Community Mental Health Affiliates
New Britain, 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	2,559	2,702	-5%	
	Admits	1,462	1,732	-16%	▼
	Discharges	1,113	1,736	-36%	▼
	Service Hours	27,373	49,238	-44%	▼
	Bed Days	16,002	17,923	-11%	▼
	S.Rehab/PHP/IOP	1,884	4,803	-61%	▼

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

Consumer Satisfaction Survey   (Based on 278 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		93%	80%	92%
✔	Participation in Treatment		91%	80%	92%
✔	Quality and Appropriateness		90%	80%	93%
✔	Overall		90%	80%	91%
✔	Respect		89%	80%	91%
✔	Access		86%	80%	88%
🔴	Outcome		72%	80%	83%
🔴	Recovery		70%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✔ Goal Met | 🔴 Under Goal

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	1,759	52.9%
Crisis Services	325	9.8%
Social Rehabilitation	202	6.1%
Case Management	188	5.7%
ACT	151	4.5%
Community Support	128	3.8%
Employment Services	94	2.8%
Residential Services	72	2.2%
Forensic MH		
Forensics Community-based	180	5.4%
Outpatient	120	3.6%
Case Management	1	0.0%
Addiction		
Medication Assisted Treatment	57	1.7%
Outpatient	30	0.9%
Recovery Support	20	0.6%

Client Demographics

Age

Age	#	%	State Avg
18-25	347	14%	9%
26-34	503	20%	20%
35-44	542	21%	25%
45-54	449	18%	18%
55-64	459	18%	19%
65+	227	9%	10%

Gender

Gender	#	%	State Avg
Male	1,312	51%	59%
Female	1,245	49%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	1,291	50%	▼	64%
Unknown	657	26%	▲	14%
Hispanic-Other	337	13%		10%
Hisp-Puerto Rican	267	10%		10%
Hispanic-Mexican	5	0%		1%
Hispanic-Cuban	2	0%		0%

Race

Race	#	%		State Avg
White/Caucasian	1,482	58%		59%
Unknown	649	25%	▲	9%
Black/African American	353	14%		17%
Multiple Races	27	1%		1%
Other	26	1%	▼	12%
Asian	12	0%		1%
Am. Indian/Native Alaskan	8	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

Legend: 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.

Adult Outpatient 603-214
Community Mental Health Affiliates
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	1,497	1,402	7%	
Admits	683	691	-1%	
Discharges	415	633	-34%	▼
Service Hours	10,623	15,393	-31%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	94%	89%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	89%	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		307	74%	50%	42%	24%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		1,520	99%	60%	65%	39%	▲
✔	Improved/Maintained Function Score		1,116	95%	75%	46%	20%	▲
🔴	Stable Living Situation		1,289	84%	95%	74%	-11%	▼
🔴	Employed		292	19%	30%	26%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		1,107	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		427	65%	75%	66%	-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 77 Active Standard Outpatient Programs

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

Assertive Comm Tx Team 603292
Community Mental Health Affiliates
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	73	83	-12%	▼
Admits	15	13	15%	▲
Discharges	8	26	-69%	▼
Service Hours	2,424	5,523	-56%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		6	75%	65%	55%	10%	▲
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	87%	15%	▲
● Follow-up within 30 Days of Discharge		2	33%	90%	53%	-57%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		75	100%	60%	78%	40%	▲
✓ Stable Living Situation		70	93%	60%	88%	33%	▲
✓ Improved/Maintained Function Score		65	100%	85%	28%	15%	▲
● Employed		2	3%	15%	15%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		67	100%	90%	99%	10%

Data Submitted to DMHAS by Month
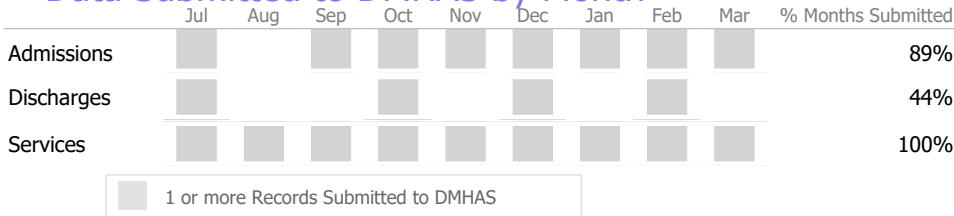
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■		■	■	■	■	■	■	■	89%
Discharges	■			■			■	■		44%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

BHH ADULT NAE
Community Mental Health Affiliates
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	3	8	-63%	▼
Admits	-	3	-100%	▼
Discharges	3	5	-40%	▼
Service Hours	2	37	-95%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	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		3	100%	50%	42%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		3	100%	60%	65%	40%	▲
✓	Improved/Maintained Function Score		3	100%	75%	46%	25%	▲
✓	Stable Living Situation		3	100%	95%	74%	5%	
✓	Employed		1	33%	30%	26%	3%	
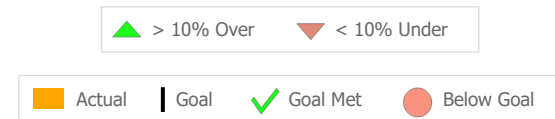
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		N/A	N/A	90%	89%	N/A	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		0	0%	75%	66%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges			▢							11%
Services				▢	▢					22%

▢ 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.

