employed		109	41%	40%	40%	1%	
🔴	Stable Living Situation		228	85%	90%	89%	-5%	
🔴	Improved/Maintained Function Score		183	69%	75%	30%	-6%	
🔴	Self Help		43	16%	60%	50%	-44%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	98%
✓	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	73%

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		181	100%	90%	87%	10%	

Service Engagement

Medication Assisted Treatment

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		165	65%	50%	68%	15%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 Methadone Maintenance Programs

HUD BOS 72
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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	8	-25%	▼
Admits	1	-		
Discharges	-	2	-100%	▼
Service Hours	50	165	-70%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		6	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪						11%
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 117 Active Supportive Housing – Scattered Site Programs

HUD CT 0061
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 2022 - March 2023 (Data as of Jul 11, 2023)
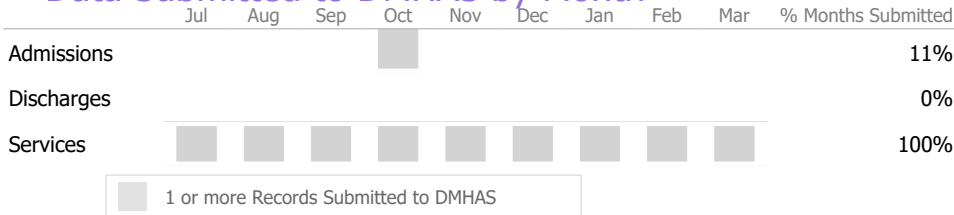
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	18	11%	▲
Admits	2	-		
Discharges	1	1	0%	
Service Hours	203	217	-6%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		18	90%	85%	86%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	95%	90%	97%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						▢				11%
Discharges			▢							11%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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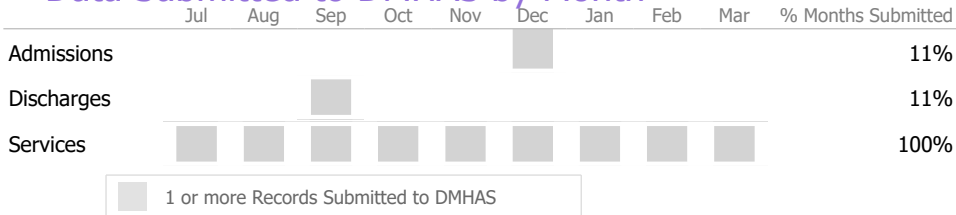
▲ > 10% Over	▼ < 10% Under

▢ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

HUD SHP - 298
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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	215	259	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS by Month

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

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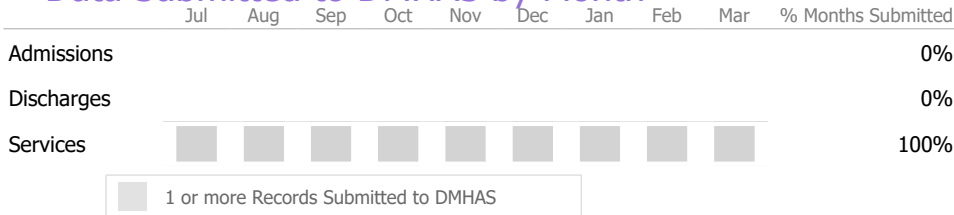
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 117 Active Supportive Housing – Scattered Site 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	298	178	67%	▲
Admits	281	132	113%	▲
Discharges	263	127	107%	▲
Service Hours	596	172		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		77	99%	90%	81%	9%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		147	85%	0%	74%	85% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 19 Active Court Liaison-Jail Diversion Programs

Jail Diversion - Manchester 606-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

