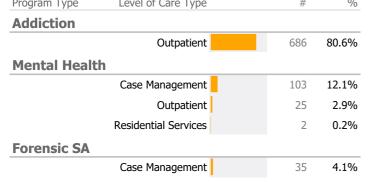
#### **Community Renewal Team (CRT)** Hartford, CT

#### Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

(Based on 283 FY19 Surveys)

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)





#### **Consumer Satisfaction Survey** Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg Participation in Treatment 88% 80% 92% $\checkmark$ V Overall 88% 80% 91% ✓ Quality and Appropriateness 87% 80% 93% ✓ Access 80% 88% 81% V Outcome 80% 83% 81% Recovery 80% 79% 80% ✓ Respect 80% 80% 91% General Satisfaction 79% 80% 92% 0-80% 80-100% ✓ Goal Met Satisfied % Goal % Under Goal

#### **Client Demographics**

Age

18-25

26-34

35-44

45-54

55-64 65+

**Ethnicity** Non-Hispanic Hisp-Puerto Rican

Unknown Hispanic-Other Hispanic-Mexican Hispanic-Cuban

	#	%	State Avg	Gender	#	%	State Avg
	67	8%	9%	Male 🗾	621	74%	▲ 59%
	239	28%	22%	Female 📒	221	26%	<b>▼</b> 41%
	232	28%	21%	Transgender			0%
	168	20%	20%				
	113	13%	20%				
	24	3%	7%	Race	#	%	State Avg
				Black/African American	331	39%	<b>▲</b> 16%
	#	%	State Avg	White/Caucasian 📒 📔	199	24%	▼ 64%
	420	50%	▼ 71%	Other 📙	156	18%	13%
	224	27%	<b>▲</b> 12%	Unknown 🖡	93	11%	5%
	105	12%	9%	Asian	28	3%	1%
	00	100/		Am. Indian/Native Alaskan	18	2%	1%
	88	10%	7%	Multiple Races	17	2%	1%
	5	1%	1%	Hawaiian/Other Pacific Islander	2	0%	0%
	2	0%	0%	- I			
ι	Jnique C	lients	State Avg	▲ > 10% Over State Avg ▼	> 10% L	Inder St	tate Avg

#### Asian Family Service OP 627210

Community Renewal Team (CRT) Mental Health - Outpatient - Standard Outpatient

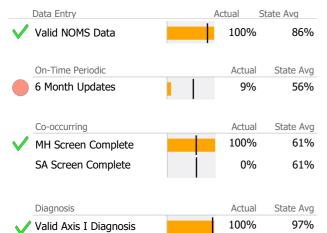
#### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	53	-53% 🔻	,
Admits	1	2	-50% 🔻	,
Discharges	-	12	-100% 🔻	,
Service Hours	-	-		

# **Data Submission Quality**



# Data Submitted to DMHAS by Month

100%

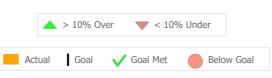
90%

	Jul	Aug	Sep %	Months Submitted
Admissions				33%
Discharges				0%
Services				0%

Valid Axis V GAF Score

#### **Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		18	72%	60%	62%	12%	
Employed	<b></b>	8	32%	30%	22%	2%	
Stable Living Situation		23	92%	95%	79%	-3%	
Improved/Maintained Axis V GAF Score	<b>–</b> 1	2	9%	75%	42%	-66%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		0	0%	90%	74%	N/A	
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		0	0%	75%	78%	-75%	



\* State Avg based on 89 Active Standard Outpatient Programs

Community Renewal Team (CRT) Mental Health - Residential Services - Residential Support

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	1	2	-50% 🔻
Discharges	1	1	0%
Service Hours	-	-	

# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	99%
Co-occurring	Actual	State Avg
V MH Screen Complete	100%	92%
V SA Screen Complete	100%	92%
ſ		
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%

## Data Submitted to DMHAS by Month

100%

81%

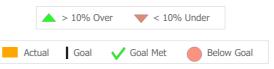
	JUI	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				0%

Valid Axis V GAF Score

1 or more Records Submitted to DMHAS

#### Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Treatment Completed Successfully		1	100%	50%	83%	50%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		2	100%	60%	83%	40%	
$\checkmark$	Stable Living Situation		2	100%	85%	98%	15%	
	Employed		0	0%	25%	11%	-25%	
	Improved/Maintained Axis V GAF Score		0	0%	95%	58%	-95%	•
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		0	0%	90%	96%	N/A	



\* State Avg based on 25 Active Residential Support Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	101	-6%
Admits	6	8	-25% 🔻
Discharges	3	7	-57% 🔻
Service Hours	-	-	