BHH CHILDREN Program
Community Mental Health Affiliates
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)
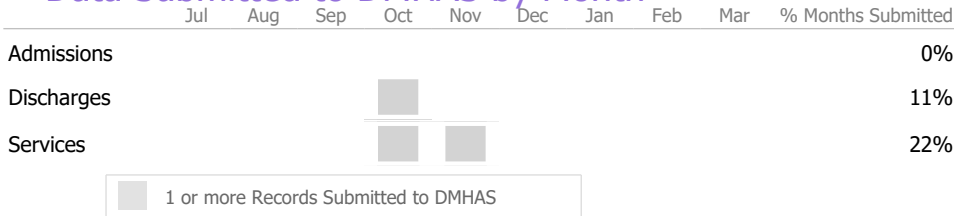
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	35	-14%	▼
Admits	2	23	-91%	▼
Discharges	16	5	220%	▲
Service Hours	32	36	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		54%	89%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		86%	54%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		16	100%	50%	42%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		27	90%	60%	65%	30%	▲
●	Employed		0	0%	30%	26%	-30%	▼
●	Stable Living Situation		13	43%	95%	74%	-52%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		14	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		0	0%	75%	66%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■									11%
Discharges		■		■	■			■	■	56%
Services	■	■		■	■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under
■ Actual | Goal   ✔ Goal Met   ● Below Goal

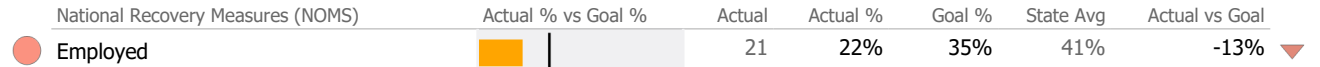* State Avg based on 77 Active Standard Outpatient Programs

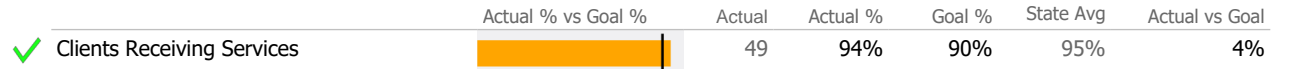Variances in data may be indicative of operational adjustments related to the pandemic.

Center for Employment Development
Community Mental Health Affiliates
Mental Health - Employment Services - Employment Services

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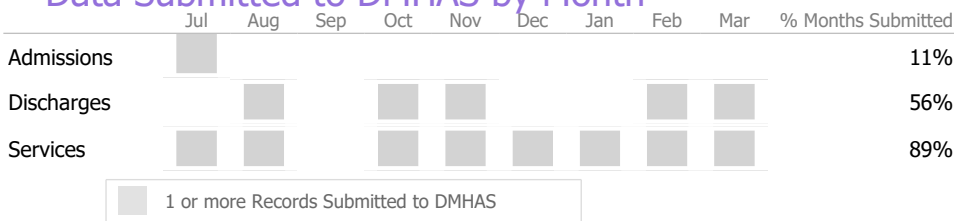
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	100	-6%	
Admits	38	59	-36%	▼
Discharges	45	54	-17%	▼
Service Hours	755	1,448	-48%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		21	22%	35%	41%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		49	94%	90%	95%	4%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	80%

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
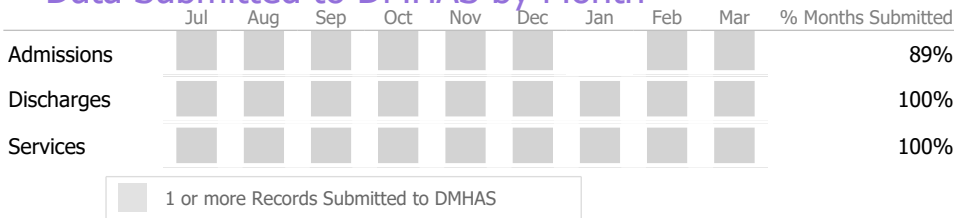
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 37 Active Employment Services Programs

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

Choices Comm Pgm-YAS 603373
Community Mental Health Affiliates
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	78	86	-9%	
Admits	19	27	-30%	▼
Discharges	13	24	-46%	▼
Service Hours	2,884	4,249	-32%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		11	85%	65%	55%	20%	▲
✓	No Re-admit within 30 Days of Discharge		11	85%	85%	87%	0%	
●	Follow-up within 30 Days of Discharge		3	27%	90%	53%	-63%	▼

Data Submission Quality

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

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

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

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		80	100%	60%	78%	40%	▲
✓	Stable Living Situation		71	89%	60%	88%	29%	▲
✓	Improved/Maintained Function Score		73	97%	85%	28%	12%	▲
●	Employed		11	14%	15%	15%	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		66	99%	90%	99%	9%