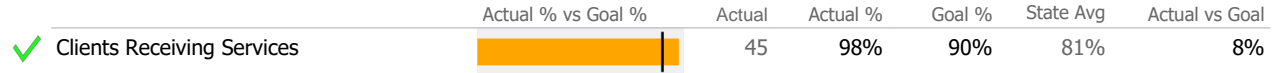Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)
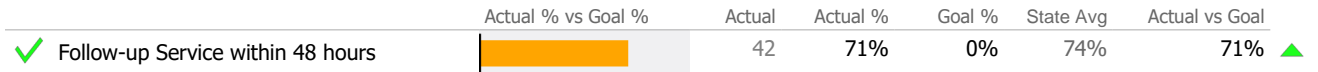
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	150	235	-36%	▼
Admits	98	133	-26%	▼
Discharges	110	173	-36%	▼
Service Hours	167	166	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	▬▬▬	45	98%	90%	81%	8%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours	▬▬▬	42	71%	0%	74%	71% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 19 Active Court Liaison-Jail Diversion Programs

MAT - Naltrexone - Willimantic
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	11	-27%	▼
Admits	1	6	-83%	▼
Discharges	5	3	67%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Treatment Completed Successfully		1	20%	50%	31%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		9	100%	75%	84%	25%	▲
✔ Abstinence/Reduced Drug Use		5	56%	55%	57%	1%	
✔ Stable Living Situation		9	100%	95%	70%	5%	
⬤ Employed		3	33%	50%	39%	-17%	▼
⬤ Improved/Maintained Function Score		4	44%	75%	11%	-31%	▼
⬤ Self Help		2	22%	60%	41%	-38%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%
Valid TEDS Data		75%	93%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		0%	29%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▨						11%
Discharges		▨	▨				▨			33%

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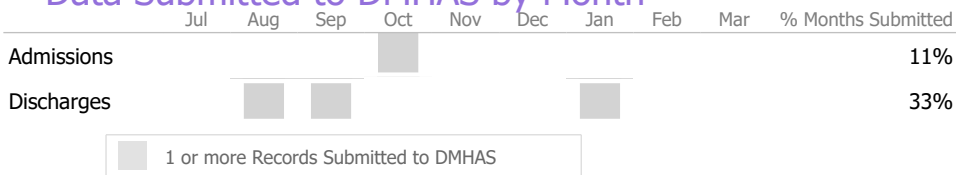
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 6 Active Naltrexone Programs

MATx OP
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	48	10%	▲
Admits	19	17	12%	▲
Discharges	17	12	42%	▲
Service Hours	243	215	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	87%
✓	Valid TEDS Data	100%	86%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	14%	40%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		6	35%	50%	36%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		41	77%	75%	72%	2%	
✓ Abstinence/Reduced Drug Use		29	55%	55%	51%	0%	
🔴 Stable Living Situation		42	79%	95%	69%	-16%	▼
🔴 Employed		18	34%	50%	31%	-16%	▼
🔴 Self Help		10	19%	60%	18%	-41%	▼
🔴 Improved/Maintained Function Score		15	28%	75%	19%	-47%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		32	89%	90%	59%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪		▪	▪	▪	▪		78%
Discharges	▪	▪	▪	▪		▪		▪	▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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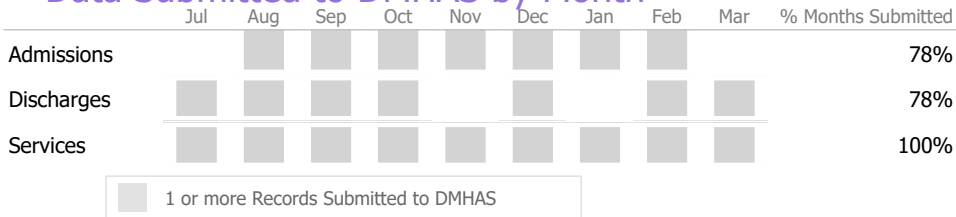
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

Milestone - CSSD
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	15	40%	▲
Admits	19	14	36%	▲
Discharges	20	13	54%	▲
Bed Days	413	406	2%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	98%
Valid TEDS Data		93%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		13	65%	50%	76%	15%	▲
✓	No Re-admit within 30 Days of Discharge		20	100%	85%	91%	15%	▲
●	Follow-up within 30 Days of Discharge		3	23%	90%	64%	-67%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		18	86%	70%	82%	16%	▲
✓	Improved/Maintained Function Score		19	90%	75%	77%	15%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		2	24 days	0.1	75%	90%	93%	-15%	▼

