

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,897	1,940	-2%
	Admits	1,759	1,573	12% ▲
	Discharges	1,616	1,738	-7%
	Service Hours	48,263	48,316	0%
	Bed Days	8,424	8,778	-4%

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

### Consumer Satisfaction Survey (Based on 185 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		91%	80%	91%
✓ Access		90%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		82%	80%	83%
✓ Recovery		80%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,166	32.8%
	Social Rehabilitation	735	20.7%
	Crisis Services	349	9.8%
	Community Support	299	8.4%
	Intake	270	7.6%
	ACT	62	1.7%
	Inpatient Services	45	1.3%
	Other	44	1.2%
	Residential Services	13	0.4%
<b>Forensic MH</b>	Forensics Community-based	392	11.0%
	Outpatient	60	1.7%
	Case Management	32	0.9%
<b>Forensic SA</b>	Forensics Community-based	86	2.4%

### Client Demographics

Age	#	%	State Avg
18-25	281	15%	14%
26-34	351	19%	24%
35-44	336	18%	20%
45-54	443	23%	22%
55-64	346	18%	16%
65+	137	7%	5%

Gender	#	%	State Avg
Male	1,149	61%	60%
Female	742	39%	40%
Transgender	6	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,268	67%	74%
Hisp-Puerto Rican	381	20%	13%
Hispanic-Other	136	7%	7%
Unknown	95	5%	6%
Hispanic-Mexican	10	1%	1%
Hispanic-Cuban	7	0%	0%

Race	#	%	State Avg
Black/African American	764	41%	▲ 16%
White/Caucasian	620	33%	▼ 65%
Other	399	21%	13%
Unknown	30	2%	3%
Asian	26	1%	1%
Multiple Races	25	1%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

# 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

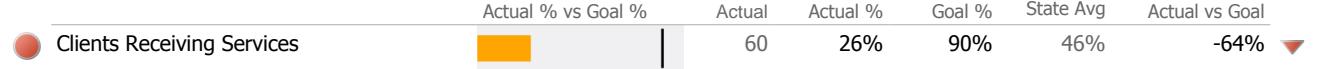
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

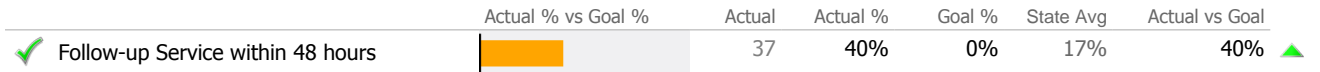
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	380	339	12% ▲
Admits	304	337	-10%
Discharges	270	301	-10%
Service Hours	475	414	15% ▲

## Service Utilization



## Jail Diversion



## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 18 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	60	3%
Admits	11	13	-15% ▼
Discharges	5	9	-44% ▼
Service Hours	3,104	2,491	25% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic		
6 Month Updates	58%	88%
Cooccurring		
MH Screen Complete	91%	91%
SA Screen Complete	82%	90%
Diagnosis		
Valid Axis I Diagnosis	89%	99%
Valid Axis V GAF Score	85%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	56%	-65% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	52%	N/A

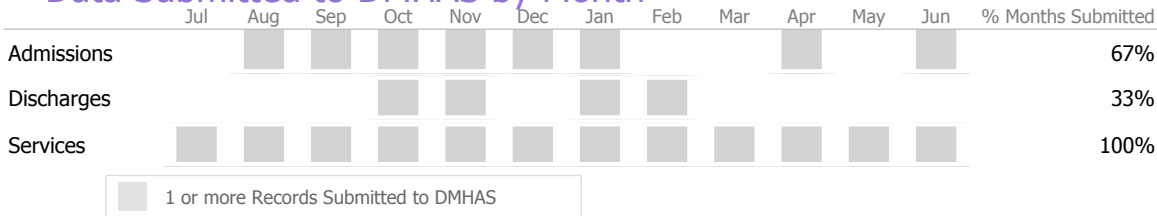
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		41	66%	60%	89%	6%
Social Support		29	47%	60%	77%	-13% ▼
Employed		0	0%	15%	12%	-15% ▼
Improved/Maintained Axis V GAF Score		32	56%	85%	53%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	96%	90%	98%	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 14 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	36	-11% ▼
Admits	12	18	-33% ▼
Discharges	15	16	-6%
Service Hours	1,512	1,204	26% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	82%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	53%	50%	11%	3%