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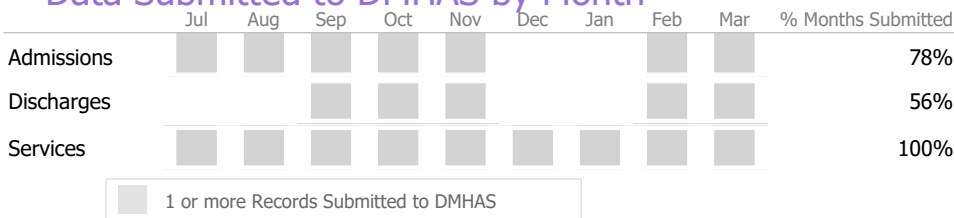
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢		▢		▢			▢	▢	78%
Discharges			▢	▢	▢			▢	▢	56%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

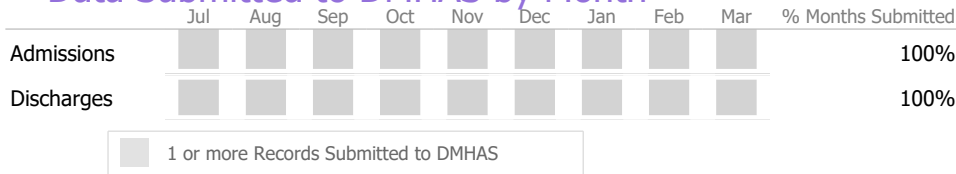Variances in data may be indicative of operational adjustments related to the pandemic.

CMHA Mobile Crisis
Community Mental Health Affiliates
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	325	380	-14%	▼
Admits	347	366	-5%	
Discharges	330	387	-15%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		114	93%	75%	74%	18%	▲
●	Community Location Evaluation		62	50%	80%	78%	-30%	▼
●	Follow-up Service within 48 hours		4	67%	90%	87%	-23%	▼

▲ > 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.

CORP 2 - Post Release
Community Mental Health Affiliates
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	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	11	-100% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	6%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		1	100%	80%	71%	20% ▲
● Employed		0	0%	20%	15%	-20% ▼
● Self Help		0	0%	60%	97%	-60% ▼
● Social Support		0	0%	60%	71%	-60% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	91%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	67%

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	94%	N/A ▼

Data Submitted to DMHAS by Month

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

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.

Crisis Services/ Respite Bed Program
Community Mental Health Affiliates
Mental Health - Crisis Services - Respite Bed

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	9		▼
Admits	-	8	-100%	▼
Discharges	-	10	-100%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	N/A	N/A	0%	90%	55%	-90%

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 10 Active Respite Bed Programs

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

CSP/Recovery Pathways 603290, New Britain
Community Mental Health Affiliates
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	128	137	-7%
Admits	27	26	4%
Discharges	10	31	-68% ▼
Service Hours	1,891	3,159	-40% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	91%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		84%	86%

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		5	50%	65%	51%	-15% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Social Support		128	99%	60%	79%	39% ▲
✔	Improved/Maintained Function Score		98	91%	65%	55%	26% ▲
✔	Stable Living Situation		117	91%	80%	86%	11% ▲
🔴	Employed		9	7%	20%	16%	-13% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		109	92%	90%	97%	2%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
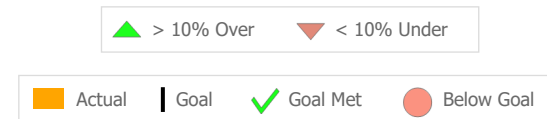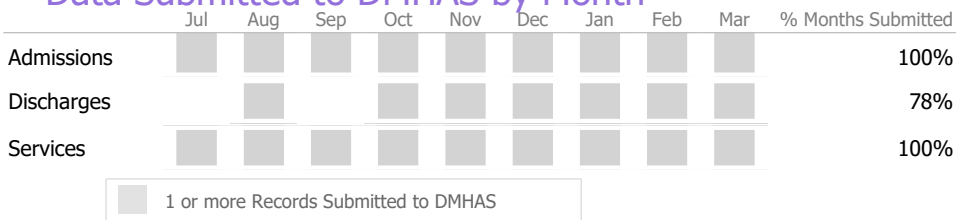
* State Avg based on 35 Active CSP Programs

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

CT Stay Strong
Community Mental Health Affiliates
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	56	68	-18%	▼
Admits	30	30	0%	
Discharges	16	34	-53%	▼
Service Hours	1,348	1,637	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		91%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	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		15	94%	50%	42%	44%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		56	100%	60%	65%	40%	▲
● Employed		15	27%	30%	26%	-3%	
● Stable Living Situation		46	82%	95%	74%	-13%	▼
✓ Improved/Maintained Function Score		34	97%	75%	46%	22%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	98%	90%	89%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		25	83%	75%	66%	8%

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 77 Active Standard Outpatient Programs

