Capitol Region Mental Health Center
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - March 2024   (Data as of Jun 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,454	1,495	-3%
	Admits	1,032	969	7%
	Discharges	1,048	1,070	-2%
	Service Hours	20,980	17,751	18% ▲
	Bed Days	4,323	4,312	0%

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

Clients by Level of Care

Program Type / Level of Care Type		#	%
Mental Health			
	Outpatient	730	32.5%
	Crisis Services	466	20.7%
	Social Rehabilitation	407	18.1%
	ACT	141	6.3%
	Community Support	102	4.5%
	Intake	74	3.3%
	Other	41	1.8%
	Inpatient Services	29	1.3%
Forensic MH			
	Forensics Community-based	183	8.1%
	Outpatient	44	2.0%
	Case Management	32	1.4%

Consumer Satisfaction Survey   (Based on 174 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		94%	80%	91%
✓	Respect		94%	80%	91%
✓	General Satisfaction		93%	80%	92%
✓	Access		92%	80%	88%
✓	Participation in Treatment		91%	80%	92%
✓	Quality and Appropriateness		91%	80%	93%
✓	Outcome		89%	80%	83%
✓	Recovery		83%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	184	13%	9%
26-34	233	16%	20%
35-44	277	19%	25%
45-54	255	18%	18%
55-64	286	20%	19%
65+	214	15%	10%

Gender	#	%	State Avg
Male	840	58%	59%
Female	598	41%	40%
Transgender	16	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	930	64%	64%
Hisp-Puerto Rican	208	14%	10%
Unknown	173	12%	14%
Hispanic-Other	134	9%	10%
Hispanic-Mexican	6	0%	1%
Hispanic-Cuban	3	0%	0%

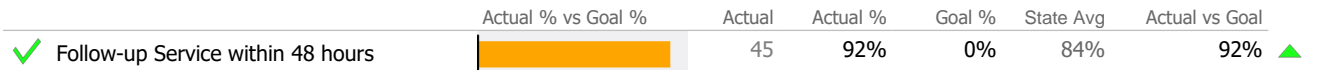| Race	#	%		State Avg
Black/African American	575	42%	▲	17%
White/Caucasian	429	31%	▼	59%
Other	251	18%		12%
Unknown	73	5%		9%
Asian	23	2%		1%
Multiple Races	17	1%		1%
Am. Indian/Native Alaskan	3	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

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

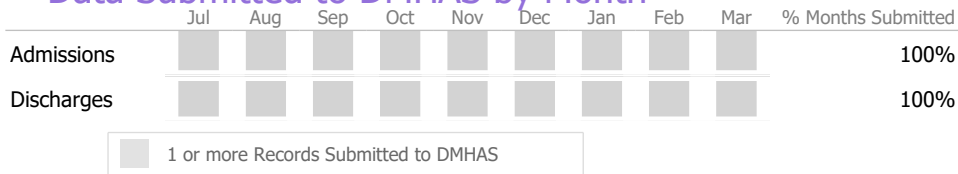Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	179	179	0%	
Admits	140	141	-1%	
Discharges	143	121	18%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	(bar)	45	92%	0%	84%	92%	▲

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 19 Active Court Liaison-Jail Diversion Programs

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

ACT Program
Capitol Region Mental Health Center
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	47	13%	▲
Admits	6	11	-45%	▼
Discharges	5	3	67%	▲
Service Hours	1,586	1,162	36%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		3	60%	65%	55%	-5%
🔴	No Re-admit within 30 Days of Discharge		4	80%	85%	87%	-5%
✅	Follow-up within 30 Days of Discharge		3	100%	90%	53%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✅	Valid NOMS Data	99%	95%

On-Time Periodic		Actual	State Avg
✅	6 Month Updates	95%	91%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	83%	98%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Stable Living Situation		44	83%	60%	88%	23%	▲
🔴	Social Support		28	53%	60%	78%	-7%	
🔴	Employed		3	6%	15%	15%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		45	94%	90%	99%	4%

Data Submitted to DMHAS by Month
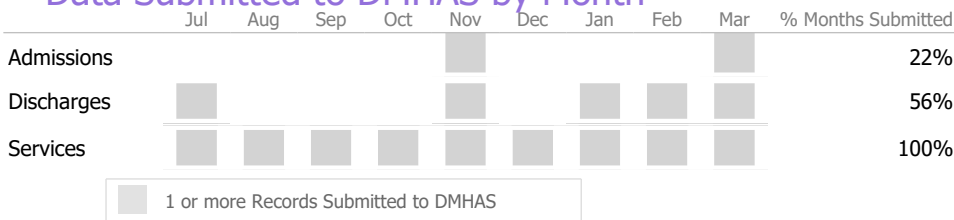
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					▪				▪	22%
Discharges	▪				▪		▪	▪	▪	56%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