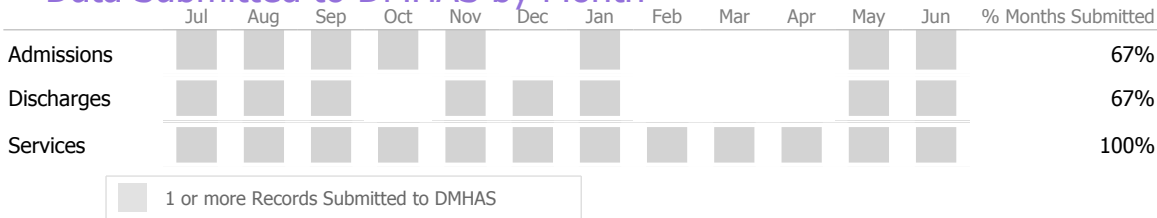
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		31	97%	60%	96%	37% ▲
● Employed		5	16%	20%	4%	-4%
● Stable Living Situation		24	75%	80%	65%	-5%
● Social Support		14	44%	60%	40%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 4 Active Standard Case Management Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	70%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	81%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	0%	98%
Valid Axis V GAF Score	0%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully		0	0%	50%	45%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Stable Living Situation		1	100%	95%	86%	5%
<span style="color: red;">●</span> Employed		0	0%	30%	23%	-30% ▼
<span style="color: red;">●</span> Social Support		0	0%	60%	70%	-60% ▼
<span style="color: red;">●</span> Improved/Maintained Axis V GAF Score		0	0%	75%	59%	-75% ▼

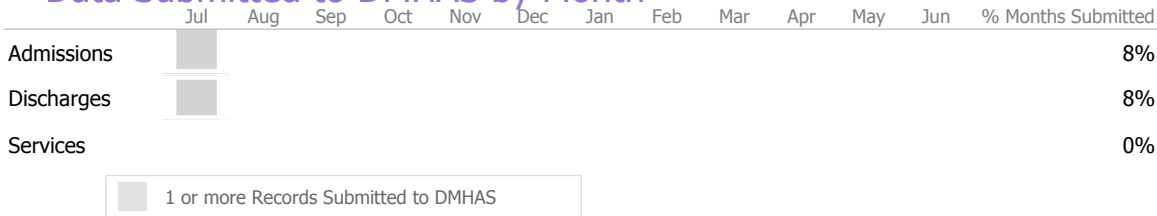
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Clients Receiving Services		N/A	N/A	90%	90%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> 2 or more Services within 30 days		0	0%	75%	65%	-75% ▼

### Data Submitted to DMHAS by Month



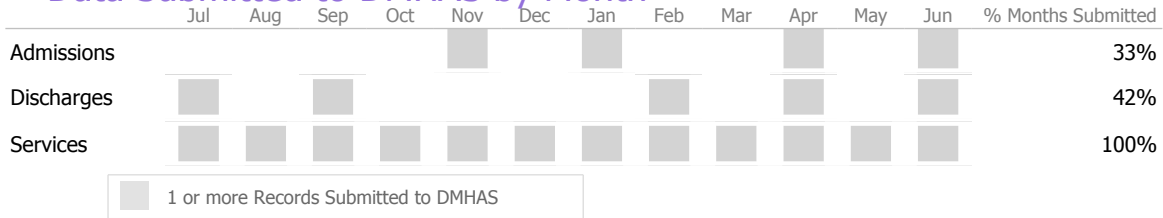
▲ > 10% Over ▼ < 10% Under

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	7	7	0%
Discharges	7	5	40% ▲
Service Hours	735	530	39% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

