Capitol Region Mental Health Center
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,697	1,776	-4%
	Admits	1,109	1,189	-7%
	Discharges	1,191	1,295	-8%
	Service Hours	40,129	45,201	-11% ▼
	Bed Days	8,442	8,326	1%

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

Consumer Satisfaction Survey   (Based on 258 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	General Satisfaction		91%	80%	92%
✓	Quality and Appropriateness		91%	80%	93%
✓	Access		90%	80%	88%
✓	Overall		89%	80%	91%
✓	Respect		88%	80%	91%
✓	Outcome		82%	80%	83%
●	Recovery		75%	80%	79%

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	972	32.8%
Social Rehabilitation	702	23.7%
Crisis Services	288	9.7%
ACT	175	5.9%
Community Support	175	5.9%
Intake	141	4.8%
Other	36	1.2%
Inpatient Services	32	1.1%
Residential Services	11	0.4%
Forensic MH		
Forensics Community-based	247	8.3%
Outpatient	61	2.1%
Case Management	32	1.1%
Forensic SA		
Forensics Community-based	92	3.1%

Client Demographics

Age	#	%	State Avg
18-25	215	13%	12%
26-34	299	18%	24%
35-44	321	19%	21%
45-54	369	22%	20%
55-64	356	21%	17%
65+	134	8%	6%

Gender	#	%	State Avg
Male	1,029	61%	60%
Female	662	39%	40%
Transgender	6	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,127	66%	70%
Hisp-Puerto Rican	331	20%	12%
Hispanic-Other	138	8%	7%
Unknown	89	5%	10%
Hispanic-Mexican	8	0%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%		State Avg
Black/African American	662	40%	▲	17%
White/Caucasian	559	33%	▼	63%
Other	358	21%		13%
Unknown	31	2%		5%
Asian	29	2%		1%
Multiple Races	27	2%		1%
Am. Indian/Native Alaskan	4	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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	235	272	-14%	▼
Admits	279	279	0%	
Discharges	267	295	-9%	

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		31	1%	0%	4%	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%

▢ 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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
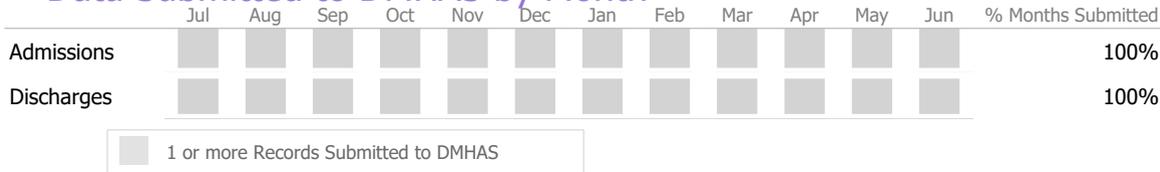Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	59	0%	▼
Admits	11	3	267%	▲
Discharges	12	10	20%	▲
Service Hours	3,274	2,844	15%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	17%	65%	60%	-48%	▼
🔴	No Re-admit within 30 Days of Discharge		8	73%	85%	86%	-12%	▼
✓	Follow-up within 30 Days of Discharge		2	100%	90%	49%	10%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	98%	86%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	97%	46%
✓	SA Screen Complete	100%	49%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	93%	98%
✓	Valid Axis V GAF Score	93%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		53	88%	60%	91%	28%	▲
✓	Social Support		37	62%	60%	79%	2%	
🔴	Employed		5	8%	15%	15%	-7%	
🔴	Improved/Maintained Axis V GAF Score		27	49%	85%	59%	-36%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		48	100%	90%	100%	10%

Data Submitted to DMHAS by Month
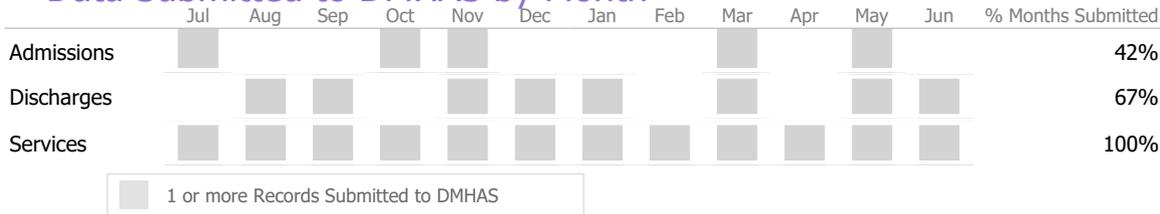
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢	▢	▢						▢		42%
Discharges		▢	▢		▢	▢			▢		▢	▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	29	10%	▲
Admits	11	12	-8%	
Discharges	22	8	175%	▲
Service Hours	489	1,032	-53%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	87%	87%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		4	18%	50%	28%	-32%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		32	100%	60%	79%	40%	▲
✓	Social Support		28	88%	60%	88%	28%	▲
✓	Employed		7	22%	20%	17%	2%	
●	Stable Living Situation		25	78%	80%	83%	-2%	

