Community Health Resources Inc.
Manchester, 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	12,367	11,466	8%	
	Admits	9,187	8,194	12%	▲
	Discharges	8,469	8,052	5%	
	Service Hours	98,744	80,381	23%	▲
	Bed Days	27,759	26,691	4%	
	S.Rehab/PHP/IOP	10,915	10,606	3%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	8,091	53.4%
	Community Support	548	3.6%
	Crisis Services	425	2.8%
	IOP	305	2.0%
	ACT	241	1.6%
	Employment Services	240	1.6%
	Social Rehabilitation	214	1.4%
	Case Management	152	1.0%
	Residential Services	42	0.3%
Addiction			
	Outpatient	2,032	13.4%
	Forensics Community-based	424	2.8%
	Residential Services	357	2.4%
	Medication Assisted Treatment	319	2.1%
Forensic SA			
	Forensics Community-based	1,195	7.9%
Forensic MH			
	Forensics Community-based	557	3.7%

Consumer Satisfaction Survey   (Based on 1,643 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		93%	80%	93%
✔	Participation in Treatment		92%	80%	92%
✔	Respect		91%	80%	91%
✔	General Satisfaction		90%	80%	92%
✔	Overall		89%	80%	91%
✔	Access		89%	80%	88%
🔴	Outcome		75%	80%	83%
🔴	Recovery		72%	80%	79%

Satisfied %		Goal %	0-80%	80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age		#	%	State Avg
18-25		2,221	18%	12%
26-34		3,059	25%	24%
35-44		2,302	19%	21%
45-54		2,231	18%	20%
55-64		1,818	15%	17%
65+		718	6%	6%

Gender		#	%	State Avg
Male		6,604	53%	60%
Female		5,746	47%	40%
Transgender				0%

Race		#	%		State Avg
White/Caucasian		9,105	74%	▲	63%
Black/African American		1,345	11%		17%
Other		1,160	9%		13%
Unknown		420	3%		5%
Asian		159	1%		1%
Am. Indian/Native Alaskan		123	1%		1%
Hawaiian/Other Pacific Islander		36	0%		0%
Multiple Races		19	0%		1%

Ethnicity		#	%		State Avg
Non-Hispanic		10,544	85%	▲	70%
Hisp-Puerto Rican		944	8%		12%
Hispanic-Other		553	4%		7%
Unknown		244	2%		10%
Hispanic-Mexican		61	0%		1%
Hispanic-Cuban		21	0%		0%

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

ACT Team - Manchester 606296
Community Health Resources Inc.
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	97	107	-9%	
Admits	30	56	-46%	▼
Discharges	30	43	-30%	▼
Service Hours	6,014	4,962	21%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		99%	88%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✓ 6 Month Updates		100%	86%

Cooccurring	Actual % vs Goal	Actual	State Avg
✓ MH Screen Complete		67%	46%
✓ SA Screen Complete		67%	49%

Diagnosis	Actual % vs Goal	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		18	60%	65%	60%	-5%	
✓ No Re-admit within 30 Days of Discharge		29	97%	85%	86%	12%	▲
● Follow-up within 30 Days of Discharge		11	61%	90%	49%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		94	97%	60%	91%	37%	▲
✓ Social Support		70	72%	60%	79%	12%	▲
● Employed		11	11%	15%	15%	-4%	
● Improved/Maintained Axis V GAF Score		41	48%	85%	59%	-37%	▼

Service Utilization

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

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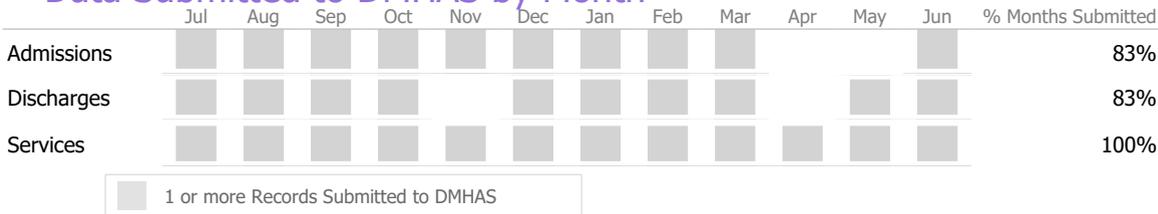
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													83%
Services													100%

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

Adult Intensive OP - Enfield 633-210X
Community Health Resources Inc.
Mental Health - IOP - Standard IOP

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	305	301	1% ▲
Admits	313	303	3%
Discharges	308	311	-1%
Service Hours		14	-100% ▼
Social Rehab/PHP/IOP Days	2,940	2,776	6%

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		97%	90%
✓ SA Screen Complete		97%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	99%
✓ Valid Axis V GAF Score		99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		238	77%	50%	75%	27% ▲
● Follow-up within 30 Days of Discharge		188	79%	90%	76%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		297	96%	75%	92%	21% ▲
✓ Social Support		232	68%	60%	68%	8%
✓ Employed		117	35%	30%	36%	5%
● Stable Living Situation		298	88%	95%	86%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	94%	90%	81%	4%

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 3 Active Standard IOP Programs

Adult Outpatient - Bloomfield 620212
Community Health Resources Inc.
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	886	984	-10%	
Admits	332	368	-10%	
Discharges	343	426	-19%	▼
Service Hours	5,975	4,824	24%	▲

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		95%	67%
✓ SA Screen Complete		95%	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		236	69%	50%	51%	19%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		317	34%	30%	26%	4%	
🔴	Stable Living Situation		821	89%	95%	85%	-6%	
🔴	Improved/Maintained Axis V GAF Score		453	56%	75%	54%	-19%	▼
🔴	Social Support		312	34%	60%	68%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		568	98%	90%	88%	8%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		293	90%	75%	74%	15%	▲

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 94 Active Standard Outpatient Programs

Adult Outpatient - Enfield 617-210
Community Health Resources Inc.
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	3,037	2,998	1%
Admits	1,432	1,379	4%
Discharges	1,216	1,382	-12% ▼
Service Hours	15,815	15,711	1%

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		97%	67%
✔ SA Screen Complete		97%	68%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	97%
✔ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		581	48%	50%	51%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		1,250	39%	30%	26%	9%
🔴 Stable Living Situation		2,890	90%	95%	85%	-5%
🔴 Social Support		1,230	38%	60%	68%	-22% ▼
🔴 Improved/Maintained Axis V GAF Score		1,410	53%	75%	54%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		1,949	97%	90%	88%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		1,266	94%	75%	74%	19% ▲

