Community Renewal Team (CRT)
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024   (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,397	1,118	25%	▲
	Admits	125	205	-39%	▼
	Discharges	38	72	-47%	▼
	Service Hours	664	439	51%	▲
	Bed Days	92	80	15%	▲

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

Consumer Satisfaction Survey   (Based on 230 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		100%	80%	92%
✓	Overall		99%	80%	91%
✓	Respect		99%	80%	91%
✓	Quality and Appropriateness		97%	80%	93%
✓	Outcome		97%	80%	83%
✓	Participation in Treatment		96%	80%	92%
✓	Access		93%	80%	88%

Legend: ▬ Satisfied % | Goal %   ▬ 0-80%   ▬ 80-100%   ✓ Goal Met   ⬤ Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	1,314	91.6%
Forensic SA			
	Case Management	89	6.2%
Mental Health			
	Outpatient	22	1.5%
	Case Management	8	0.6%
Forensic MH			
	Crisis Services	1	0.1%

Client Demographics

Age

Age	#	%	State Avg
18-25	60	4%	8%
26-34	320	23%	18%
35-44	439	31%	24%
45-54	278	20%	18%
55-64	200	14%	20%
65+	98	7%	12%

Gender

Gender	#	%		State Avg
Male	1,111	80%	▲	58%
Female	286	20%	▼	42%
Transgender/Other				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	651	47%	▼	64%
Unknown	278	20%		14%
Hisp-Puerto Rican	256	18%		10%
Hispanic-Other	203	15%		11%
Hispanic-Mexican	5	0%		1%
Hispanic-Cuban	4	0%		0%

Race

Race	#	%		State Avg
Black/African American	390	28%	▲	17%
Other	363	26%	▲	12%
Unknown	349	25%	▲	9%
White/Caucasian	252	18%	▼	59%
Asian	24	2%		1%
Multiple Races	9	1%		1%
Am. Indian/Native Alaskan	8	1%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

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

Asian Family Service OP 627210
Community Renewal Team (CRT)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	20	10%	
Admits	1	16	-94%	▼
Discharges	-	-		
Service Hours	20	13	62%	▲

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
🔴 6 Month Updates		48%	49%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		19	86%	60%	59%	26%	▲
✔ Stable Living Situation		21	95%	95%	68%	0%	
🔴 Employed		4	18%	30%	22%	-12%	▼
🔴 Improved/Maintained Function Score		0	0%	75%	39%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		15	68%	90%	75%	-22%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		1	100%	75%	81%	25%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪		33%
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 79 Active Standard Outpatient Programs

CORP-Prison Off Re-entry703555
Community Renewal Team (CRT)
Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	2	-50%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	-		
Bed Days	92	80	15%	▲

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%	79%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	57%	N/A

Data Submission Quality

Data Entry	Actual	State Avg

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	54%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		1	377 days	1.0	100%	90%	85%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 7 Active Respite Bed Programs

Next Steps - Pilots
Community Renewal Team (CRT)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	129	115	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	84%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	86%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		75%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 119 Active Supportive Housing – Scattered Site Programs

Post-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	59	37%	▲
Admits	34	31	10%	
Discharges	18	25	-28%	▼
Service Hours	291	216	35%	▲

Data Submission Quality

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

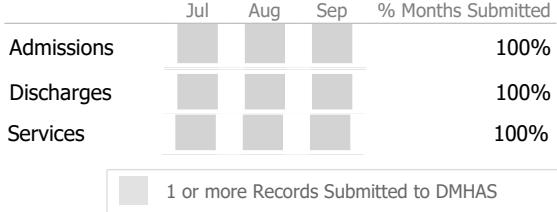| On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		0%	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		16	89%	50%	92%	39%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		74	91%	60%	93%	31%	▲
✓ Stable Living Situation		75	93%	80%	77%	13%	▲
✓ Employed		23	28%	20%	23%	8%	
● Self Help		41	51%	60%	66%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		46	72%	90%	60%	-18%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 8 Active Standard Case Management Programs

Pre-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	9	33%	▲
Admits	1	5	-80%	▼
Discharges	7	4	75%	▲
Service Hours	19	10	103%	▲

Data Submission Quality

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

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

Discharge Outcomes

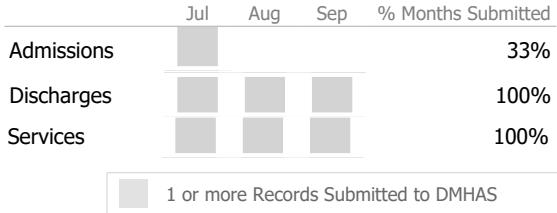|		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	86%	50%	92%	36%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		11	92%	60%	93%	32%	▲
✓	Self Help		9	75%	60%	66%	15%	▲
●	Employed		1	8%	20%	23%	-12%	▼
●	Stable Living Situation		6	50%	80%	77%	-30%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		3	50%	90%	60%	-40%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 8 Active Standard Case Management Programs

PSH HUD SNOFO
Community Renewal Team (CRT)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		N/A	N/A	85%	84%	-85% ▼

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 Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	77%

Data Submitted to DMHAS for Month

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

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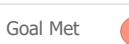
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

SA Outpatient 703725
Community Renewal Team (CRT)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,314	1,023	28%	▲
Admits	89	143	-38%	▼
Discharges	13	34	-62%	▼
Service Hours	205	63		

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	92%
✓	Valid TEDS Data	87%	50%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	3%	9%

Diagnosis		Actual	State Avg
✓	Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		4	31%	50%	51%	-19%	▼

Recovery

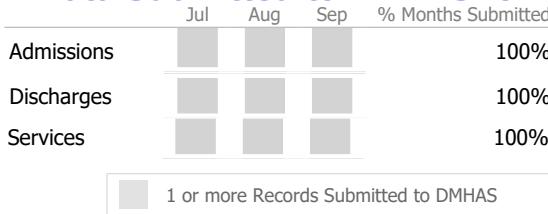| National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Employed		239	18%	50%	22%	-32%	▼
●	Abstinence/Reduced Drug Use		274	21%	55%	24%	-34%	▼
●	Not Arrested		533	41%	75%	43%	-34%	▼
●	Self Help		11	1%	60%	12%	-59%	▼
●	Stable Living Situation		441	34%	95%	44%	-61%	▼
●	Improved/Maintained Function Score		13	1%	75%	29%	-74%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		120	9%	90%	38%	-81%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		8	9%	75%	57%	-66%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 104 Active Standard Outpatient Programs