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													67%
Services													100%

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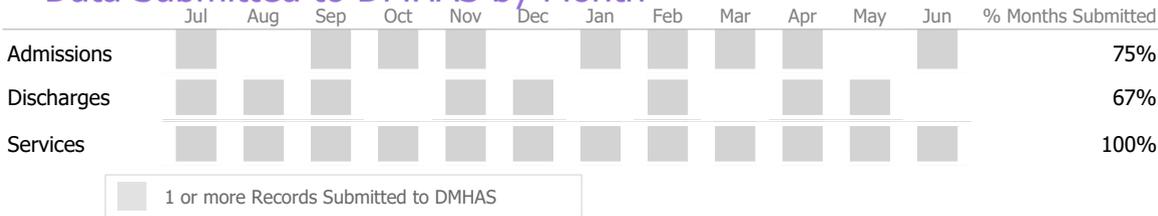
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

BHH ADULT NAE
Capitol Region Mental Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	26%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	88%	N/A ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	60%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	67%
SA Screen Complete		N/A	68%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 94 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	18	6%	
Admits	5	3	67%	▲
Discharges	7	5	40%	▲
Service Hours	765	703	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪			▪	▪	▪				42%
Discharges			▪	▪	▪		▪						33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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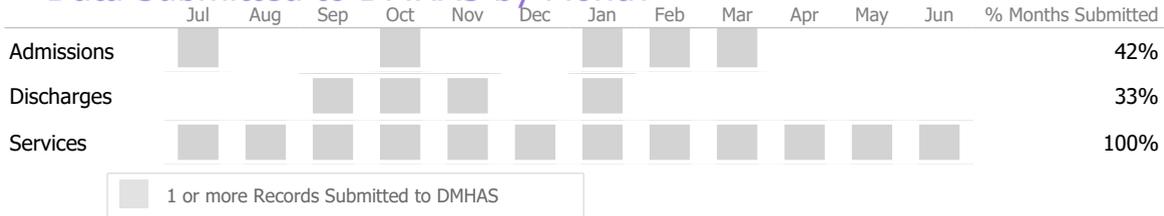
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Re-entry Programs Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 0 Active UM Screening Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	175	244	-28%	▼
Admits	53	86	-38%	▼
Discharges	71	127	-44%	▼
Service Hours	3,114	4,012	-22%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		99%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		87%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	51%
✓ SA Screen Complete		100%	51%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		83%	98%
Valid Axis V GAF Score		82%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		54	76%	65%	68%	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		129	71%	60%	83%	11%	▲
✓ Stable Living Situation		164	90%	80%	91%	10%	
🔴 Employed		14	8%	20%	13%	-12%	▼
🔴 Improved/Maintained Axis V GAF Score		36	22%	65%	65%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		110	99%	90%	99%	9%

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 37 Active CSP Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	91	-2%	
Admits	13	14	-7%	
Discharges	10	15	-33%	▼
Service Hours	1,767	2,059	-14%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	60%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	68%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		8	80%	50%	51%	30%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		70	79%	60%	68%	19%	▲
✓	Employed		32	36%	30%	26%	6%	
✓	Stable Living Situation		86	97%	95%	85%	2%	
✓	Improved/Maintained Axis V GAF Score		68	83%	75%	54%	8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		78	99%	90%	88%	9%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		8	62%	75%	74%	-13%	▼