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 94 Active Standard Outpatient Programs

Adult Outpatient MH Manchester
Community Health Resources Inc.
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	4,274	3,902	10%	
Admits	2,040	1,705	20%	▲
Discharges	1,825	1,556	17%	▲
Service Hours	27,128	19,834	37%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	91%

On-Time Periodic	Actual	State Avg
6 Month Updates	42%	60%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	96%	67%
✓ SA Screen Complete	94%	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		556	30%	50%	51%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		1,436	31%	30%	26%	1%	
● Stable Living Situation		3,706	81%	95%	85%	-14%	▼
● Social Support		2,034	44%	60%	68%	-16%	▼
● Improved/Maintained Axis V GAF Score		2,274	59%	75%	54%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		2,665	97%	90%	88%	7%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		1,693	90%	75%	74%	15%	▲

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 94 Active Standard Outpatient Programs

BHH ADULT NAE
Community Health Resources Inc.
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	-	-	

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%

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 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

BHH CHILDREN Program
Community Health Resources Inc.
Mental Health - Case Management - 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		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 45 Active Outreach & Engagement Programs

Center Street 2
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

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	10	11	-9%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	185	249	-26%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		10	100%	85%	91%	15%	▲

Service Utilization

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

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 66 Active Supportive Housing – Development Programs

Center Street Apartments
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

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	10	10%
Admits	1	1	0%
Discharges	1	-	
Service Hours	213	196	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		11	100%	85%	91%	15%	▲

Service Utilization

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

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										■			8%
Discharges						■							8%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

CHR Enfield ACT
Community Health Resources Inc.
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	60	64	-6%
Admits	18	17	6%
Discharges	20	22	-9%
Service Hours	3,879	4,089	-5%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	88%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		74%	86%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		61%	46%
✓ SA Screen Complete		61%	49%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	75%	65%	60%	10%	▲
✓	No Re-admit within 30 Days of Discharge		16	89%	85%	86%	4%	
●	Follow-up within 30 Days of Discharge		9	60%	90%	49%	-30%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		61	100%	60%	91%	40%	▲
✓	Social Support		39	64%	60%	79%	4%	
●	Employed		4	7%	15%	15%	-8%	
●	Improved/Maintained Axis V GAF Score		21	38%	85%	59%	-47%	▼

Service Utilization

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

Data Submitted to DMHAS by Month
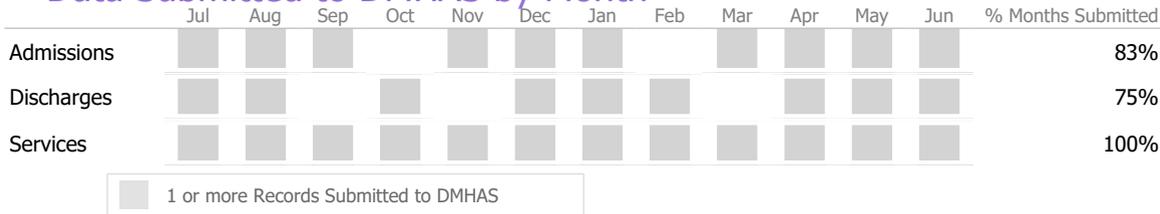
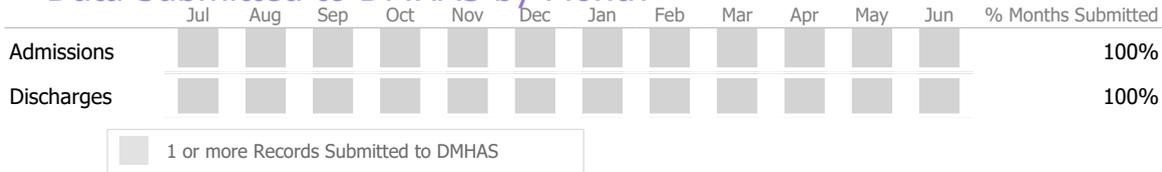|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐		☐	☐	☐		☐	☐		☐	83%
Discharges		☐	☐	☐	☐	☐	☐	☐		☐	☐	☐	75%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%

☐ 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

CPAS PTIP-37 Commerce 923705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention 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	248	293	-15%	▼
Admits	178	183	-3%	
Discharges	200	222	-10%	

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 15 Active Pre-trial Intervention Programs Programs

CPAS PTIP-W. Main Street 163705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention 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	948	1,104	-14%	▼
Admits	738	788	-6%	
Discharges	874	894	-2%	

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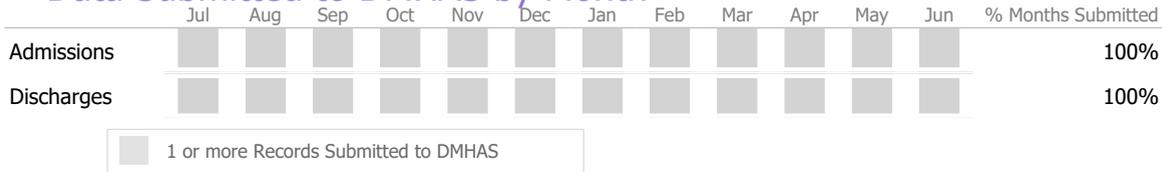
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 15 Active Pre-trial Intervention Programs Programs

Crisis Services - Windsor 606-200
Community Health Resources Inc.
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	398	385	3%
Admits	495	457	8%
Discharges	495	460	8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		351	70%	75%	69%	-5%
✓ Community Location Evaluation		503	100%	80%	92%	20% ▲
✓ Follow-up Service within 48 hours		260	98%	90%	88%	8%

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
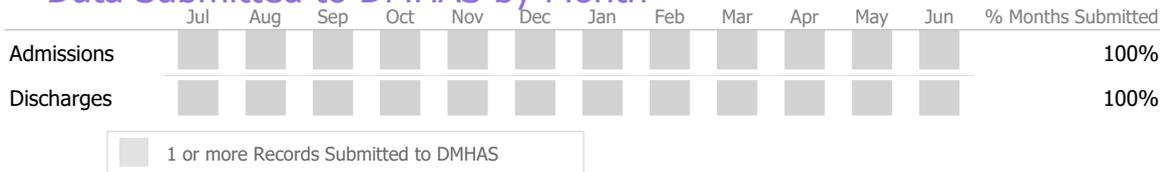
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