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

HOCC Polish SA Outpt. 680200
Community Mental Health Affiliates
Addiction - 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	6	6	0%
Admits	-	-	
Discharges	1	-	
Service Hours	46	51	-10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	89%
✓ Valid TEDS Data		100%	67%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	9%

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		1	100%	50%	52%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		6	100%	75%	58%	25%	▲
✓	Abstinence/Reduced Drug Use		4	67%	55%	32%	12%	▲
✓	Stable Living Situation		6	100%	95%	59%	5%	
✓	Employed		3	50%	50%	30%	0%	
●	Self Help		1	17%	60%	16%	-43%	▼
●	Improved/Maintained Function Score		0	0%	75%	46%	-75%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		5	100%	90%	41%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		0	0%	75%	45%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges									▪	11%
Services	▪	▪				▪	▪	▪	▪	67%

▫ 1 or more Records Submitted to DMHAS

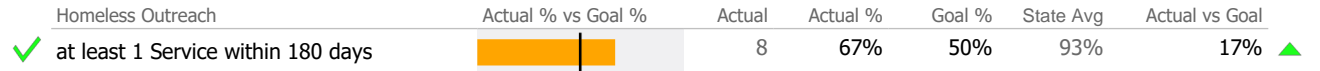| ▲ > 10% Over	▼ < 10% Under

| ▪ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 101 Active Standard Outpatient Programs

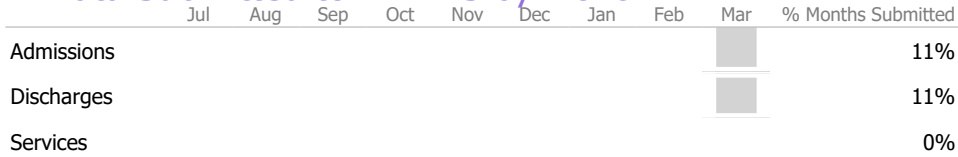Variances in data may be indicative of operational adjustments related to the pandemic.

Homeless to Housing Services
Community Mental Health Affiliates
Mental Health - Case Management - Outreach & Engagement

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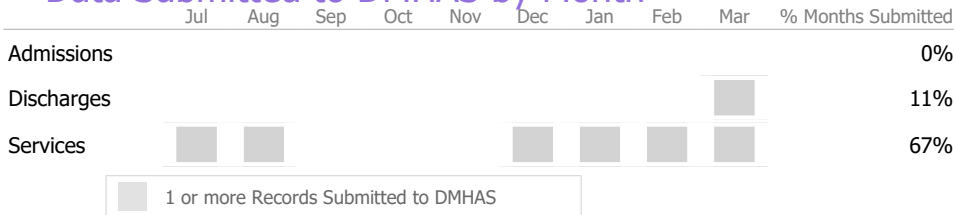
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	13	-	
Discharges	1	-	
Service Hours	7	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		8	67%	50%	93%	17% ▲

Data Submitted to DMHAS by Month

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

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

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

Intensive ACTT Res Sup 603-265
Community Mental Health Affiliates
Mental Health - Residential Services - Supervised Apartments

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	15	12	25%	▲
Admits	2	-		
Discharges	6	-		
Bed Days	3,095	3,288	-6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	100%	60%	66%	40%	▲
🔴	Follow-up within 30 Days of Discharge		4	67%	90%	83%	-23%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		15	100%	60%	86%	40%	▲
🔴	Stable Living Situation		14	93%	95%	95%	-2%	
🔴	Improved/Maintained Function Score		13	93%	95%	63%	-2%	
🔴	Employed		0	0%	25%	13%	-25%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	89%

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

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		12	1,245 days	0.3	94%	90%	90%	4%
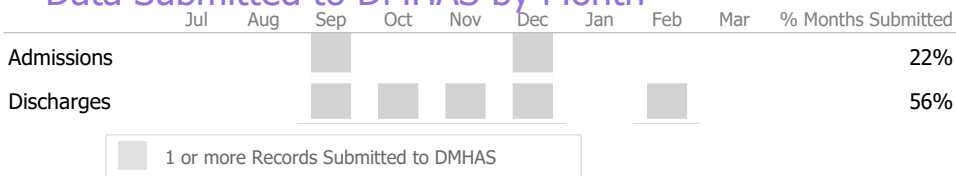
☐ < 90%	▨ 90-110%	▩ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▨			▨				22%
Discharges			▨	▨	▨	▨		▨		56%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

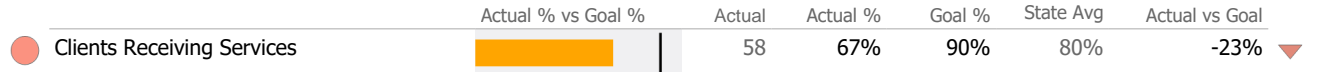| ▨ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

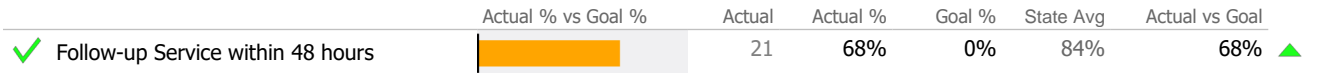Variances in data may be indicative of operational adjustments related to the pandemic.