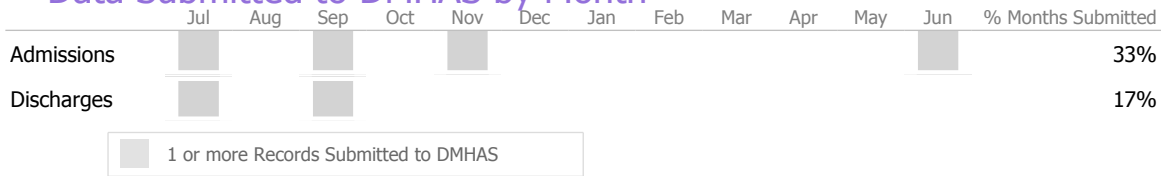
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% ▼
Admits	4	-	
Discharges	17	10	70% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 3 Active UM Screening Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	299	286	5%
Admits	130	159	-18% ▼
Discharges	159	107	49% ▲
Service Hours	4,381	4,691	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	90%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	96%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	79%	98%
Valid Axis V GAF Score	48%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		154	97%	65%	69%	32% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		299	91%	80%	92%	11% ▲
Social Support		222	67%	60%	81%	7%
Employed		22	7%	20%	13%	-13% ▼
Improved/Maintained Axis V GAF Score		36	13%	95%	69%	-82% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		164	96%	90%	99%	6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 48 Active CSP Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	83	0%
Admits	11	12	-8%
Discharges	6	15	-60% ▼
Service Hours	2,164	2,122	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	82%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	10%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	50%	45%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		34	41%	30%	23%	11% ▲
Social Support		57	69%	60%	70%	9%
Stable Living Situation		79	95%	95%	86%	0%
Improved/Maintained Axis V GAF Score		6	8%	75%	59%	-67% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		77	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	55%	75%	65%	-20% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	70	-14% ▼
Admits	27	15	80% ▲
Discharges	26	34	-24% ▼
Service Hours	2,531	2,572	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
On-Time Periodic 6 Month Updates	100%	98%
Cooccurring MH Screen Complete	97%	90%
SA Screen Complete	93%	90%
Diagnosis Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	5%	81%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	31%	50%	37%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		62	98%	60%	25%	38% ▲
Social Support		41	65%	60%	79%	5%
Stable Living Situation		48	76%	95%	83%	-19% ▼
Employed		3	5%	30%	17%	-25% ▼
Improved/Maintained Axis V GAF Score		2	4%	75%	56%	-71% ▼

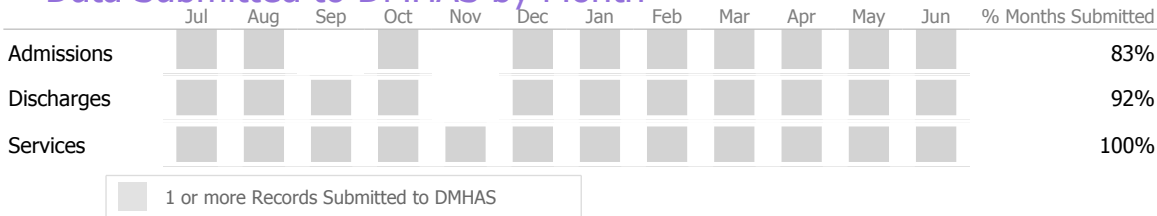
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	100%	90%	98%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	100%	75%	96%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 2 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	346	-60% ▼
Admits	-	8	-100% ▼
Discharges	138	208	-34% ▼
Service Hours	58	5,004	-99% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	70%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	88%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		138	100%	50%	45%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		128	93%	95%	86%	-2%
● Social Support		59	43%	60%	70%	-17% ▼
● Improved/Maintained Axis V GAF Score		71	51%	75%	59%	-24% ▼
● Employed		6	4%	30%	23%	-26% ▼

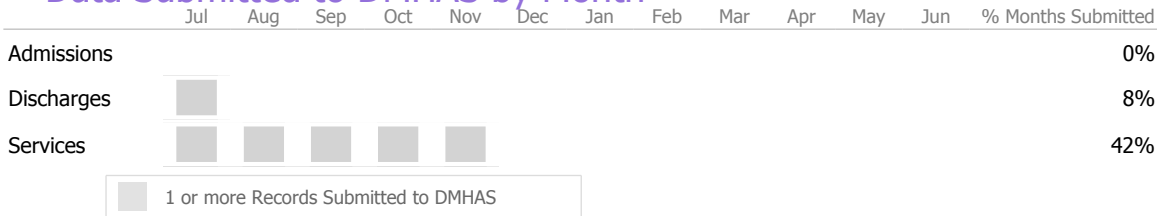
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	90%	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%	65%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