CSP Recovery Bloomfield
Community Health Resources Inc.
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	84	74	14%	▲
Admits	33	76	-57%	▼
Discharges	27	25	8%	
Service Hours	2,407	2,096	15%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	92%	86%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	85%	51%
✓	SA Screen Complete	85%	51%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	99%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		7	26%	65%	68%	-39%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		78	91%	80%	91%	11%	▲
●	Employed		8	9%	20%	13%	-11%	▼
●	Social Support		36	42%	60%	83%	-18%	▼
●	Improved/Maintained Axis V GAF Score		36	47%	65%	65%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		58	98%	90%	99%	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 37 Active CSP Programs

CSP/RP 606250, Manchester
Community Health Resources Inc.
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	316	346	-9%	
Admits	109	157	-31%	▼
Discharges	136	140	-3%	
Service Hours	8,647	6,552	32%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		94%	51%
✓ SA Screen Complete		94%	51%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		79	58%	65%	68%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		289	90%	80%	91%	10%	
✓ Social Support		217	68%	60%	83%	8%	
● Employed		40	12%	20%	13%	-8%	
● Improved/Maintained Axis V GAF Score		131	46%	65%	65%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		184	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

CSP/RP 617290, Enfield
Community Health Resources Inc.
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	150	216	-31%	▼
Admits	57	70	-19%	▼
Discharges	60	121	-50%	▼
Service Hours	4,659	5,533	-16%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		81%	51%
✓ SA Screen Complete		79%	51%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		47	78%	65%	68%	13%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		143	91%	80%	91%	11%	▲
●	Social Support		77	49%	60%	83%	-11%	▼
●	Employed		9	6%	20%	13%	-14%	▼
●	Improved/Maintained Axis V GAF Score		58	45%	65%	65%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		95	98%	90%	99%	8%

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

Danielson OP 202
Community Health Resources Inc.
Addiction - 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	728	433	68%	▲
Admits	603	367	64%	▲
Discharges	582	251	132%	▲
Service Hours	5,714	2,873	99%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	88%
	Valid TEDS Data	79%	85%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	74%	34%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	91%
✓	SA Screen Complete	100%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	96%	95%
✓	Valid Axis V GAF Score	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		292	50%	50%	57%	0%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		734	91%	75%	80%	16%	▲
✓	Abstinence/Reduced Drug Use		448	55%	55%	52%	0%	
✓	Improved/Maintained Axis V GAF Score		595	89%	75%	68%	14%	▲
🔴	Employed		347	43%	50%	40%	-7%	
🔴	Stable Living Situation		641	79%	95%	78%	-16%	▼
🔴	Self Help		102	13%	60%	30%	-47%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		214	95%	90%	76%	5%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		497	89%	75%	67%	14%	▲

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 116 Active Standard Outpatient Programs

Enfield Methadone Maintenance
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

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	135	17	694% ▲
Admits	119	17	600% ▲
Discharges	22	-	
Service Hours	284	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	68%

Cooccurring		Actual	State Avg
MH Screen Complete		97%	98%
SA Screen Complete		96%	98%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
✔ Valid Axis V GAF Score		99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		12	55%	50%	46%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Not Arrested		123	90%	75%	93%	15% ▲
✔ Stable Living Situation		122	90%	90%	92%	0%
● Employed		52	38%	40%	45%	-2%
● Abstinence/Reduced Drug Use		66	49%	50%	69%	-1%
● Self Help		37	27%	60%	46%	-33% ▼
● Improved/Maintained Axis V GAF Score		28	35%	75%	76%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		111	97%	90%	92%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		16	12%	50%	71%	-38% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪					100%
Discharges									▪	▪		▪	33%
Services										▪	▪		17%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

HUD SHP - 298
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	13	12	8%	
Admits	3	1	200%	▲
Discharges	2	2	0%	
Service Hours	366	285	29%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	92%	85%	85%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■						■						17%
Discharges	■						■						17%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

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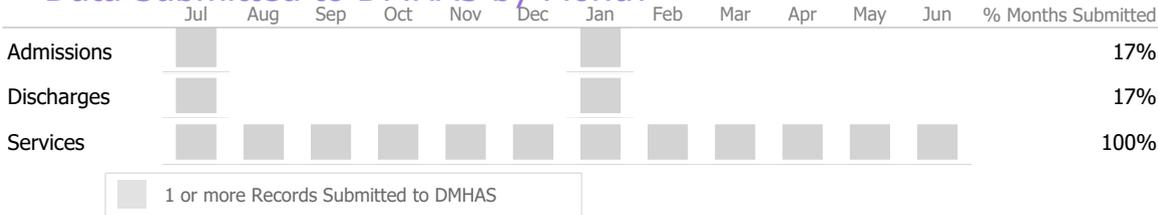
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Jail Diversion - Enfield 617-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

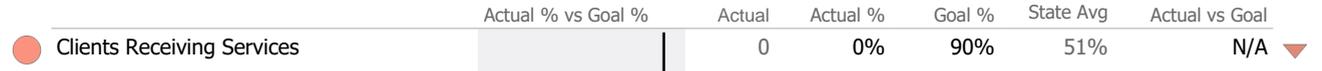Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	299	349	-14%	▼
Admits	238	289	-18%	▼
Discharges	271	300	-10%	
Service Hours	-	-		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	51%	N/A	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		90	4%	0%	4%	4%

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													0%

▢ 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

Jail Diversion - Manchester 606-341
Community Health Resources Inc.
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	265	239	11%	▲
Admits	200	190	5%	
Discharges	188	175	7%	
Service Hours	-	-		

Service Utilization
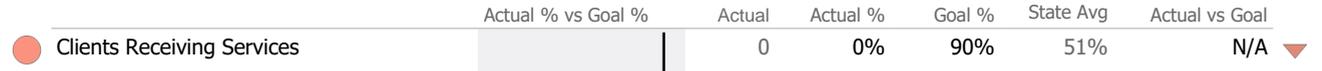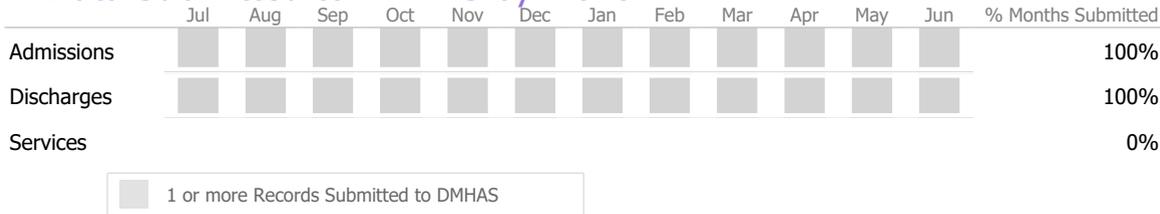
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		0	0%	90%	51%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		65	2%	0%	4%	2%