ASIST
Capitol Region Mental Health Center
Forensic MH - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	31	3%	
Admits	17	15	13%	▲
Discharges	17	17	0%	
Service Hours	359	446	-19%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		80%	67%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	50%	6%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		33	100%	60%	97%	40%	▲
✓	Social Support		23	70%	60%	71%	10%	
●	Employed		5	15%	20%	15%	-5%	
●	Stable Living Situation		22	67%	80%	71%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	94%	10%

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
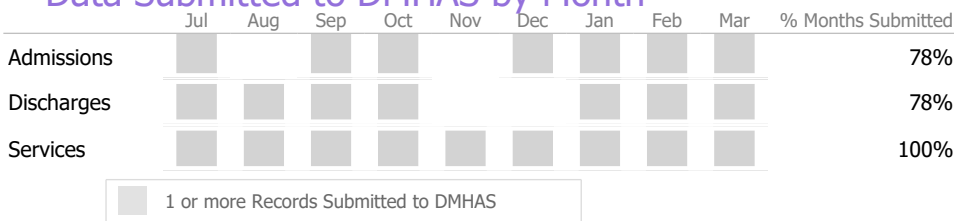
▲ > 10% Over   ▼ < 10% Under
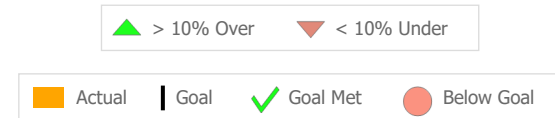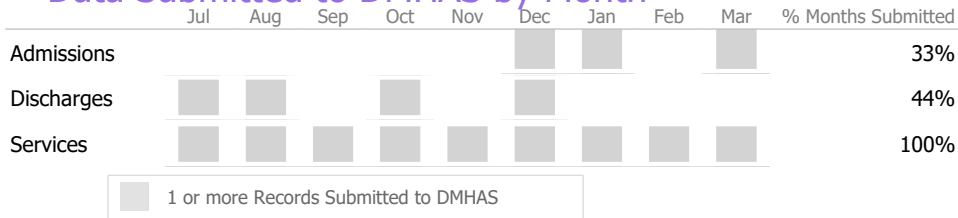
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	▲
Admits	3	-		
Discharges	4	2	100%	▲
Service Hours	205	199	3%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						▢	▢		▢	33%
Discharges	▢	▢		▢		▢				44%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Re-entry Programs Programs

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	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 0 Active UM Screening Programs

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	100	2%	▼
Admits	64	22	191%	▲
Discharges	31	56	-45%	▼
Service Hours	903	1,213	-25%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	86%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		57%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		13	42%	65%	51%	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		100	89%	80%	86%	9%
✓	Social Support		75	67%	60%	79%	7%
🔴	Employed		19	17%	20%	16%	-3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		54	67%	90%	97%	-23%	▼

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
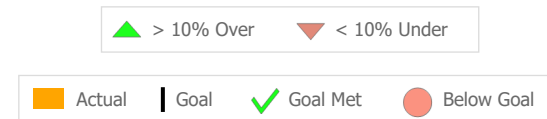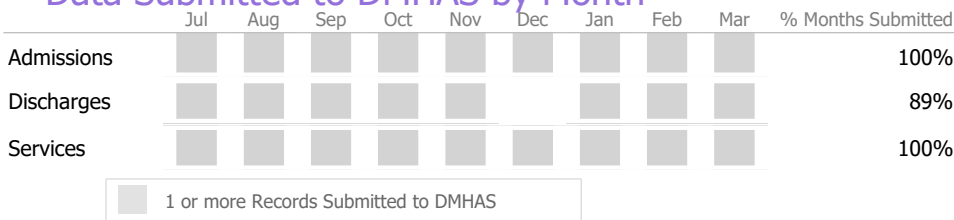
* State Avg based on 35 Active CSP Programs

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

Deaf and Hard of Hearing Team
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	86	-16%	▼
Admits	2	5	-60%	▼
Discharges	4	12	-67%	▼
Service Hours	875	814	7%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	89%