Jail Diversion   603-341
Community Mental Health Affiliates
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	145	191	-24%	▼
Admits	61	66	-8%	
Discharges	60	100	-40%	▼
Service Hours	81	726	-89%	▼

Service Utilization
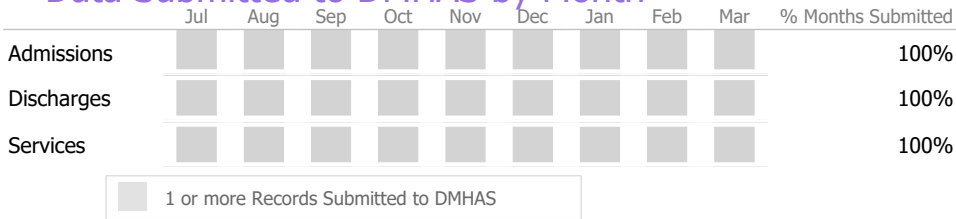
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		58	67%	90%	80%	-23%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		21	68%	0%	84%	68%	▲

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

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

Jail Diversion-Women 603342
Community Mental Health Affiliates
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	45	68	-34%	▼
Admits	13	35	-63%	▼
Discharges	10	30	-67%	▼
Service Hours	516	1,050	-51%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		34	92%	90%	80%	2%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		1	50%	0%	84%	50% ▲

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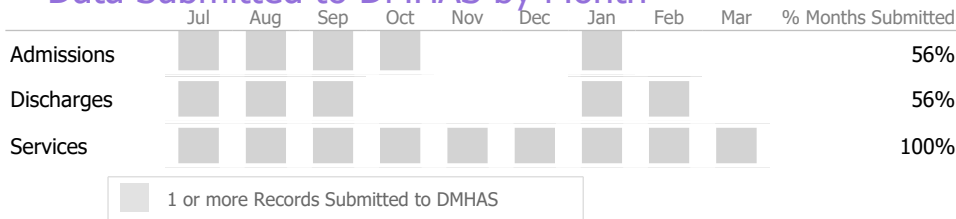
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▇	▇	▇	▇			▇			56%
Discharges	▇	▇	▇				▇	▇		56%
Services	▇	▇	▇	▇	▇	▇	▇	▇	▇	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▇ Actual | Goal ✓ Goal Met ● Below Goal

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

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

JD Forensic Counseling Svs
Community Mental Health Affiliates
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	120	195	-38%	▼
Admits	32	72	-56%	▼
Discharges	45	97	-54%	▼
Service Hours	1,176	2,773	-58%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		78%	81%

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		33	73%	50%	47%	23%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		121	98%	60%	74%	38%	▲
✔ Improved/Maintained Function Score		104	93%	75%	49%	18%	▲
● Employed		33	27%	30%	16%	-3%	
● Stable Living Situation		102	82%	95%	78%	-13%	▼
● Self Help		3	2%	60%	54%	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		75	95%	90%	97%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		25	83%	75%	91%	8%

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 3 Active Standard Outpatient Programs

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

Latino SA Outpatient 680201
Community Mental Health Affiliates
Addiction - 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	24	32	-25%	▼
Admits	-	2	-100%	▼
Discharges	-	8	-100%	▼
Service Hours	335	619	-46%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	89%
Valid TEDS Data		1%	67%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		92%	9%

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		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		24	100%	75%	58%	25%	▲
✓ Abstinence/Reduced Drug Use		18	75%	55%	32%	20%	▲
✓ Improved/Maintained Function Score		22	92%	75%	46%	17%	▲
⬤ Stable Living Situation		22	92%	95%	59%	-3%	
⬤ Employed		0	0%	50%	30%	-50%	▼
⬤ Self Help		0	0%	60%	16%	-60%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	41%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ 2 or more Services within 30 days		0	0%	75%	45%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services	▪		▪	▪	▪	▪	▪	▪	▪	89%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 101 Active Standard Outpatient Programs

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

MAT - Naltrexone - New Britain
Community Mental Health Affiliates
Addiction - Medication Assisted Treatment - Naltrexone

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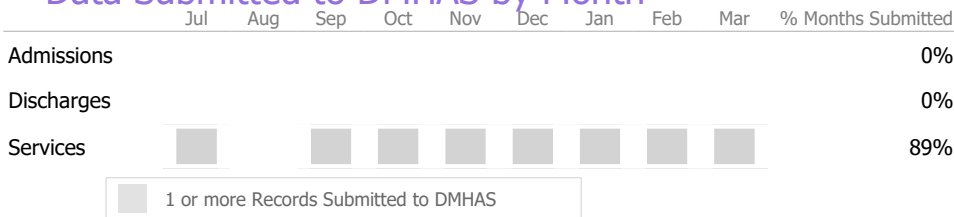
Program Activity