□ < 90%   □ 90-110%   □ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										89%

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

Milestone-DMHAS
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	152	89	71%	▲
Admits	147	81	81%	▲
Discharges	147	76	93%	▲
Bed Days	3,045	2,464	24%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	98%
Valid TEDS Data		98%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		98	67%	50%	76%	17%	▲
✓	No Re-admit within 30 Days of Discharge		141	96%	85%	91%	11%	▲
●	Follow-up within 30 Days of Discharge		51	52%	90%	64%	-38%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Improved/Maintained Function Score		131	83%	75%	77%	8%
✓	Abstinence/Reduced Drug Use		119	75%	70%	82%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		14	28 days	0.1	79%	90%	93%	-11%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 4 Active SA Intensive Residential - Enhanced 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	13	31%	▲
Admits	15	10	50%	▲
Discharges	12	10	20%	▲
Bed Days	1,574	816	93%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		8	67%	70%	65%	-3%	
No Re-admit within 30 Days of Discharge		6	50%	85%	90%	-35%	▼
Follow-up within 30 Days of Discharge		3	38%	90%	67%	-52%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Abstinence/Reduced Drug Use		12	63%	70%	67%	-7%	
Improved/Maintained Function Score		11	58%	95%	56%	-37%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	91%
✔ Valid TEDS Data		94%	94%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	1%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate		8	145 days	0.3	72%	90%	113%	-18%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

Next Steps Manchester
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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	29	-3%	
Admits	3	-		
Discharges	1	4	-75%	▼
Service Hours	539	740	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	89%	85%	86%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	97%	6%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪		▪					22%
Discharges							▪			11%
Services		▪	▪	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 117 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 2022 - March 2023 (Data as of Jul 11, 2023)
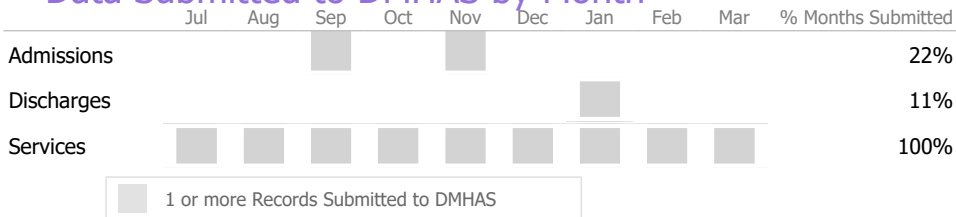
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	9	56%	▲
Admits	12	9	33%	▲
Discharges	9	6	50%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	11%	50%	63%	-39%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		14	100%	80%	78%	20%	▲
🔴 Employed		0	0%	20%	22%	-20%	▼
🔴 Social Support		2	14%	60%	74%	-46%	▼

Data Submitted to DMHAS by Month
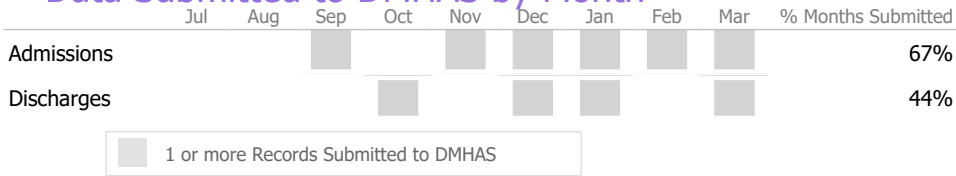
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪		▪	▪	▪	▪	▪	67%
Discharges				▪		▪	▪		▪	44%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 31 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	1	-100%	▼
Discharges	2	1	100%	▲
Bed Days	2,104	2,135	-1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	80%	78%	20%	▲
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	86%	15%	▲
●	Follow-up within 30 Days of Discharge		1	50%	90%	76%	-40%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	70%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		6	75%	60%	86%	15%	▲
✓	Stable Living Situation		8	100%	90%	98%	10%	
●	Improved/Maintained Function Score		5	62%	95%	28%	-33%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	717 days	0.3	96%	90%	85%	6%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges								■	■	22%