#### Service Engagement



## Data Submitted to DMHAS by Month

	Jui	Aug	Sep	% Months Submitted	
Admissions				100%	
Discharges				67%	
Services				0%	
1 or more Records Submitted to DMHAS					

	> 10% Ov	er 🔻 < 109	% Under	
Actual	Goal	🗸 Goal Met	Belov	w Goal

\* State Avg based on 45 Active Outreach & Engagement Programs

#### Next StepsHsgSuppPilots 703551

Community Renewal Team (CRT) Mental Health - Case Management - Supportive Housing – Scattered Site Connecticut Dept of Mental Health and Addiction Services

#### Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	90	149	-39% 🔻

#### Recovery

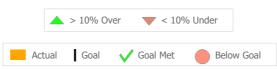
	· · · · · · · · · · · · · · · · · · ·							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Stable Living Situation		8	100%	85%	90%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		8	100%	90%	93%	10%	

## Data Submission Quality



#### Data Submitted to DMHAS by Month

		Sep	% Months Submitted
Admissions			0%
Discharges			0%
Services			33%



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

Community Renewal Team (CRT)

Forensic SA - Case Management - Standard Case Management

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	9	-44%	▼
Admits	-	1	-100%	▼
Discharges	4	5	-20%	▼
Service Hours	14	22	-39%	▼

# Data Submission Quality

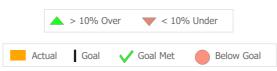
Data Entry	Actual	State Avg
🗸 Valid NOMS Data	1009	% 99%
On-Time Periodic	Actu	al State Avg
6 Month Updates	N/	A 6%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				100%
Services				100%

#### Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Treatment Completed Successfully		2	50%	50%	57%	0%
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Self Help		5	100%	60%	83%	40%
$\checkmark$	Employed		3	60%	20%	11%	40% 🖌
$\checkmark$	Social Support		4	80%	60%	82%	20% 🔺
$\checkmark$	Stable Living Situation		5	100%	80%	31%	20% 🖌
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Clients Receiving Services		1	100%	90%	57%	10%



\* State Avg based on 8 Active Standard Case Management Programs

Community Renewal Team (CRT)

Forensic SA - Case Management - Standard Case Management

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	22	36%	
Admits	7	9	-22%	▼
Discharges	6	16	-63%	▼
Service Hours	44	19	136%	

# Data Submission Quality

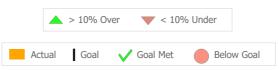
6 Month Updates	0%	6%
On-Time Periodic	 Actual	State Avg
Valid NOMS Data	95%	99%
Data Entry	Actual S	tate Avg

#### Data Submitted to DMHAS by Month

Admissions		
		67%
Discharges		67%
Services		100%

#### Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Treatment Completed Successfully		3	50%	50%	57%	0%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Self Help		29	97%	60%	83%	37%	
$\checkmark$	Social Support		19	63%	60%	82%	3%	
	Employed		0	0%	20%	11%	-20%	
	Stable Living Situation	L	1	3%	80%	31%	-77%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		19	79%	90%	57%	-11%	

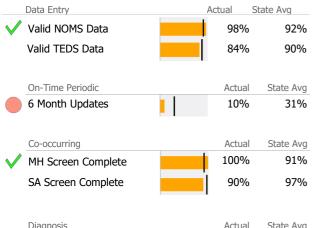


\* State Avg based on 8 Active Standard Case Management Programs

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	686	738	-7%
Admits	165	155	6%
Discharges	1	282	-100% 🔻
Service Hours	-	-	

# Data Submission Quality



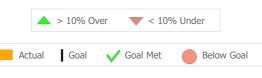
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

# Data Submitted to DMHAS by Month

		Jui	Aug	JCP	70 Profilers Submitteed
Admission	S				100%
Discharges	5				33%
Services					0%
		1 or mo	ore Recor	rds Subn	nitted to DMHAS

### **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		0	0%	50%	54%	-50%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Not Arrested		610	89%	75%	79%	14%	
$\checkmark$	Abstinence/Reduced Drug Use		415	60%	55%	48%	5%	
	Employed		225	33%	50%	40%	-17%	
	Stable Living Situation		456	66%	95%	78%	-29%	
	Self Help	1	104	15%	60%	28%	-45%	
	Improved/Maintained Axis V GAF Score		5	2%	75%	47%	-73%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		0	0%	90%	59%	N/A	
	Service Engagement							
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	2 or more Services within 30 days		0	0%	75%	67%	-75%	



\* State Avg based on 113 Active Standard Outpatient Programs