Community Health Resources Inc.
Manchester, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	9,722	9,584	1%
	Admits	4,358	4,808	-9%
	Discharges	4,086	4,427	-8%
	Service Hours	50,184	47,749	5%
	Bed Days	14,006	14,026	0%
	S.Rehab/PHP/IOP	4,468	5,462	-18% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	6,582	57.1%
	Community Support	445	3.9%
	Social Rehabilitation	207	1.8%
	Crisis Services	205	1.8%
	ACT	191	1.7%
	Employment Services	179	1.6%
	IOP	122	1.1%
	Case Management	120	1.0%
	Residential Services	39	0.3%
Addiction			
	Outpatient	1,384	12.0%
	Medication Assisted Treatment	320	2.8%
	Residential Services	207	1.8%
Forensic SA			
	Forensics Community-based	1,175	10.2%
Forensic MH			
	Forensics Community-based	355	3.1%

Consumer Satisfaction Survey   (Based on 1,121 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		94%	80%	92%
✓	Quality and Appropriateness		92%	80%	93%
✓	Respect		92%	80%	91%
✓	Overall		91%	80%	91%
✓	General Satisfaction		91%	80%	92%
✓	Access		89%	80%	88%
✓	Outcome		80%	80%	83%
🔴	Recovery		78%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	1,465	15%	10%
26-34	2,259	23%	23%
35-44	1,897	20%	22%
45-54	1,750	18%	20%
55-64	1,643	17%	19%
65+	697	7%	7%

Gender

Gender	#	%	State Avg
Male	5,149	53%	60%
Female	4,560	47%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	8,256	85% ▲	70%
Hisp-Puerto Rican	804	8%	12%
Hispanic-Other	424	4%	8%
Unknown	183	2%	9%
Hispanic-Mexican	35	0%	1%
Hispanic-Cuban	20	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	7,182	74% ▲	63%
Black/African American	1,083	11%	17%
Other	885	9%	13%
Unknown	307	3%	5%
Asian	137	1%	1%
Am. Indian/Native Alaskan	91	1%	1%
Hawaiian/Other Pacific Islander	28	0%	0%
Multiple Races	9	0%	1%

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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	84	-11%	▼
Admits	9	16	-44%	▼
Discharges	19	19	0%	
Service Hours	2,059	3,272	-37%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	64%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	85%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	89%	24%
✓	SA Screen Complete	89%	26%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	98%
✓	Valid Axis V GAF Score	99%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		13	68%	65%	51%	3%	
✓	No Re-admit within 30 Days of Discharge		19	100%	85%	92%	15%	▲
●	Follow-up within 30 Days of Discharge		7	54%	90%	52%	-36%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		71	93%	60%	88%	33%	▲
✓	Social Support		52	68%	60%	78%	8%	
●	Employed		5	7%	15%	13%	-8%	
●	Improved/Maintained Axis V GAF Score		28	41%	85%	55%	-44%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		56	98%	90%	99%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	166	-27%	▼
Admits	107	149	-28%	▼
Discharges	115	143	-20%	▼
Service Hours				
Social Rehab/PHP/IOP Days	1,058	1,410	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	96%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	29%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	99%	95%
✓	SA Screen Complete	99%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	97%	97%
✓	Valid Axis V GAF Score	97%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		93	81%	50%	82%	31%	▲
🔴	Follow-up within 30 Days of Discharge		80	86%	90%	84%	-4%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Axis V GAF Score		112	96%	75%	92%	21%	▲
✓	Social Support		85	63%	60%	63%	3%	
✓	Employed		43	32%	30%	31%	2%	
🔴	Stable Living Situation		116	87%	95%	87%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		16	84%	90%	59%	-6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	671	771	-13%	▼
Admits	107	195	-45%	▼
Discharges	136	199	-32%	▼
Service Hours	2,846	3,048	-7%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		98%	85%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		69%	58%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		97%	57%
✔ SA Screen Complete		97%	58%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	97%
✔ Valid Axis V GAF Score		99%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		88	65%	50%	43%	15%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		242	36%	30%	24%	6%	
🔴	Stable Living Situation		611	90%	95%	80%	-5%	
🔴	Social Support		241	35%	60%	63%	-25%	▼
🔴	Improved/Maintained Axis V GAF Score		291	49%	75%	48%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		501	92%	90%	81%	2%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		94	88%	75%	77%	13%	▲