■ 1 or more Records Submitted to DMHAS

▲ > 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	59	12%	▲
Admits	66	57	16%	▲
Discharges	63	60	5%	
Bed Days	2,220	1,598	39%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		49	78%	85%	79%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	66 days	0.1	81%	90%	69%	-9%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal
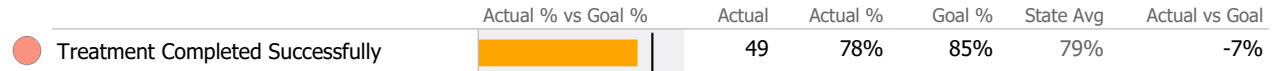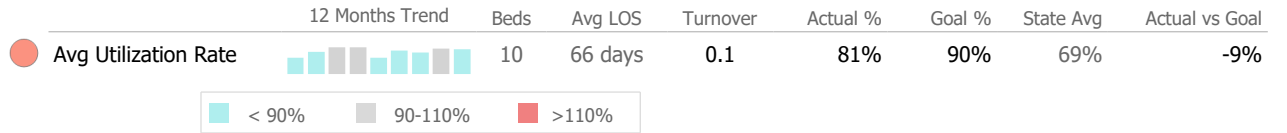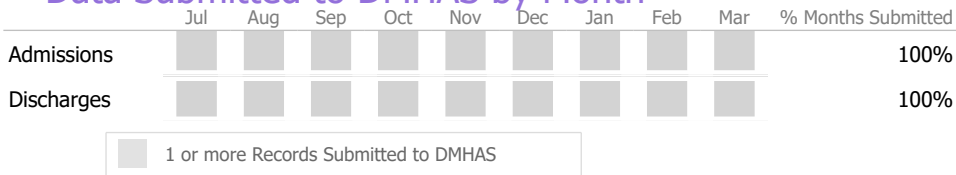
* State Avg based on 12 Active Recovery House Programs

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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	294	263	12%	▲
Admits	200	197	2%	
Discharges	243	167	46%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	83%
✓ Valid TEDS Data		86%	72%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		64%	14%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		184	76%	50%	41%	26%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		265	84%	75%	62%	9%	
✓ Employed		180	57%	50%	32%	7%	
🔴 Stable Living Situation		276	88%	95%	65%	-7%	
🔴 Abstinence/Reduced Drug Use		138	44%	55%	33%	-11%	▼
🔴 Improved/Maintained Function Score		196	62%	75%	31%	-13%	▼
🔴 Self Help		42	13%	60%	16%	-47%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		165	86%	75%	56%	11%	▲

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal
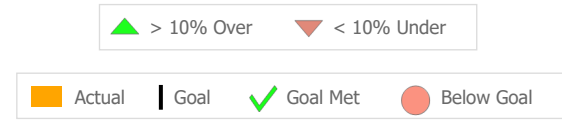
* State Avg based on 105 Active Standard Outpatient Programs

PATH
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	19	68%	▲
Admits	18	10	80%	▲
Discharges	19	7	171%	▲
Service Hours	183	143	28%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		15	83%	50%	94%	33%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢		▢	▢		▢	78%
Discharges	▢	▢	▢		▢	▢	▢	▢	▢	89%
Services	▢	▢		▢		▢	▢	▢	▢	78%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ▬ Actual | | Goal | ✓ Goal Met | ⬤ Below Goal |

* State Avg based on 48 Active Outreach & Engagement Programs

PILOTS Manchester
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 2022 - March 2023   (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	-	-	
Discharges	1	-	
Service Hours	328	314	4%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		16	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges									▢	11%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

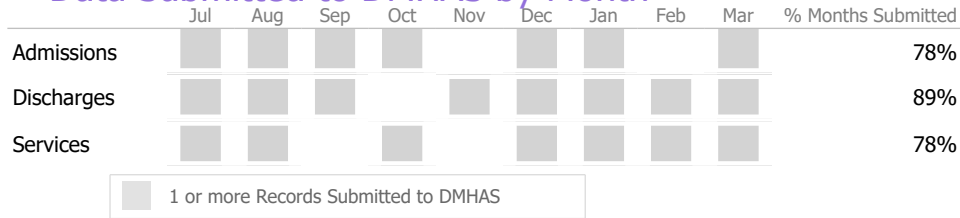* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