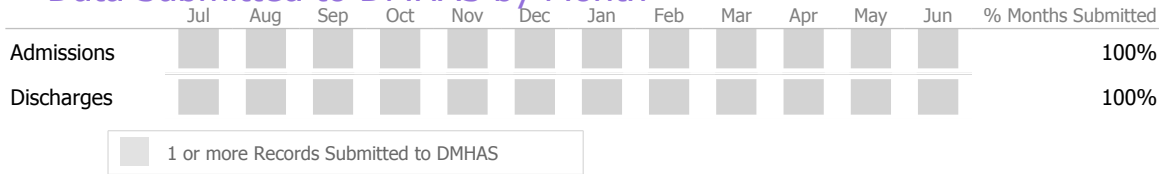
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	140	-39% ▼
Admits	83	150	-45% ▼
Discharges	84	149	-44% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		92	96%	75%	69%	21% ▲
✓ Community Location Evaluation		96	100%	80%	75%	20% ▲
● Follow-up Service within 48 hours		6	21%	90%	61%	-69% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	15	-13% ▼
Admits	5	5	0%
Discharges	8	7	14% ▲
Bed Days	2,698	3,130	-14% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	62%	60%	68%	2%
● Follow-up within 30 Days of Discharge		4	80%	90%	78%	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	100%	60%	86%	40% ▲
✓ Stable Living Situation		13	100%	95%	97%	5%
● Employed		1	8%	25%	7%	-17% ▼
● Improved/Maintained Axis V GAF Score		9	69%	95%	69%	-26% ▼

### Data Submission Quality

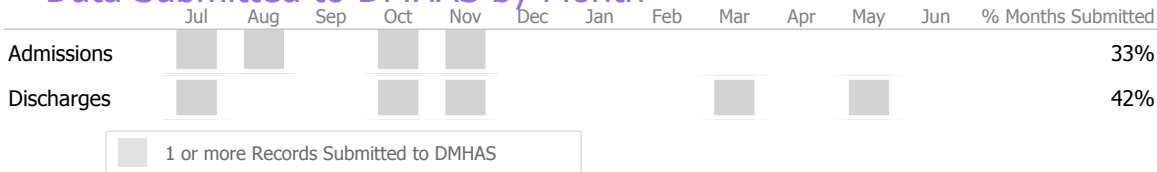
Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		86%
SA Screen Complete		85%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		96%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	476 days	0.3	74%	90%	94%	-16% ▼

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

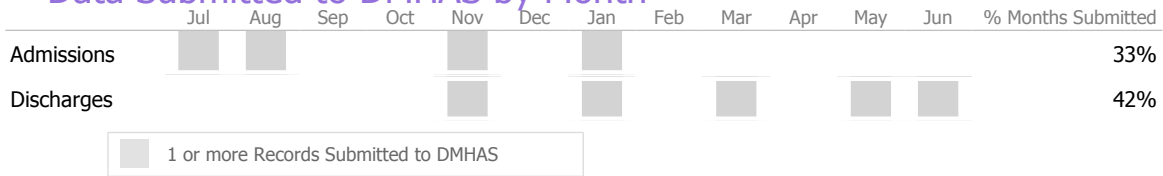
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 70 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	23	-22% ▼
Admits	4	9	-56% ▼
Discharges	12	11	9%

### Data Submitted to DMHAS by Month



\* State Avg based on 2 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	34	32% ▲
Admits	30	20	50% ▲
Discharges	30	20	50% ▲
Bed Days	5,726	5,648	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	50%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	96%
Valid Axis V GAF Score	2%	2%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	70%	95%	70%	-25% ▼
No Re-admit within 30 Days of Discharge		26	87%	85%	87%	2%
Follow-up within 30 Days of Discharge		18	86%	90%	86%	-4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	3%	75%	3%	-72% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	289 days	0.2	98%	90%	98%	8%

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	■	■	■	92%
Discharges	■	■	■			■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ▲ Goal Met   ● Below Goal