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%
Valid TEDS Data		N/A	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	41%	-55% ▼
Employed		N/A	N/A	50%	36%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	28%	-75% ▼
Not Arrested		N/A	N/A	75%	64%	-75% ▼
Self Help		N/A	N/A	60%	41%	-60% ▼
Stable Living Situation		N/A	N/A	95%	57%	-95% ▼

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 6 Active Naltrexone Programs

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

MATx OP
Community Mental Health Affiliates
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

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	57	74	-23%	▼
Admits	2	13	-85%	▼
Discharges	3	15	-80%	▼
Service Hours	567	921	-38%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	97%
Valid TEDS Data		14%	63%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		65%	37%

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		2	67%	50%	47%	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		56	97%	75%	69%	22%	▲
✔	Improved/Maintained Function Score		54	95%	75%	32%	20%	▲
✔	Abstinence/Reduced Drug Use		35	60%	55%	54%	5%	
●	Stable Living Situation		54	93%	95%	64%	-2%	
●	Employed		6	10%	50%	30%	-40%	▼
●	Self Help		1	2%	60%	23%	-58%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		42	76%	90%	53%	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▪	11%
Discharges		▪				▪			▪	33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
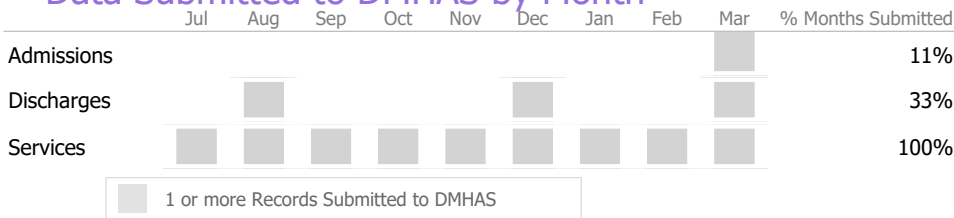
▲ > 10% Over   ▼ < 10% Under
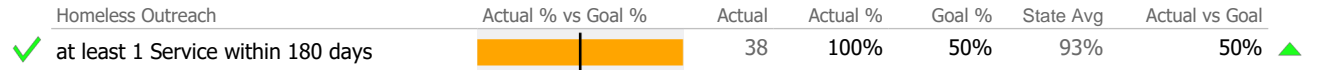
■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

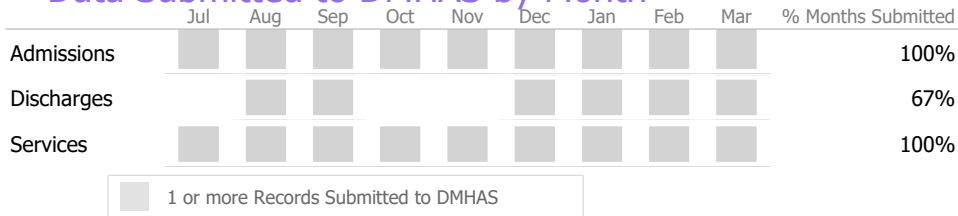Variances in data may be indicative of operational adjustments related to the pandemic.

Modified ACT
Community Mental Health Affiliates
Mental Health - Case Management - Outreach & Engagement

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	79	13%	▲
Admits	41	43	-5%	
Discharges	18	28	-36%	▼
Service Hours	860	1,467	-41%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		38	100%	50%	93%	50%	▲

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 58 Active Outreach & Engagement Programs

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

Next Steps
Community Mental Health Affiliates
Mental Health - Case Management - Supportive Housing – Scattered Site

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	15	16	-6%	
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Service Hours	138	172	-20%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		14	93%	85%	86%	8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		11	79%	90%	94%	-11% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	98%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		71%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges									▪	11%
Services	▪		▪	▪	▪	▪	▪	▪	▪	89%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Northwest Outpatient
Community Mental Health Affiliates
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)
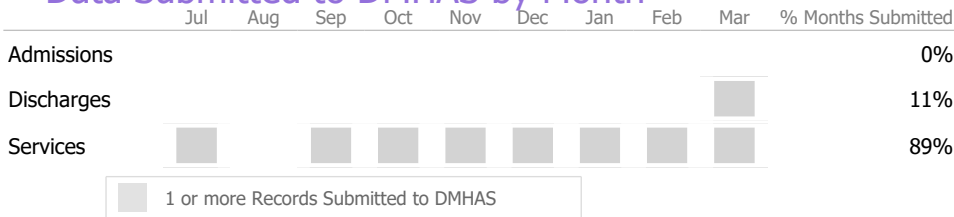
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	208	222	-6%	
Admits	68	97	-30%	▼
Discharges	67	90	-26%	▼
Service Hours	1,458	2,228	-35%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		74%	54%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		52	78%	50%	42%	28%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		211	98%	60%	65%	38%	▲
✓	Improved/Maintained Function Score		163	90%	75%	46%	15%	▲
●	Stable Living Situation		193	90%	95%	74%	-5%	
●	Employed		43	20%	30%	26%	-10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		130	88%	90%	89%	-2%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days			48	72%	75%	66%	-3%

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 (orange) | Goal (bar) | ✓ 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.