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

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	50%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		58	81%	60%	65%	21%	▲
✔ Employed		28	39%	30%	26%	9%	
✔ Stable Living Situation		72	100%	95%	74%	5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		68	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		2	100%	75%	66%	25%	▲

Data Submitted to DMHAS by Month
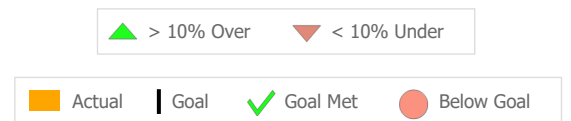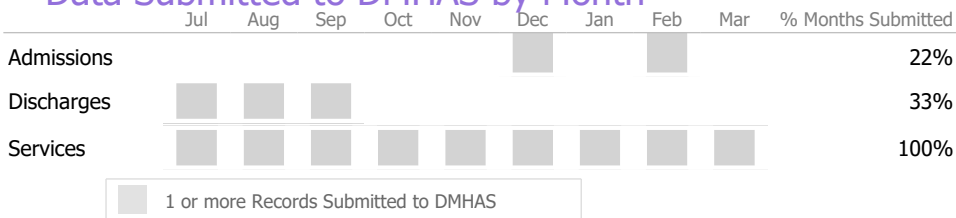
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						▨		▨		22%
Discharges	▨	▨	▨							33%
Services	▨	▨	▨	▨	▨	▨	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

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

Forensic Outpatient 3120140F
Capitol Region Mental Health Center
Forensic MH - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	42	5%	
Admits	19	17	12%	▲
Discharges	7	18	-61%	▼
Service Hours	1,070	1,050	2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		87%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		91%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	50%	47%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		44	100%	60%	54%	40%	▲
✓	Social Support		27	61%	60%	74%	1%	
🔴	Employed		5	11%	30%	16%	-19%	▼
🔴	Stable Living Situation		31	70%	95%	78%	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		37	100%	90%	97%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		18	95%	75%	91%	20%	▲

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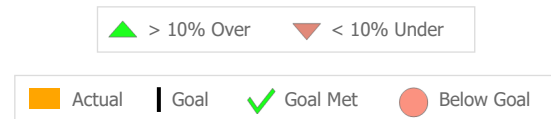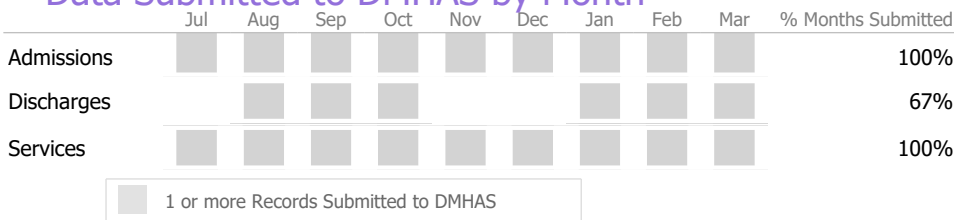
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges		■	■				■	■	■	67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

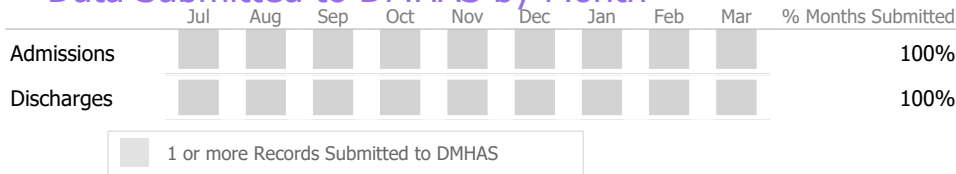Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	234	249	-6%
Admits	276	297	-7%
Discharges	278	295	-6%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		245	94%	75%	74%	19% ▲
✓ Community Location Evaluation		254	98%	80%	78%	18% ▲
● Follow-up Service within 48 hours		13	23%	90%	87%	-67% ▼

▲ > 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	Oct	Nov	Dec	Jan	Feb	Mar	% 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.