\* State Avg based on 2 Active Non-Certified Subacute Programs

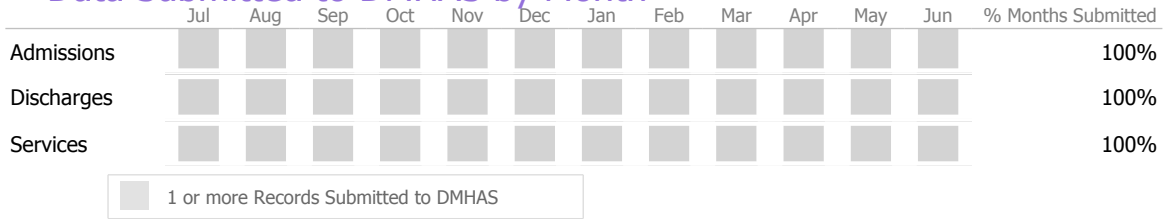
**Intake Team**

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

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	261	294	-11% ▼
Admits	150	157	-4%
Discharges	246	182	35% ▲
Service Hours	616	614	0%

**Data Submitted to DMHAS by Month**



\* State Avg based on 8 Active Central Intake Programs



## JD Sub Use

Capitol Region Mental Health Center

Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

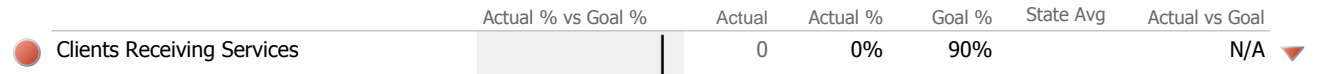
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

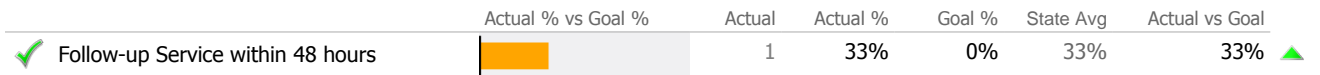
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	100	-14% ▼
Admits	52	73	-29% ▼
Discharges	55	69	-20% ▼
Service Hours	-	-	

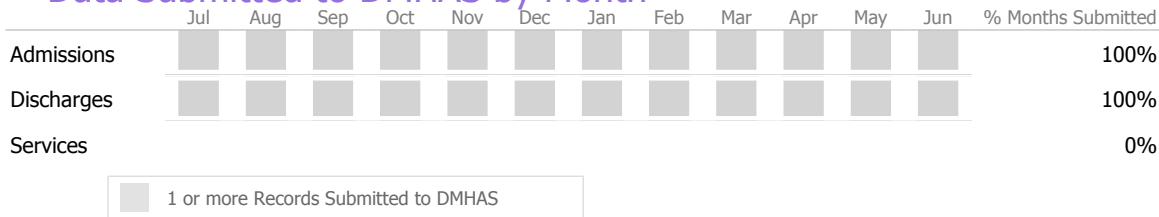
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

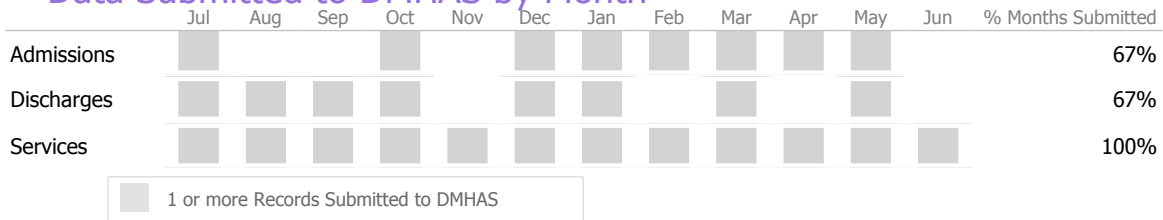
 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 1 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	13	21	-38% ▼
Discharges	14	12	17% ▲
Service Hours	433	66	

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

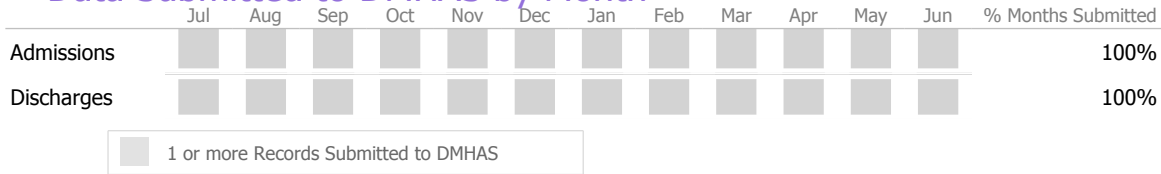
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	272	287	-5%
Admits	322	375	-14% ▼
Discharges	323	375	-14% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		328	95%	75%	69%	20% ▲
✓ Community Location Evaluation		336	97%	80%	75%	17% ▲
● Follow-up Service within 48 hours		45	45%	90%	61%	-45% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