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													0%

▢ 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

MAT - Naltrexone - Bloomfield
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Naltrexone

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	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	80%
Valid TEDS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	23%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	84%
SA Screen Complete		N/A	100%

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%	58%	-55% ▼
Employed		N/A	N/A	50%	21%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	72%	-75% ▼
Not Arrested		N/A	N/A	75%	79%	-75% ▼
Self Help		N/A	N/A	60%	39%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

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 8 Active Naltrexone Programs

MAT - Naltrexone - Willimantic
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Naltrexone

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	2	1	100%	▲
Admits	1	1	0%	
Discharges	1	-		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	61%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		2	100%	55%	58%	45%	▲
✓ Self Help		2	100%	60%	39%	40%	▲
✓ Employed		1	50%	50%	21%	0%	
🔴 Improved/Maintained Axis V GAF Score		1	50%	75%	72%	-25%	▼
🔴 Not Arrested		1	50%	75%	79%	-25%	▼
🔴 Stable Living Situation		1	50%	95%	81%	-45%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		60%	80%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	23%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	84%
✓ SA Screen Complete		100%	100%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									▪				8%
Discharges										▪			8%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 8 Active Naltrexone Programs

MATx OP
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

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	63	40	58%	▲
Admits	31	39	-21%	▼
Discharges	33	5	560%	▲
Service Hours	946	419	126%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		93%	94%
✓ Valid TEDS Data		99%	99%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
6 Month Updates		33%	38%

Cooccurring	Actual % vs Goal	Actual	State Avg
✓ MH Screen Complete		100%	82%
✓ SA Screen Complete		100%	97%

Diagnosis	Actual % vs Goal	Actual	State Avg
Valid Axis I Diagnosis		97%	99%
✓ Valid Axis V GAF Score		97%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		13	39%	50%	52%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		56	85%	55%	61%	30%	▲
✓ Not Arrested		56	85%	75%	89%	10%	
🔴 Self Help		35	53%	60%	32%	-7%	
🔴 Improved/Maintained Axis V GAF Score		40	74%	75%	57%	-1%	
🔴 Employed		20	30%	50%	35%	-20%	▼
🔴 Stable Living Situation		46	70%	95%	88%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		27	82%	90%	67%	-8%

Data Submitted to DMHAS by Month

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

Milestone - CSSD
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

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	27	25	8%
Admits	25	23	9%
Discharges	25	23	9%
Bed Days	662	661	0%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		20	80%	50%	84%	30%	▲
✓	No Re-admit within 30 Days of Discharge		24	96%	85%	86%	11%	▲
●	Follow-up within 30 Days of Discharge		7	35%	90%	73%	-55%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	95%
✓ Valid TEDS Data		100%	100%

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

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		24	89%	70%	91%	19%	▲
✓	Improved/Maintained Axis V GAF Score		25	100%	75%	76%	25%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		2	28 days	0.1	91%	90%	91%	1%

■ < 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													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

Milestone-DMHAS
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

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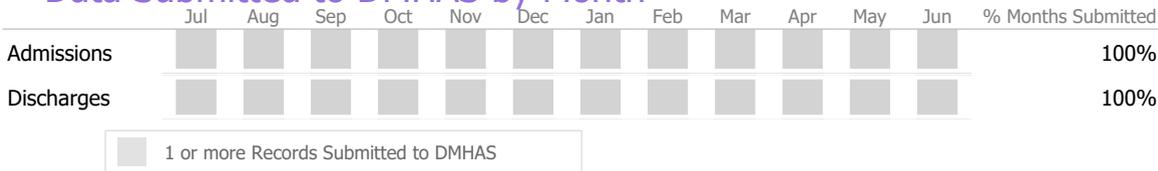
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	184	163	13%	▲
Admits	175	156	12%	▲
Discharges	177	154	15%	▲
Bed Days	4,719	4,101	15%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		139	79%	50%	84%	29%	▲
✓	No Re-admit within 30 Days of Discharge		163	92%	85%	86%	7%	
●	Follow-up within 30 Days of Discharge		93	67%	90%	73%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	95%
	Valid TEDS Data	99%	100%

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

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		165	88%	70%	91%	18%	▲
✓	Improved/Maintained Axis V GAF Score		172	97%	75%	76%	22%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		14	28 days	0.1	92%	90%	91%	2%

■ < 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													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

New Life Residential LTT
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

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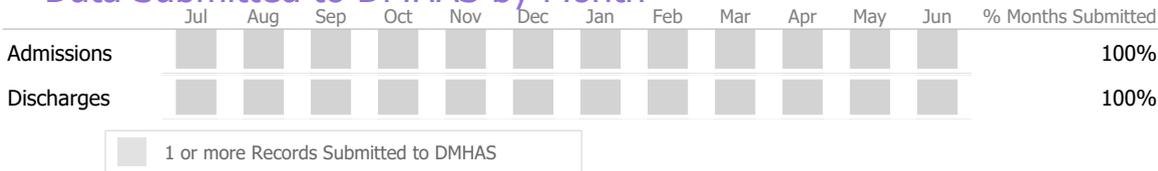
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	24	13%	▲
Admits	20	20	0%	
Discharges	20	19	5%	
Bed Days	2,599	2,191	19%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	55%	70%	75%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		17	85%	85%	92%	0%	
✓	Follow-up within 30 Days of Discharge		10	91%	90%	68%	1%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	86%
✓	Valid TEDS Data	100%	84%