Pre-Trial Drug/Alc Ed 202705
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 2022 - March 2023   (Data as of Jul 11, 2023)
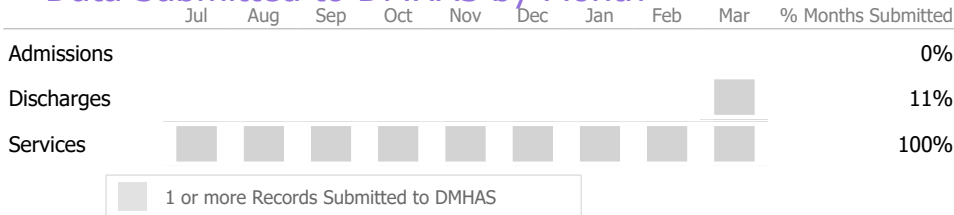
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	293	409	-28%	▼
Admits	180	327	-45%	▼
Discharges	226	293	-23%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month
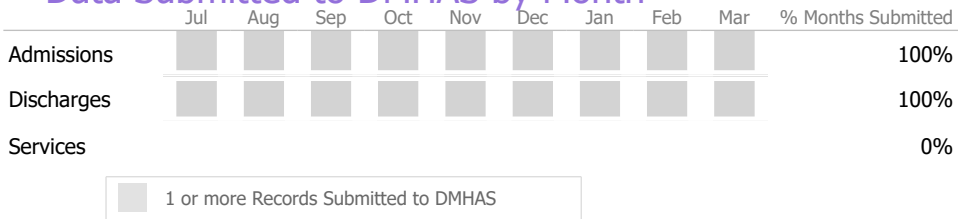
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Recovery Coach - Meth
Community Health Resources Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023   (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	221	236	-6%	
Admits	43	49	-12%	▼
Discharges	63	64	-2%	

Data Submitted to DMHAS by Month

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

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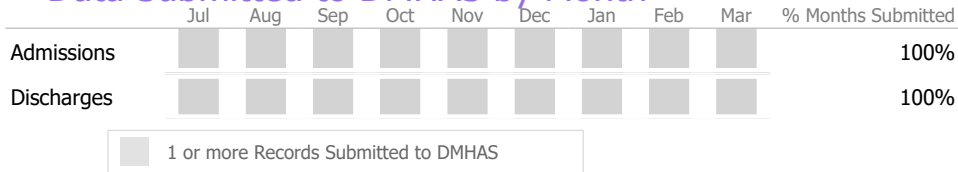
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 9 Active Peer Based Mentoring 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	26	19%	▲
Admits	45	40	13%	▲
Discharges	44	38	16%	▲
Bed Days	697	683	2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	No Re-admit within 30 Days of Discharge		37	84%	85%	88%	-1%
✔	Follow-up within 30 Days of Discharge		36	100%	90%	71%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		6	41 days	0.1	42%	90%	95%	-48% ▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 11 Active Respite Bed Programs

Roots to Recovery
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 2022 - March 2023   (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	54	19%	▲
Admits	51	43	19%	▲
Discharges	55	44	25%	▲
Bed Days	3,238	2,838	14%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	91%
✓	Valid TEDS Data	99%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	1%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		36	65%	70%	65%	-5%	
✓	No Re-admit within 30 Days of Discharge		49	89%	85%	90%	4%	
🔴	Follow-up within 30 Days of Discharge		24	67%	90%	67%	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		54	83%	70%	67%	13%	▲
🔴	Improved/Maintained Function Score		41	63%	95%	56%	-32%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		13	68 days	0.1	91%	90%	113%	1%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

SOAR - COVID 19
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

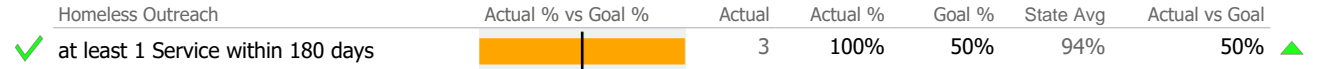Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	10	90%	▲
Admits	3	10	-70%	▼
Discharges	6	-		
Service Hours	39	55	-29%	▼