Parkview Res Intensive 03241X
Community Mental Health Affiliates
Mental Health - Residential Services - MH Intensive Res. 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	22	19	16%	▲
Admits	6	3	100%	▲
Discharges	6	3	100%	▲
Bed Days	4,375	4,025	9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	67%	75%	59%	-8%	
🔴	No Re-admit within 30 Days of Discharge		4	80%	85%	76%	-5%	
🔴	Follow-up within 30 Days of Discharge		1	25%	90%	65%	-65%	▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	93%	97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	81%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	94%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		19	100%	75%	50%	25%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		16	2,170 days	0.3	99%	90%	86%	9%

< 90%	90-110%	>110%

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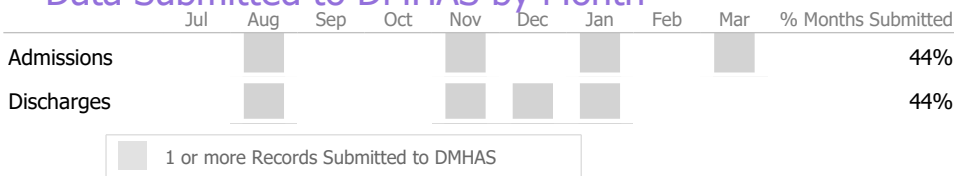
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢			▢		▢		▢	44%
Discharges		▢			▢	▢	▢			44%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

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

Pleasant House
Community Mental Health Affiliates
Mental Health - Residential Services - MH Intensive Res. 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	7	6	17%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	1,531	1,644	-7%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	81%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		1	100%	75%	59%	25%	▲
●	No Re-admit within 30 Days of Discharge		0	0%	85%	76%	-85%	▼
✔	Follow-up within 30 Days of Discharge		1	100%	90%	65%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Function Score		6	100%	75%	50%	25%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		6	1,525 days	0.3	93%	90%	86%	3%
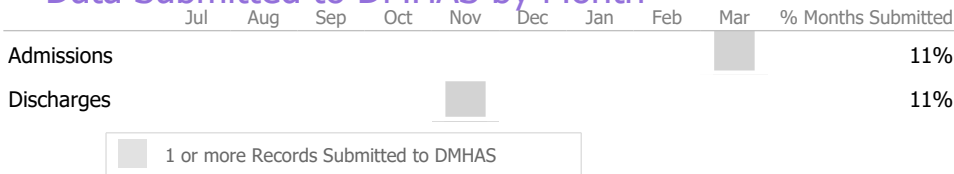
Legend: ▢ < 90%   ▢ 90-110%   ▢ >110%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

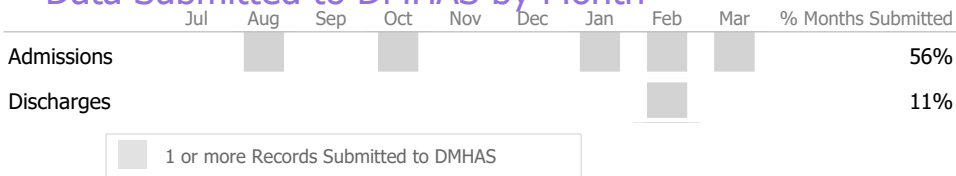Variances in data may be indicative of operational adjustments related to the pandemic.

SOR- MAT Outreach
Community Mental Health Affiliates
Addiction - Recovery Support - Peer Based Mentoring

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	20	23	-13%	▼
Admits	11	10	10%	
Discharges	1	9	-89%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid TEDS Data		0%	0%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢		▢			▢	▢	▢	56%
Discharges								▢		11%

▢ 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

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

State Hospital D/C Behavioral Health
Community Mental Health Affiliates
Mental Health - 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	6	4	50%	▲
Admits	2	2	0%	
Discharges	3	-		
Service Hours	1	5	-79%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		65%	94%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	75%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		3	100%	50%	62%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		6	100%	80%	82%	20%	▲
🔴	Social Support		3	50%	60%	74%	-10%	
🔴	Employed		0	0%	20%	17%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		1	33%	90%	89%	-57%	▼

Data Submitted to DMHAS by Month

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

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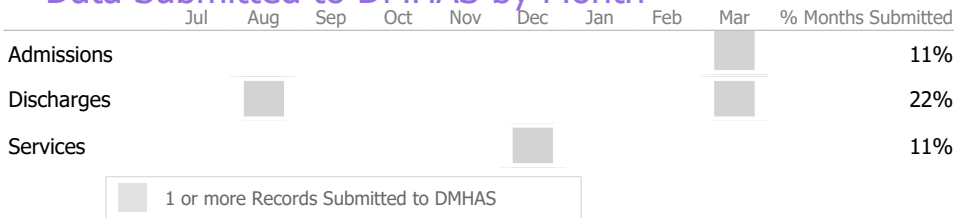
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Standard Case Management Programs