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

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	77%
✓	SA Screen Complete	100%	77%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	96%	99%
	Valid Axis V GAF Score	96%	99%
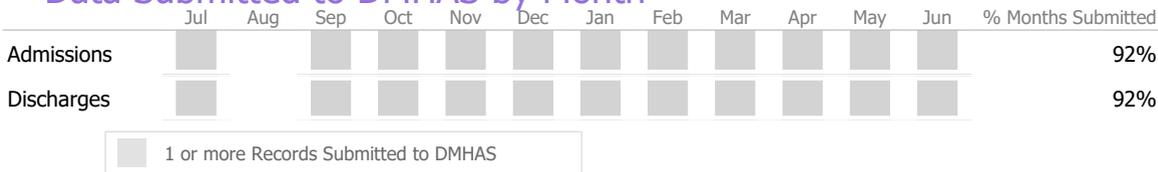
Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		20	74%	70%	79%	4%
✓	Improved/Maintained Axis V GAF Score		20	100%	95%	82%	5%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		8	135 days	0.2	89%	90%	94%	-1%

■ < 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	■		■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

Next Steps - Manchester 606551
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	33	34	-3%	
Admits	2	4	-50%	▼
Discharges	1	3	-67%	▼
Service Hours	1,079	644	67%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	91%	85%	85%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▉				▉							17%
Discharges				▉									8%
Services		▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	100%

▉ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

NHDTP
Community Health Resources Inc.
Mental Health - 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)
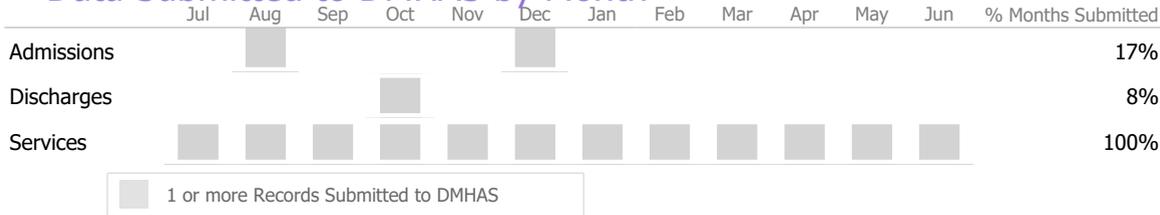
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	11	173%	▲
Admits	21	9	133%	▲
Discharges	22	-		

Discharge Outcomes

		Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully	Actual % vs Goal %	16	73%	50%	30%	23%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		30	94%	80%	77%	14%	▲
🔴 Employed		0	0%	20%	11%	-20%	▼
🔴 Social Support		0	0%	60%	61%	-60%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													75%

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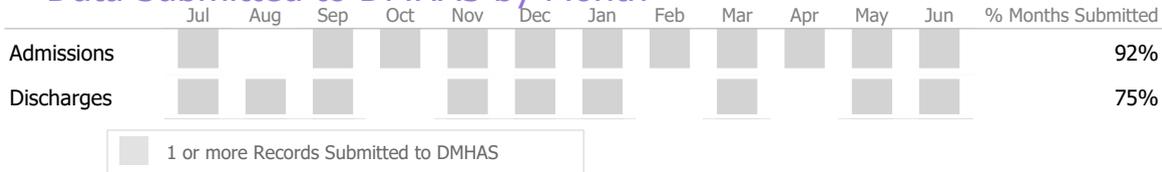
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Standard Case Management Programs

Northfield Group Home - Enfield 617-240
Community Health Resources Inc.
Mental Health - Residential Services - Group Home

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	13	16	-19%	▼
Admits	6	8	-25%	▼
Discharges	7	9	-22%	▼
Bed Days	2,742	2,715	1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Cooccurring		Actual	State Avg
MH Screen Complete		86%	88%
SA Screen Complete		86%	95%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	86%	80%	82%	6%	
✓	No Re-admit within 30 Days of Discharge		7	100%	85%	88%	15%	▲
●	Follow-up within 30 Days of Discharge		5	83%	90%	83%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		10	77%	60%	83%	17%	▲
✓ Stable Living Situation		13	100%	90%	99%	10%	
● Improved/Maintained Axis V GAF Score		5	45%	95%	68%	-50%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	436 days	0.2	94%	90%	95%	4%

■ < 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		■	■	■			■	■			■		50%
Discharges			■				■			■		■	33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over　▼ < 10% Under

■ Actual　| Goal　✓ Goal Met　● Below Goal
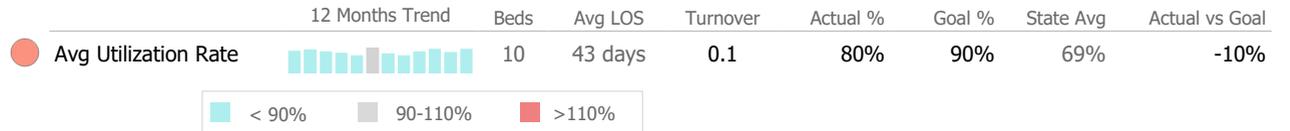
* State Avg based on 24 Active Group Home Programs

Oak Street Recovery House
Community Health Resources Inc.
Addiction - Residential Services - Recovery House

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	98	50	96%	▲
Admits	95	41	132%	▲
Discharges	94	42	124%	▲
Bed Days	2,915	2,485	17%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		76	81%	85%	80%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	43 days	0.1	80%	90%	69%	-10%

■ < 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	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal
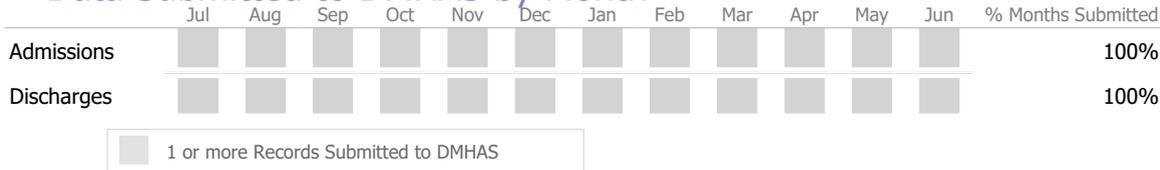
* State Avg based on 13 Active Recovery House Programs

Outpatient 202200 (formerly New Directions)
Community Health Resources Inc.
Addiction - 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	518	697	-26%	▼
Admits	369	525	-30%	▼
Discharges	393	548	-28%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		219	56%	50%	57%	6%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		446	81%	75%	80%	6%	
✓	Employed		289	52%	50%	40%	2%	
✓	Improved/Maintained Axis V GAF Score		377	81%	75%	68%	6%	
🔴	Stable Living Situation		468	85%	95%	78%	-10%	
🔴	Abstinence/Reduced Drug Use		248	45%	55%	52%	-10%	▼
🔴	Self Help		97	18%	60%	30%	-42%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	88%
✓	Valid TEDS Data	86%	85%