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%	94%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪					▪		22%
Discharges		▪	▪	▪					▪	44%
Services	▪	▪			▪			▪		44%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

SOR - Hartford CC MM
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
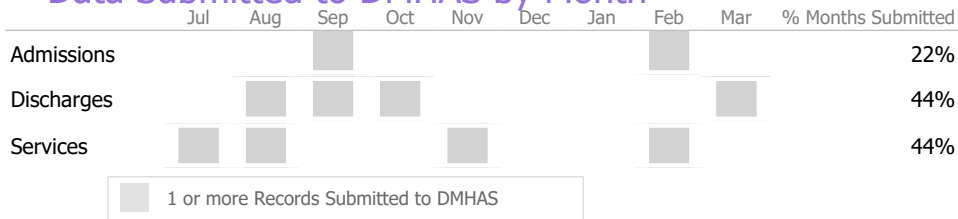Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	268	230	17%	▲
Admits	201	170	18%	▲
Discharges	214	114	88%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		125	58%	50%	56%	8%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		262	86%	50%	66%	36%	▲
✓	Not Arrested		247	81%	75%	93%	6%	
●	Improved/Maintained Function Score		132	43%	75%	30%	-32%	▼
●	Employed		3	1%	40%	40%	-39%	▼
●	Self Help		34	11%	60%	50%	-49%	▼
●	Stable Living Situation		4	1%	90%	89%	-89%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	98%
Valid TEDS Data		95%	99%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		21%	73%

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

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Length of Stay over 1 Year		42	16%	50%	68%	-34%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 36 Active Methadone Maintenance Programs

Strickland Street Residence - Manchester
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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,644	1,644	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	68%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	80%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	85%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		0	0%	75%	29%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	3,354 days	0.3	100%	90%	87%	10%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 35 Active MH Intensive Res. Rehabilitation Programs

Supported Employment Enfield
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	55	42%	▲
Admits	46	44	5%	
Discharges	44	21	110%	▲
Service Hours	616	484	27%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		34	42%	35%	44%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	97%	90%	95%	7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 44 Active Employment Services Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	84	-31%	▼
Admits	17	38	-55%	▼
Discharges	20	28	-29%	▼
Service Hours	471	523	-10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		32	54%	35%	44%	19%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		38	97%	90%	95%	7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	79%

Data Submitted to DMHAS by Month
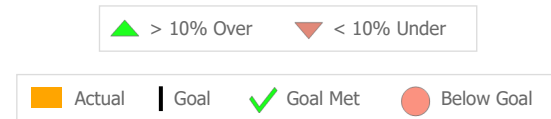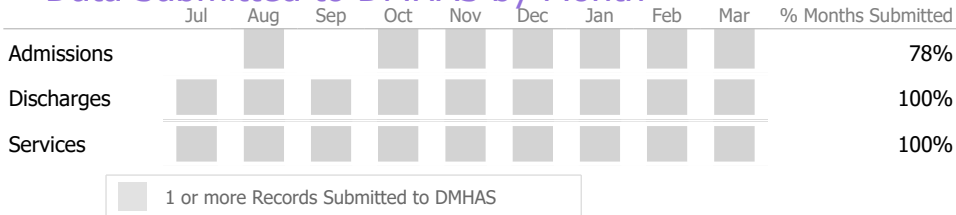
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢		▢	▢	▢	▢	▢	▢	78%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 44 Active Employment Services Programs

The Hub Enfield
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	67	31%	▲
Admits	22	19	16%	▲
Discharges	22	10	120%	▲
Service Hours	103	48	115%	▲
Social Rehab/PHP/IOP Days	1,717	1,124	53%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services	[bar]	59	88%	90%	77%	-2%