Data Submitted to DMHAS by Month
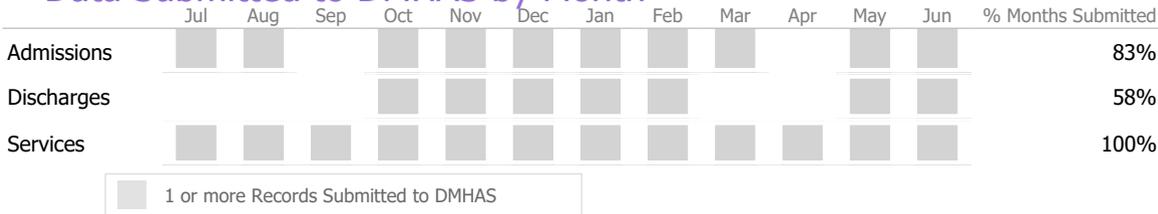
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪	▪		▪	▪	83%
Discharges				▪	▪	▪	▪	▪	▪		▪	▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	58	5%	
Admits	23	21	10%	
Discharges	25	21	19%	▲
Service Hours	2,188	2,521	-13%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	99%
✓ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	100%
Valid Axis V GAF Score		97%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	44%	50%	35%	-6%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		61	100%	60%	19%	40%	▲
✓	Social Support		46	75%	60%	79%	15%	▲
🔴	Stable Living Situation		48	79%	95%	84%	-16%	▼
🔴	Employed		4	7%	30%	22%	-23%	▼
🔴	Improved/Maintained Axis V GAF Score		19	36%	75%	59%	-39%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		36	100%	90%	100%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		22	96%	75%	92%	21%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													92%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

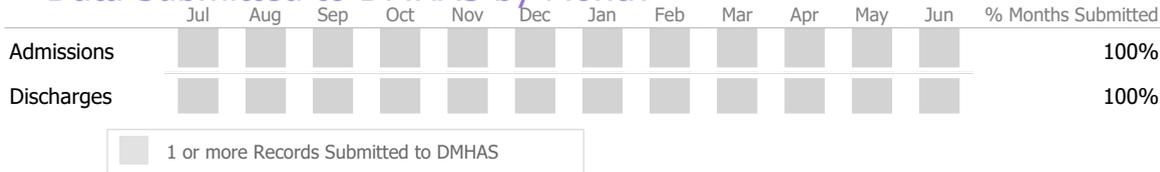* State Avg based on 2 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	40	93%	▲
Admits	79	38	108%	▲
Discharges	78	38	105%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		127	94%	75%	69%	19%	▲
✓	Community Location Evaluation		133	99%	80%	92%	19%	▲
🔴	Follow-up Service within 48 hours		4	27%	90%	88%	-63%	▼

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

Hilltop
Capitol Region Mental Health Center
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	13	-15%	▼
Admits	4	9	-56%	▼
Discharges	5	6	-17%	▼
Bed Days	2,635	2,506	5%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		98%	77%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	32%
✓ SA Screen Complete		100%	31%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	40%	60%	67%	-20%	▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	69%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		8	73%	60%	83%	13%	▲
✓ Stable Living Situation		11	100%	95%	96%	5%	
✓ Employed		3	27%	25%	13%	2%	
🔴 Improved/Maintained Axis V GAF Score		7	70%	95%	65%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		10	398 days	0.3	72%	90%	93%	-18%	▼

▢ < 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		▢		▢	▢		▢						33%
Discharges	▢		▢					▢	▢		▢		42%

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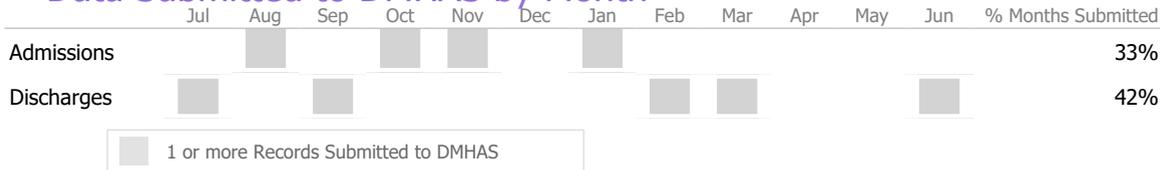
▲ > 10% Over	▼ < 10% Under

▢ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Homeless Outreach Team
Capitol Region Mental Health Center
Mental Health - Other - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	6		▼
Admits	-	-		
Discharges	-	6	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 1 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	30	7%	
Admits	16	14	14%	▲
Discharges	16	14	14%	▲
Bed Days	5,807	5,820	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		14	88%	95%	88%	-7%	
✔	No Re-admit within 30 Days of Discharge		16	100%	85%	100%	15%	▲
✔	Follow-up within 30 Days of Discharge		13	93%	90%	93%	3%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	11%	11%