On-Time Periodic	Actual	State Avg
6 Month Updates	25%	34%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	99%	91%
✓	SA Screen Complete	99%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	98%	95%
✓	Valid Axis V GAF Score	99%	98%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		294	84%	75%	67%	9%

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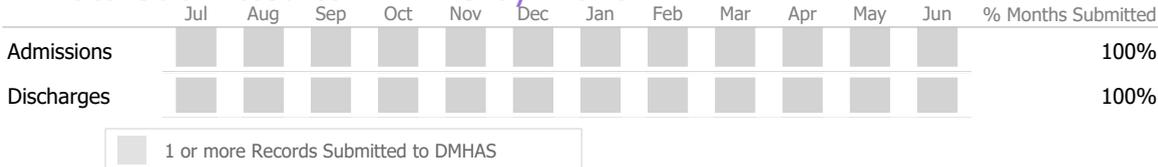
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

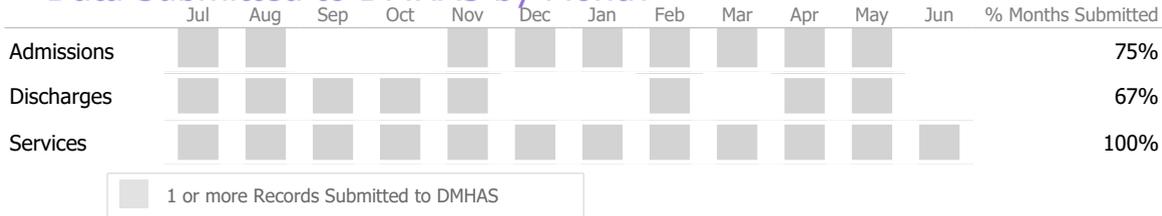* State Avg based on 116 Active Standard Outpatient Programs

PATH - CM - Outreach and Eng
Community Health Resources Inc.
Mental Health - Case Management - 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	34	34	0%	
Admits	16	23	-30%	▼
Discharges	20	15	33%	▲
Service Hours	294	202	46%	▲

Service Engagement
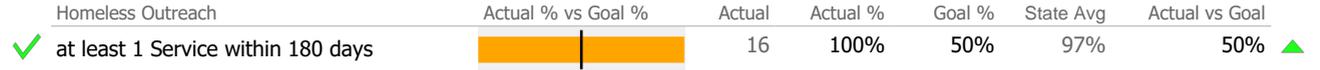
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		16	100%	50%	97%	50%	▲

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 45 Active Outreach & Engagement Programs

Pilots Housing - Manchester 617297
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	23	19	21%	▲
Admits	4	-		
Discharges	5	-		
Service Hours	469	504	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		19	83%	85%	85%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		76%	86%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▇ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Pre-Trial Drug/Alc Ed 202705
Community Health Resources Inc.
Addiction - Forensics Community-based - Pre-trial Intervention Programs

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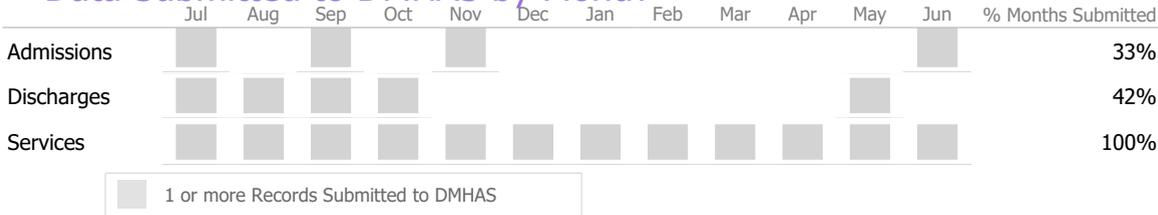
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	424	40	960%	▲
Admits	389	40	873%	▲
Discharges	125	5	2400%	▲
Service Hours	-	-		

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													0%

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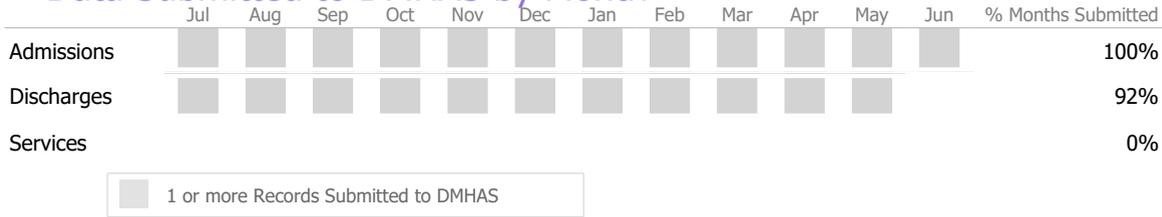
▲ > 10% Over   ▼ < 10% Under

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

* State Avg based on 2 Active Pre-trial Intervention Programs Programs

Respite - Enfield 617200
Community Health Resources Inc.
Mental Health - Crisis Services - Respite Bed

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	45	61	-26%	▼
Admits	51	79	-35%	▼
Discharges	51	79	-35%	▼
Bed Days	1,621	1,850	-12%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		45	88%	85%	86%	3%
●	Follow-up within 30 Days of Discharge		32	84%	90%	76%	-6%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		6	80 days	0.1	74%	90%	63%	-16%	▼

◻ < 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													100%
Discharges													100%

◻ 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

Roots to Recovery
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

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	58	52	12%	▲
Admits	51	41	24%	▲
Discharges	47	45	4%	
Bed Days	4,723	4,732	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		37	79%	70%	75%	9%	
🔴	No Re-admit within 30 Days of Discharge		38	81%	85%	92%	-4%	
🔴	Follow-up within 30 Days of Discharge		32	86%	90%	68%	-4%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	86%
✓ Valid TEDS Data		100%	84%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	77%
✓ SA Screen Complete		100%	77%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	99%
Valid Axis V GAF Score		95%	99%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		52	85%	70%	79%	15%	▲
🔴	Improved/Maintained Axis V GAF Score		43	90%	95%	82%	-5%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		14	113 days	0.1	92%	90%	94%	2%
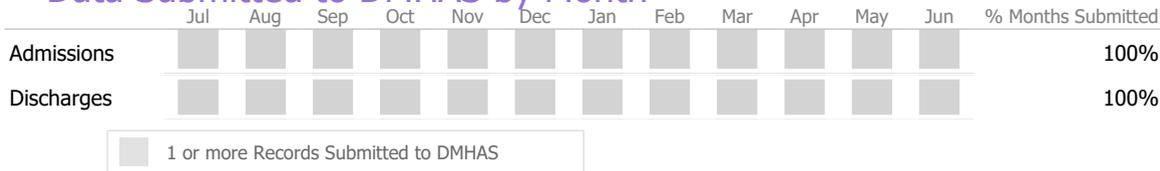
▢ < 90%   ▢ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