Data Submitted to DMHAS by Month
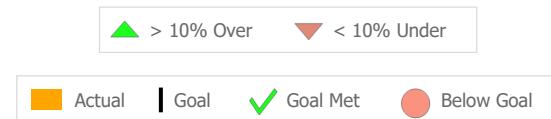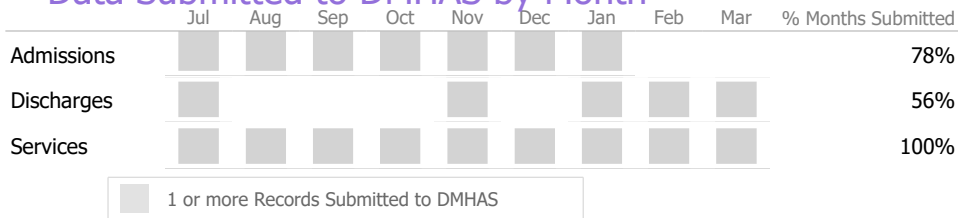
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢				78%
Discharges	▢			▢		▢	▢	▢		56%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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

The Hub Manchester
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	502	418	20%	▲
Admits	122	106	15%	▲
Discharges	198	29	583%	▲
Service Hours	14	3		
Social Rehab/PHP/IOP Days	2,443	1,364	79%	▲

Service Utilization
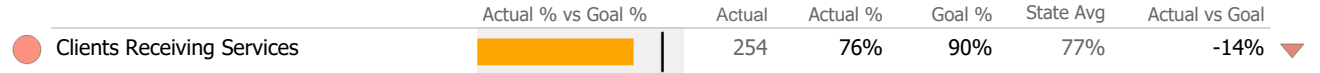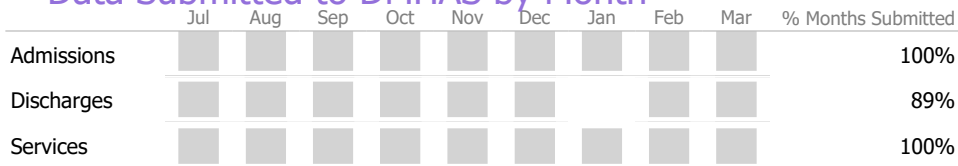
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		254	76%	90%	77%	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢		▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢		▢	▢	89%
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

TPP Danielson
Community Health Resources Inc.
Addiction - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16		
Admits	16	-	
Discharges	8	-	
Service Hours	6	-	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	71%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data	N/A	N/A

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	99%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		0	0%	0%	0%	0%

Data Submitted to DMHAS by Month
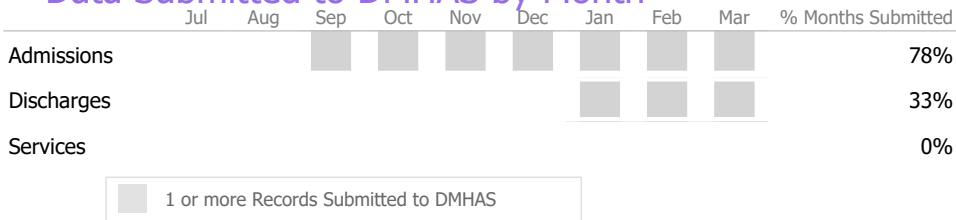
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▫	▫	▫	▫	▫	▫	▫	78%
Discharges							▫	▫	▫	33%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active Court Liaison-Jail Diversion Programs

TPP Manchester
Community Health Resources Inc.
Addiction - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	1	-	
Service Hours	4	-	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		2	100%	90%	71%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data	N/A	N/A

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

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		0	0%	0%	0%	0%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▪	▪		22%
Discharges									▪	11%
Services								▪		11%

■ 1 or more Records Submitted to DMHAS

Transitional Support Program (TSP) YAS
Community Health Resources Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	20	-35%	▼
Admits	4	10	-60%	▼
Discharges	4	12	-67%	▼
Bed Days	2,698	3,072	-12%	▼

Data Submission Quality

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

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

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		3	75%	60%	67%	15%	▲
●	Follow-up within 30 Days of Discharge		2	67%	90%	77%	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support			12	92%	60%	84%	32%	▲
✓ Employed			6	46%	25%	14%	21%	▲
✓ Stable Living Situation			13	100%	95%	95%	5%	
● Improved/Maintained Function Score			3	23%	95%	31%	-72%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		9	480 days	0.3	109%	90%	94%	19%	▲