Inpatient Treatment Unit
Capitol Region Mental Health Center
Mental Health - Inpatient Services - Non-Certified Subacute

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	26	12%	▲
Admits	14	10	40%	▲
Discharges	14	10	40%	▲
Bed Days	4,323	4,312	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	79%	95%	79%	-16%	▼
✔	No Re-admit within 30 Days of Discharge		12	86%	85%	86%	1%	
🔴	Follow-up within 30 Days of Discharge		9	82%	90%	82%	-8%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		90%	90%

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

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

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		16	353 days	0.3	98%	90%	98%	8%

▨ < 90%	▨ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▨		▨			▨	▨	▨	▨	67%
Discharges	▨		▨		▨	▨		▨	▨	67%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual	│ Goal	✔ Goal Met	🔴 Below Goal
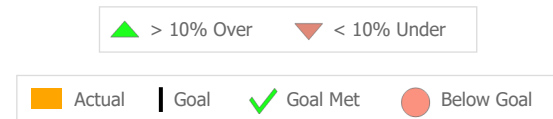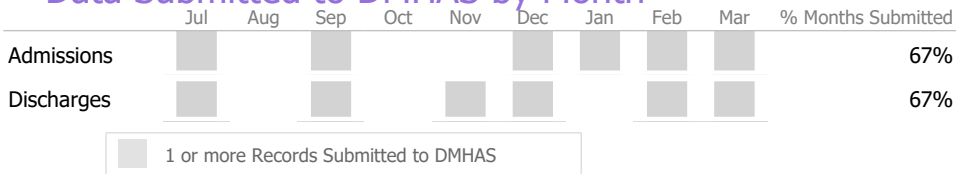
* State Avg based on 1 Active Non-Certified Subacute Programs

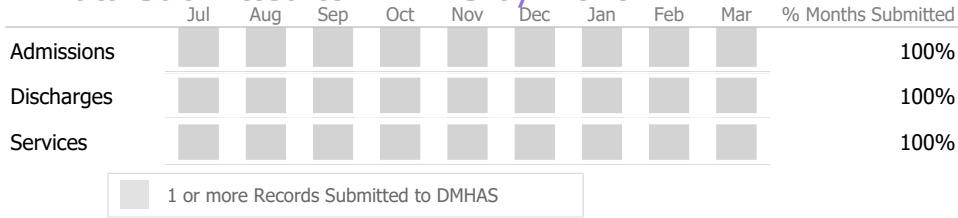Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	89	-17%	▼
Admits	65	72	-10%	
Discharges	66	80	-18%	▼
Service Hours	587	262	124%	▲

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
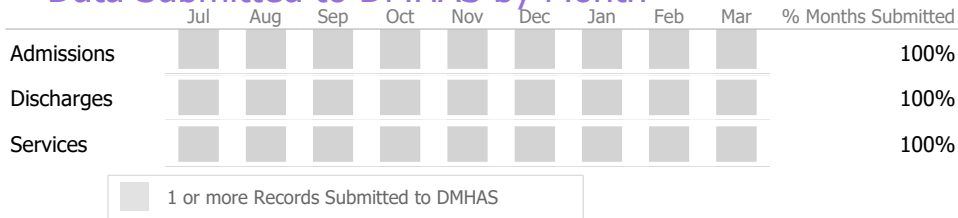
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 Active Central Intake Programs

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

Liaison Program
Capitol Region Mental Health Center
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	44	-7%	
Admits	17	21	-19%	▼
Discharges	21	24	-13%	▼
Service Hours	145	109	34%	▲

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 24 Active Other Programs

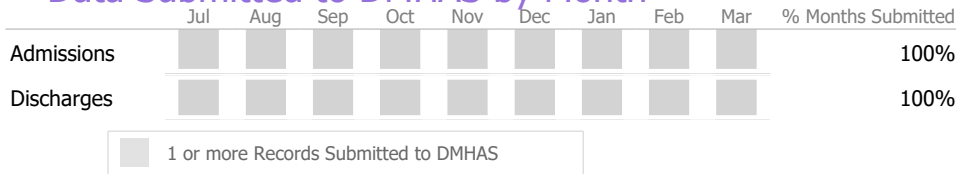Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	272	238	14%	▲
Admits	345	292	18%	▲
Discharges	346	291	19%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		299	89%	75%	74%	14%	▲
✔	Community Location Evaluation		312	93%	80%	78%	13%	▲
🔴	Follow-up Service within 48 hours		24	43%	90%	87%	-47%	▼

▲ > 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	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