Cooccurring		Actual	State Avg
	MH Screen Complete	N/A	N/A
	SA Screen Complete	N/A	N/A

| Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
✔	Valid Axis V GAF Score	44%	44%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		0	0%	75%	0%	-75%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		16	441 days	0.2	99%	90%	99%	9%

◼	< 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	◻	◻	◻	◻	◻		◻	◻	◻	◻		◻	83%
Discharges	◻	◻	◻	◻	◻		◻	◻	◻	◻		◻	83%

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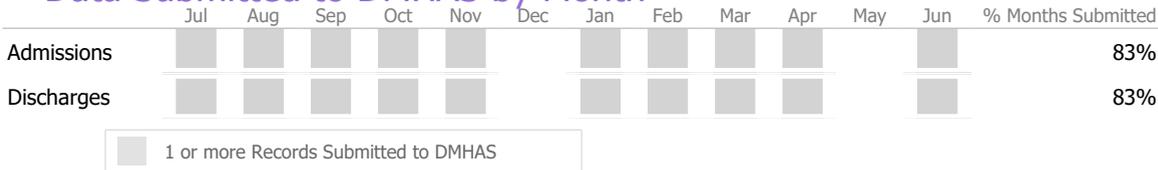
▲ > 10% Over	▼ < 10% Under

◼ Actual	┃ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 1 Active Non-Certified Subacute Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	149	-5%	
Admits	112	130	-14%	▼
Discharges	102	122	-16%	▼
Service Hours	933	853	9%	

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
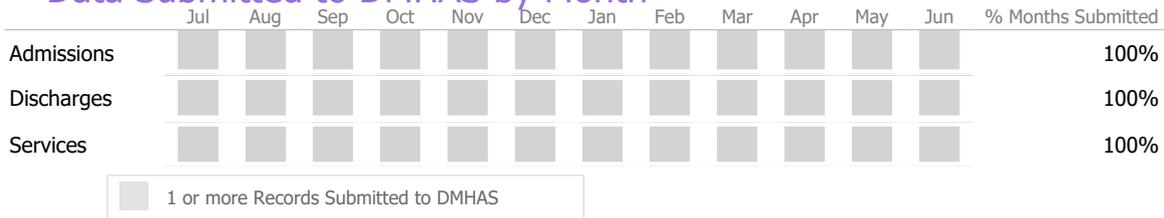
* State Avg based on 17 Active Central Intake Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	100	-8%	
Admits	85	95	-11%	▼
Discharges	96	92	4%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		1	0%	0%	0%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢						58%
Discharges	▢	▢	▢	▢	▢	▢	▢		▢		▢		75%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	29	24%	▲
Admits	18	15	20%	▲
Discharges	16	11	45%	▲
Service Hours	561	253	121%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢			▢		75%
Discharges	▢			▢	▢	▢	▢		▢		▢		58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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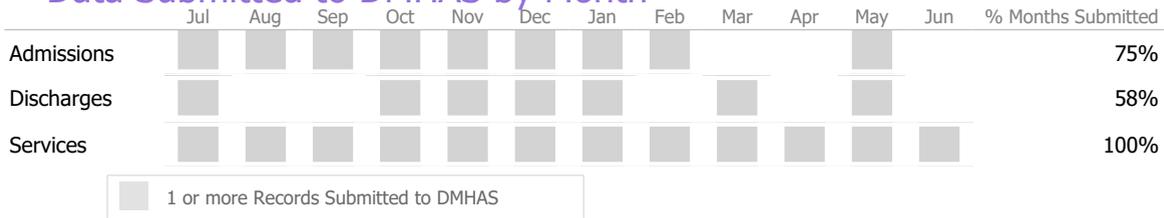
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 18 Active Other Programs