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢				▢		▢	33%
Discharges								▢	▢	22%

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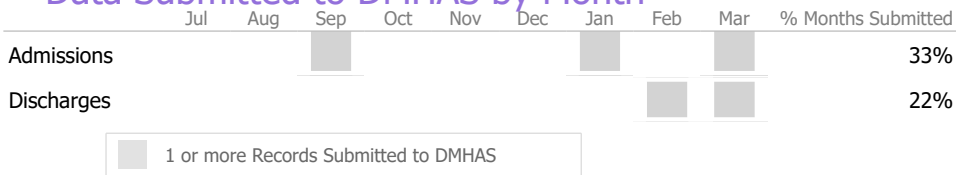
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 83 Active Supervised Apartments 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	622	738	-16%	▼
Admits	259	459	-44%	▼
Discharges	322	360	-11%	▼
Service Hours	2,124	3,252	-35%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	93%	83%
	Valid TEDS Data	63%	72%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	47%	14%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		68	21%	50%	41%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		545	85%	75%	62%	10%	
🔴 Employed		258	40%	50%	32%	-10%	
🔴 Stable Living Situation		534	83%	95%	65%	-12%	▼
🔴 Abstinence/Reduced Drug Use		236	37%	55%	33%	-18%	▼
🔴 Self Help		107	17%	60%	16%	-43%	▼
🔴 Improved/Maintained Function Score		193	30%	75%	31%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		274	86%	90%	62%	-4%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		228	90%	75%	56%	15%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 105 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	55	-25%	▼
Admits	8	21	-62%	▼
Discharges	31	21	48%	▲
Service Hours	1,292	2,831	-54%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		25	81%	65%	59%	16%	▲
✓	No Re-admit within 30 Days of Discharge		29	94%	85%	93%	9%	
●	Follow-up within 30 Days of Discharge		16	64%	90%	48%	-26%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%	88%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		89%	85%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	97%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		22	50%	15%	18%	35%	▲
✓	Stable Living Situation		39	89%	60%	89%	29%	▲
✓	Social Support		35	80%	60%	78%	20%	▲
●	Improved/Maintained Function Score		11	25%	85%	21%	-60%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		13	100%	90%	99%	10%

Data Submitted to DMHAS by Month
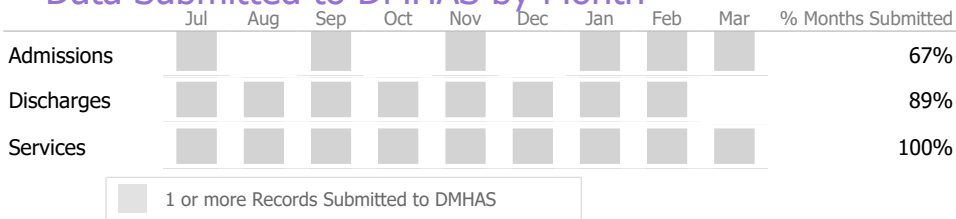
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢		▢		▢		▢	▢	▢	67%
Discharges	▢	▢	▢	▢	▢		▢	▢	▢	89%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment 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 2022 - March 2023 (Data as of Jul 11, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	28	-18%	▼
Admits	5	13	-62%	▼
Discharges	4	10	-60%	▼
Service Hours	2,123	1,441	47%	▲

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✔ Valid NOMS Data		99%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	85%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		3	75%	65%	59%	10%	▲
✔	No Re-admit within 30 Days of Discharge		4	100%	85%	93%	15%	▲
●	Follow-up within 30 Days of Discharge		2	67%	90%	48%	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		23	100%	60%	89%	40%	▲
✔	Social Support		20	87%	60%	78%	27%	▲
✔	Employed		7	30%	15%	18%	15%	▲
●	Improved/Maintained Function Score		1	4%	85%	21%	-81%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		19	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 24 Active Assertive Community Treatment Programs