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

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

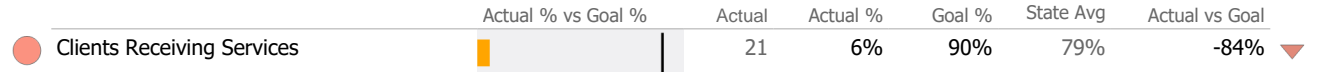Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
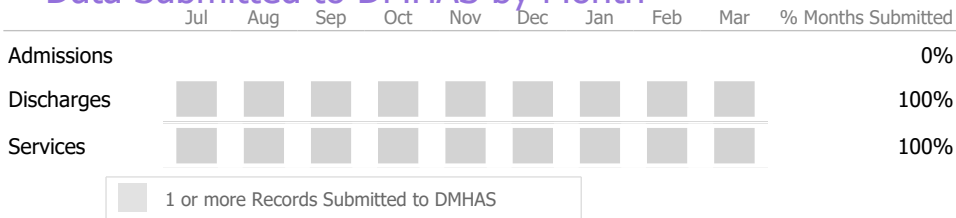Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	407	456	-11%	▼
Admits	-	-		
Discharges	37	39	-5%	
Service Hours	13	11	27%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		21	6%	90%	79%	-84%	▼

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Team A
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	324	350	-7%	
Admits	21	17	24%	▲
Discharges	29	37	-22%	▼
Service Hours	3,303	3,139	5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	54%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		74%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	3%	50%	42%	-47%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		206	63%	60%	65%	3%	
🔴	Stable Living Situation		303	93%	95%	74%	-2%	
🔴	Employed		37	11%	30%	26%	-19%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		295	100%	90%	89%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		15	71%	75%	66%	-4%

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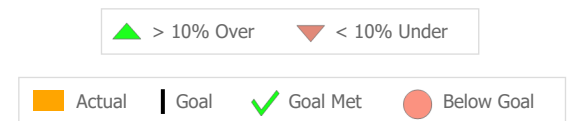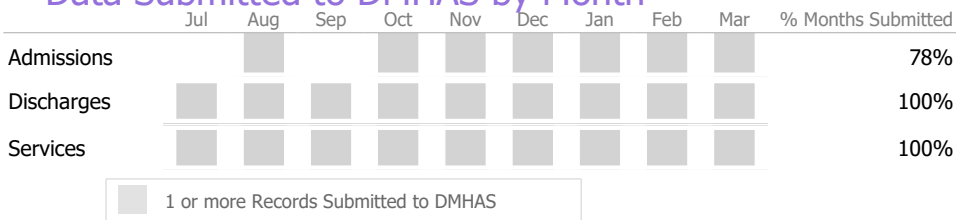
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪		▪	▪	▪	▪	▪	▪	78%
Discharges	▪	▪	▪		▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

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

Team B
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	334	349	-4%	
Admits	20	14	43%	▲
Discharges	23	29	-21%	▼
Service Hours	3,355	2,530	33%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	54%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	4%	50%	42%	-46%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		260	78%	60%	65%	18%	▲
✓	Stable Living Situation		317	95%	95%	74%	0%	
🔴	Employed		39	12%	30%	26%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		309	99%	90%	89%	9%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		16	80%	75%	66%	5%	

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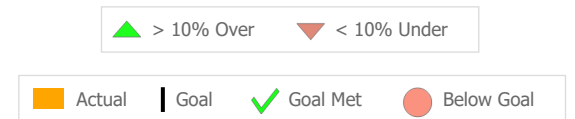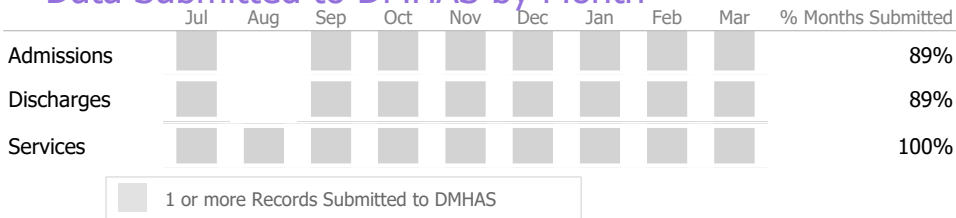
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢		▢	▢	▢	▢	▢	▢		89%
Discharges	▢		▢	▢	▢	▢	▢	▢		89%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

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

YAS Program
Capitol Region Mental Health Center
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	104	-14%	▼
Admits	23	35	-34%	▼
Discharges	23	36	-36%	▼
Service Hours	8,579	6,817	26%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	22%	65%	55%	-43%	▼
✓	No Re-admit within 30 Days of Discharge		20	87%	85%	87%	2%	
🔴	Follow-up within 30 Days of Discharge		3	60%	90%	53%	-30%	▼

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	96%	95%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	98%	91%

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

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		81	90%	60%	88%	30%	▲
✓	Social Support		65	72%	60%	78%	12%	▲
✓	Employed		20	22%	15%	15%	7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		64	96%	90%	99%	6%

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 23 Active Assertive Community Treatment Programs

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