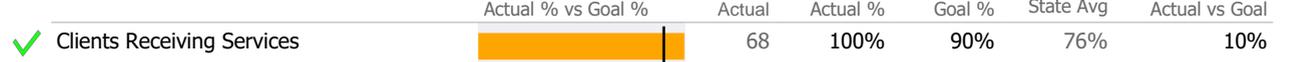|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

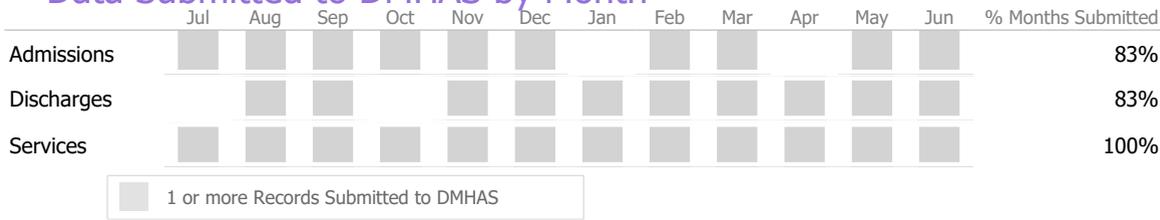* State Avg based on 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

Second Wind Club House - Enfield 617-280
Community Health Resources Inc.
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	101	112	-10%	
Admits	34	28	21%	▲
Discharges	35	46	-24%	▼
Service Hours	109	71	53%	▲
Social Rehab/PHP/IOP Days	4,271	4,368	-2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		68	100%	90%	76%	10%

Data Submitted to DMHAS by Month

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

STR - MAT Y2
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

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%	52%	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%	61%	-55% ▼
Employed		N/A	N/A	50%	35%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	57%	-75% ▼
Not Arrested		N/A	N/A	75%	89%	-75% ▼
Self Help		N/A	N/A	60%	32%	-60% ▼
Stable Living Situation		N/A	N/A	95%	88%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	94%
Valid TEDS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	38%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	82%
SA Screen Complete		N/A	97%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	67%	N/A ▼

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 23 Active Buprenorphine Maintenance Programs

STR MAT
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

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	125	64	95%	▲
Admits	78	39	100%	▲
Discharges	60	8	650%	▲
Service Hours	1,806	1,084	67%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	94%
✓ Valid TEDS Data		99%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		33%	38%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	82%
✓ SA Screen Complete		100%	97%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		32	53%	50%	52%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		120	90%	75%	89%	15%	▲
✓ Abstinence/Reduced Drug Use		86	64%	55%	61%	9%	
● Stable Living Situation		111	83%	95%	88%	-12%	▼
● Employed		47	35%	50%	35%	-15%	▼
● Improved/Maintained Axis V GAF Score		75	69%	75%	57%	-6%	
● Self Help		33	25%	60%	32%	-35%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	95%	90%	67%	5%

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 Buprenorphine Maintenance Programs

Strickland Street Residence - Manchester
Community Health Resources Inc.
Mental Health - Residential Services - MH Intensive Res. 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	6	6	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Bed Days	2,112	2,069	2%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
✓ SA Screen Complete		100%	89%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	94%
✓ Valid Axis V GAF Score		100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	77%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

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%	54%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	2,032 days	0.3	96%	90%	93%	6%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month
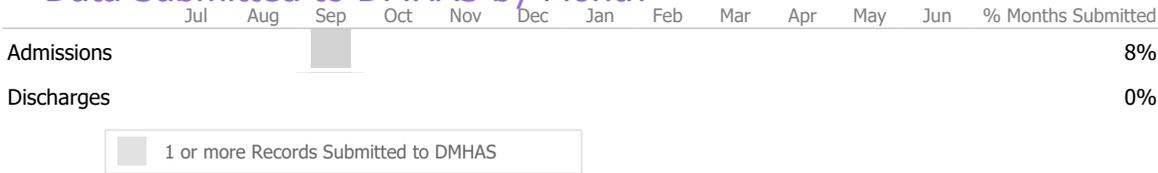
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■										8%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation Programs

Supported Employment - Enfield 620222
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

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	147	152	-3%	
Admits	129	126	2%	
Discharges	110	149	-26%	▼
Service Hours	1,068	802	33%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		62	41%	35%	42%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

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 43 Active Employment Services Programs

Supported Employment Manchester
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

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	93	113	-18%	▼
Admits	59	60	-2%	
Discharges	39	96	-59%	▼
Service Hours	1,278	668	91%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		31	33%	35%	42%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		76%	95%

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 43 Active Employment Services Programs

Trans Support Program 617255
Community Health Resources Inc.
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)
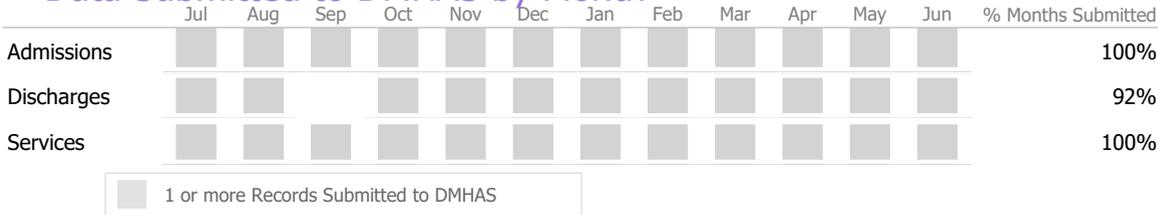
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	8	10	-20%	▼
Discharges	7	13	-46%	▼
Bed Days	4,877	4,364	12%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		6	86%	60%	67%	26%	▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	69%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		19	100%	95%	96%	5%	
🔴 Employed		4	21%	25%	13%	-4%	
🔴 Social Support		8	42%	60%	83%	-18%	▼
🔴 Improved/Maintained Axis V GAF Score		6	38%	95%	65%	-57%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	77%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		38%	32%
✓ SA Screen Complete		38%	31%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	540 days	0.2	95%	90%	93%	5%