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

Supportive Housing Scattered Sites
Community Mental Health Affiliates
Mental Health - Case Management - Supportive Housing – Scattered Site

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	78	78	0%	
Admits	6	9	-33%	▼
Discharges	7	4	75%	▲
Service Hours	567	676	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Stable Living Situation		60	76%	85%	86%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		58	81%	90%	94%	-9%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	98%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		78%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪				▪	▪			▪	44%
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 118 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.
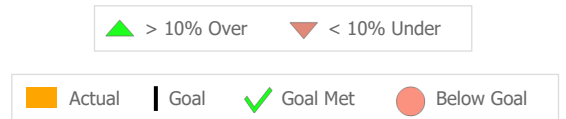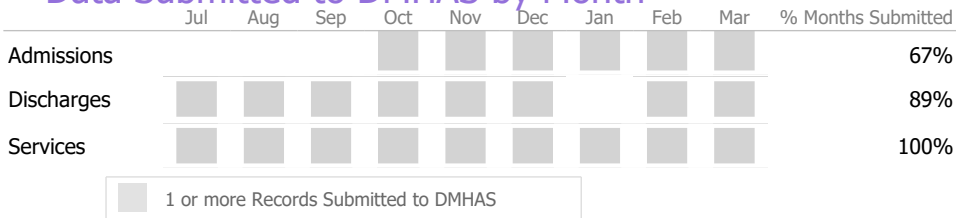
Team Time Club House 603-281
Community Mental Health Affiliates
Mental Health - Social Rehabilitation - Social Rehabilitation

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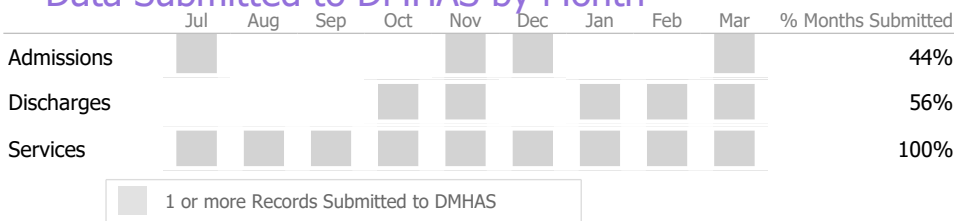
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	202	257	-21%	▼
Admits	38	93	-59%	▼
Discharges	19	90	-79%	▼
Service Hours	1,665	6,869	-76%	▼
Social Rehab/PHP/IOP Days	1,884	4,803	-61%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	[bar]	148	81%	90%	79%	-9%

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 34 Active Social Rehabilitation Programs

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

Transitional Living Ct 603-240
Community Mental Health Affiliates
Mental Health - Residential Services - MH Intensive Res. 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	20	23	-13%	▼
Admits	2	5	-60%	▼
Discharges	5	7	-29%	▼
Bed Days	4,432	4,679	-5%	

Discharge Outcomes

	Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	100%	75%	59%	25%	▲
✓	No Re-admit within 30 Days of Discharge		5	100%	85%	76%	15%	▲
🔴	Follow-up within 30 Days of Discharge		3	60%	90%	65%	-30%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	81%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	94%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		19	100%	75%	50%	25%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		15	988 days	0.3	107%	90%	86%	17%	▲

■ < 90%	■ 90-110%	■ >110%

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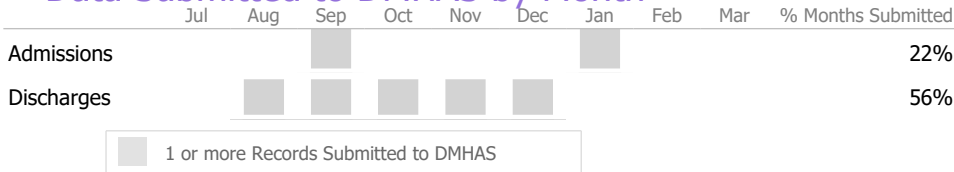
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■				■			22%
Discharges		■	■	■	■	■				56%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

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

Transitional Youth Program
Community Mental Health Affiliates
Mental Health - Residential Services - Supervised Apartments

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	12	18	-33%	▼
Admits	3	10	-70%	▼
Discharges	3	8	-63%	▼
Bed Days	2,569	2,309	11%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	89%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	71%	89%

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	100%	60%	66%	40%	▲
●	Follow-up within 30 Days of Discharge		2	67%	90%	83%	-23%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		12	100%	60%	86%	40%	▲
✓	Employed		4	33%	25%	13%	8%	
●	Stable Living Situation		11	92%	95%	95%	-3%	
✓	Improved/Maintained Function Score		10	100%	95%	63%	5%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		8	433 days	0.3	117%	90%	90%	27%	▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 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

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