## Peer Support

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

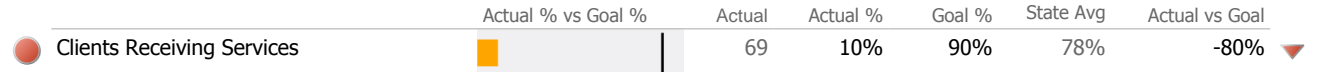
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

### Program Activity

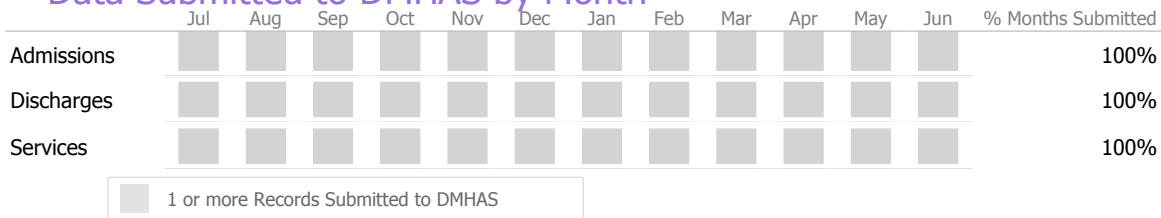
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	735	694	6%
Admits	122	82	49% ▲
Discharges	66	82	-20% ▼
Service Hours	113	74	54% ▲
Social Rehab/PHP/IOP Days	0	0	

\*Data System Limitations are affecting service numbers in this program

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 35 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	498	312	60% ▲
Admits	224	43	421% ▲
Discharges	49	34	44% ▲
Service Hours	6,496	5,080	28% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	82%
SA Screen Complete	95%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	66%	98%
Valid Axis V GAF Score	46%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	10%	50%	45%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		258	51%	60%	70%	-9%
Stable Living Situation		428	85%	95%	86%	-10%
Employed		14	3%	30%	23%	-27% ▼
Improved/Maintained Axis V GAF Score		101	21%	75%	59%	-54% ▼

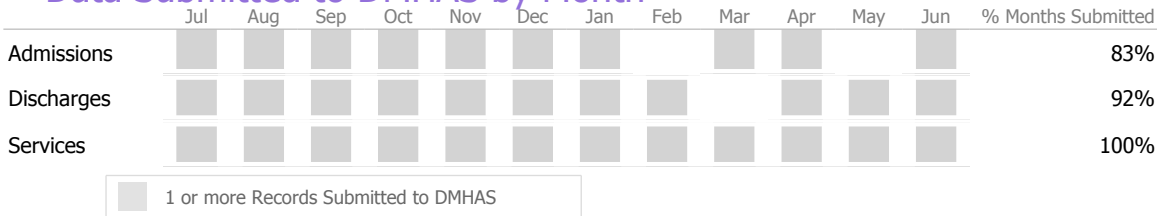
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		452	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		91	41%	75%	65%	-34% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	457	283	61% ▲
Admits	212	26	715% ▲
Discharges	40	36	11% ▲
Service Hours	8,451	5,512	53% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	82%
SA Screen Complete	91%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	74%	98%
Valid Axis V GAF Score	41%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	20%	50%	45%	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		350	76%	60%	70%	16% ▲
Stable Living Situation		423	92%	95%	86%	-3%
Employed		44	10%	30%	23%	-20% ▼
Improved/Maintained Axis V GAF Score		67	16%	75%	59%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		419	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		161	76%	75%	65%	1%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	155	-12% ▼
Admits	35	43	-19% ▼
Discharges	44	55	-20% ▼
Service Hours	17,193	17,941	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic 6 Month Updates	60%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	97%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	95%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	32%	50%	45%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		124	90%	60%	70%	30% ▲
Stable Living Situation		131	95%	95%	86%	0%
Employed		37	27%	30%	23%	-3%
Improved/Maintained Axis V GAF Score		98	77%	75%	59%	2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		93	99%	90%	90%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		30	86%	75%	65%	11% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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 92 Active Standard Outpatient Programs