🟦 < 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	▪	▪		▪	▪	▪	▪				▪		58%
Discharges			▪			▪	▪				▪	▪	42%

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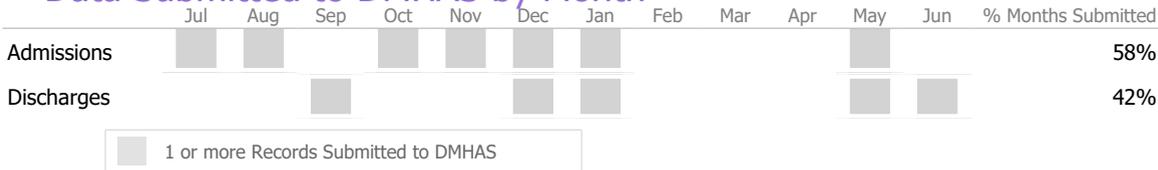
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs
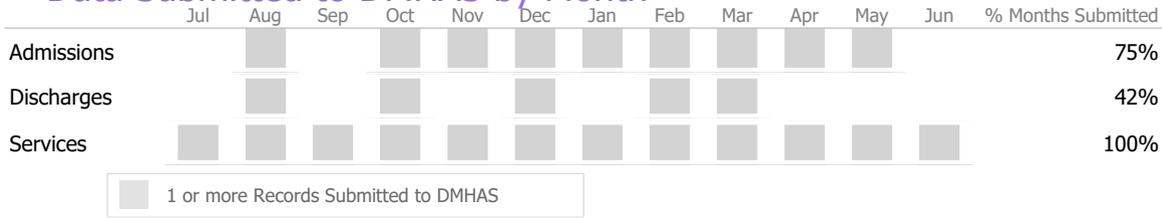
We Can Club House - Manchester 606284
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

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	114	109	5%	
Admits	43	21	105%	▲
Discharges	17	40	-58%	▼
Service Hours	5			
Social Rehab/PHP/IOP Days	3,704	3,462	7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		97	100%	90%	76%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■		■	■	■	■	■		■	■		75%
Discharges		■		■		■		■	■				42%
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

Willimantic OP
Community Health Resources Inc.
Addiction - 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	806	593	36%	▲
Admits	591	389	52%	▲
Discharges	518	343	51%	▲
Service Hours	5,435	3,806	43%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		88%	88%
Valid TEDS Data		80%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		68%	34%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		98%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	95%
✓ Valid Axis V GAF Score		99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		230	44%	50%	57%	-6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		778	90%	75%	80%	15%	▲
● Abstinence/Reduced Drug Use		414	48%	55%	52%	-7%	
✓ Improved/Maintained Axis V GAF Score		577	80%	75%	68%	5%	
● Employed		308	35%	50%	40%	-15%	▼
● Stable Living Situation		615	71%	95%	78%	-24%	▼
● Self Help		188	22%	60%	30%	-38%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		338	96%	90%	76%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		482	87%	75%	67%	12%	▲

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 116 Active Standard Outpatient Programs

YAS CTT - Enfield 617-373
Community Health Resources Inc.
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	56	61	-8%
Admits	31	34	-9%
Discharges	31	36	-14% ▼
Service Hours	2,157	2,097	3%

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		99%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		21%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		90%	46%
✓ SA Screen Complete		90%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		15	48%	65%	60%	-17% ▼
✓ No Re-admit within 30 Days of Discharge		30	97%	85%	86%	12% ▲
🔴 Follow-up within 30 Days of Discharge		2	13%	90%	49%	-77% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		58	97%	60%	91%	37% ▲
✓ Employed		21	35%	15%	15%	20% ▲
✓ Social Support		45	75%	60%	79%	15% ▲
🔴 Improved/Maintained Axis V GAF Score		30	67%	85%	59%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	100%	7%

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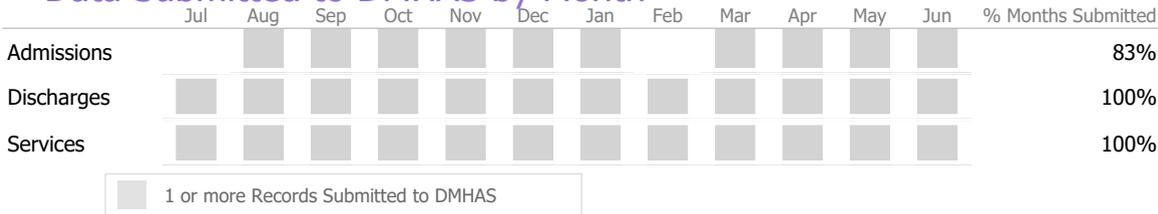
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪	▪	▪		▪		▪	▪	▪	83%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

YAS Staffed Apartments - Enfield
Community Health Resources Inc.
Mental Health - Residential Services - MH Intensive Res. 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	4	8	-50%	▼
Admits	2	7	-71%	▼
Discharges	-	7	-100%	▼
Bed Days	789	1,523	-48%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	77%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
✓ SA Screen Complete		100%	89%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		75%	94%
Valid Axis V GAF Score		75%	88%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Improved/Maintained Axis V GAF Score		1	50%	75%	54%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		3	638 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											▉	▉	17%
Discharges													0%

▉ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▉ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation Programs

Young Adult Services - Manchester
Community Health Resources Inc.
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	34	39	-13%	▼
Admits	12	21	-43%	▼
Discharges	16	15	7%	
Service Hours	2,693	2,431	11%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully	12	75%	65%	60%	10%	▲
✓	No Re-admit within 30 Days of Discharge	16	100%	85%	86%	15%	▲
●	Follow-up within 30 Days of Discharge	7	58%	90%	49%	-32%	▼

Recovery

National Recovery Measures (NOMS)		Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation	35	95%	60%	91%	35%	▲
✓	Employed	17	46%	15%	15%	31%	▲
✓	Social Support	30	81%	60%	79%	21%	▲
●	Improved/Maintained Axis V GAF Score	14	48%	85%	59%	-37%	▼

Service Utilization

		Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	20	95%	90%	100%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■		■	■		■		■		■	50%
Discharges		■	■			■	■	■		■	■	■	75%
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