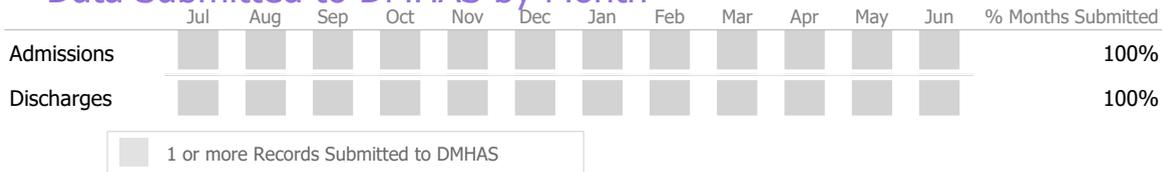**Mobile Crisis Team**
Capitol Region Mental Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	222	234	-5%	
Admits	273	308	-11%	▼
Discharges	271	308	-12%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		444	93%	75%	69%	18%	▲
✓ Community Location Evaluation		464	97%	80%	92%	17%	▲
● Follow-up Service within 48 hours		46	51%	90%	88%	-39%	▼

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 27 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
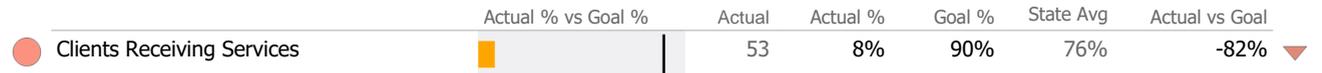Program Quality Dashboard
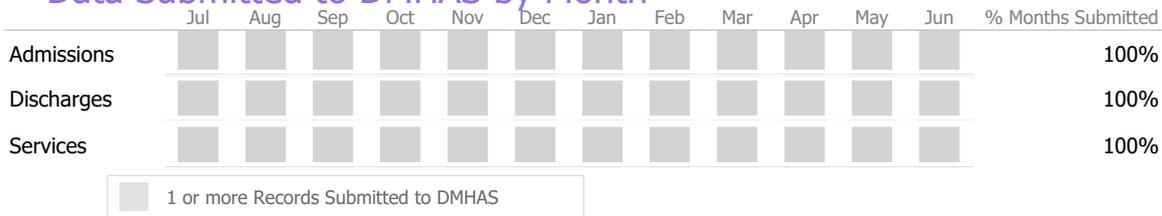Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	702	735	-4%
Admits	45	68	-34% ▼
Discharges	71	79	-10%
Service Hours	70	130	-46% ▼
Social Rehab/PHP/IOP Days	0	0	

*Data System Limitations are affecting service numbers in this program

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▮	53	8%	90%	76%	-82% ▼

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 33 Active Social Rehabilitation Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	456	471	-3%	▼
Admits	30	20	50%	▲
Discharges	32	46	-30%	▼
Service Hours	6,233	6,422	-3%	

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		90%	60%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		92%	67%
✓ SA Screen Complete		100%	68%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		73%	97%
Valid Axis V GAF Score		71%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	9%	50%	51%	-41%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		275	60%	60%	68%	0%	
🔴	Stable Living Situation		408	89%	95%	85%	-6%	
🔴	Employed		35	8%	30%	26%	-22%	▼
🔴	Improved/Maintained Axis V GAF Score		88	20%	75%	54%	-55%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		423	100%	90%	88%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		20	67%	75%	74%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													92%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	427	453	-6%	
Admits	24	35	-31%	▼
Discharges	55	50	10%	
Service Hours	7,359	8,502	-13%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	94%	60%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	80%	67%
✓	SA Screen Complete	100%	68%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	88%	97%
	Valid Axis V GAF Score	86%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		9	16%	50%	51%	-34%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		345	81%	60%	68%	21%	▲
🔴	Stable Living Situation		397	93%	95%	85%	-2%	
🔴	Employed		62	15%	30%	26%	-15%	▼
🔴	Improved/Maintained Axis V GAF Score		137	33%	75%	54%	-42%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		372	100%	90%	88%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		21	88%	75%	74%	13%	▲

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 94 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	117	131	-11%	▼
Admits	28	39	-28%	▼
Discharges	35	42	-17%	▼
Service Hours	13,375	15,869	-16%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		95%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		96%	46%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	98%
✓ Valid Axis V GAF Score		97%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	20%	65%	60%	-45%	▼
✓	No Re-admit within 30 Days of Discharge		34	97%	85%	86%	12%	▲
🔴	Follow-up within 30 Days of Discharge		4	57%	90%	49%	-33%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		109	91%	60%	91%	31%	▲
✓ Social Support		93	78%	60%	79%	18%	▲
✓ Employed		21	18%	15%	15%	3%	
✓ Improved/Maintained Axis V GAF Score		93	85%	85%	59%	0%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		85	100%	90%	100%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													92%
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