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 89 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,554	2,454	4%
Admits	694	727	-5%
Discharges	692	645	7%
Service Hours	7,897	7,490	5%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		97%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		59%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		97%	57%
✓ SA Screen Complete		97%	58%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		99%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		266	38%	50%	43%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1,008	38%	30%	24%	8%
🔴 Stable Living Situation		2,310	88%	95%	80%	-7%
🔴 Social Support		905	34%	60%	63%	-26% ▼
🔴 Improved/Maintained Axis V GAF Score		963	45%	75%	48%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,752	90%	90%	81%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		627	93%	75%	77%	18% ▲

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 89 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,430	3,517	-2%
Admits	977	1,081	-10%
Discharges	909	1,008	-10%
Service Hours	13,347	12,838	4%

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		95%	85%

On-Time Periodic	Actual % vs State Avg	Actual	State Avg
🔴 6 Month Updates		50%	58%

Co-occurring	Actual % vs State Avg	Actual	State Avg
✓ MH Screen Complete		96%	57%
✓ SA Screen Complete		96%	58%

Diagnosis	Actual % vs State Avg	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		291	32%	50%	43%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		1,018	29%	30%	24%	-1%
🔴 Stable Living Situation		2,866	81%	95%	80%	-14% ▼
🔴 Social Support		1,382	39%	60%	63%	-21% ▼
🔴 Improved/Maintained Axis V GAF Score		1,271	45%	75%	48%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		2,317	88%	90%	81%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		818	87%	75%	77%	12% ▲

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 89 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 2019 - December 2019 (Data as of Apr 06, 2020)

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	85%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	58%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	57%
SA Screen Complete		N/A	58%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	24%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	63%	-60% ▼
Stable Living Situation		N/A	N/A	95%	80%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	81%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 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 2019 - December 2019 (Data as of Apr 06, 2020)

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	% 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 46 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	10	20%	▲
Admits	3	-		
Discharges	2	-		
Service Hours	55	73	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		10	83%	85%	90%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		10	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪				33%
Discharges	▪				▪		33%
Services	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	-	-	
Discharges	1	1	0%
Service Hours	97	116	-17% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		11	100%	85%	90%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		10	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
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 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	56	-2%	
Admits	11	11	0%	
Discharges	10	7	43%	▲
Service Hours	1,465	1,999	-27%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	40%	65%	51%	-25%	▼
✓	No Re-admit within 30 Days of Discharge		9	100%	85%	92%	15%	▲
🔴	Follow-up within 30 Days of Discharge		1	25%	90%	52%	-65%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	64%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	47%	85%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	73%	24%
✓	SA Screen Complete	73%	26%

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

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		49	89%	60%	88%	29%	▲
🔴	Social Support		31	56%	60%	78%	-4%	
🔴	Employed		3	5%	15%	13%	-10%	
🔴	Improved/Maintained Axis V GAF Score		20	45%	85%	55%	-40%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		45	100%	90%	99%	10%

Data Submitted to DMHAS by Month
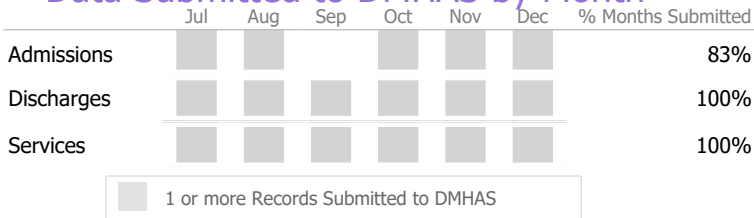
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢		▢	▢	▢	83%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual (orange) | 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	163	-26%	▼
Admits	58	92	-37%	▼
Discharges	88	105	-16%	▼

Data Submitted to DMHAS by Month
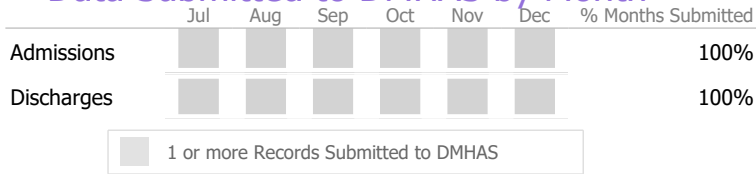
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual   ❘ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	539	564	-4%
Admits	355	347	2%
Discharges	373	358	4%

Data Submitted to DMHAS by Month
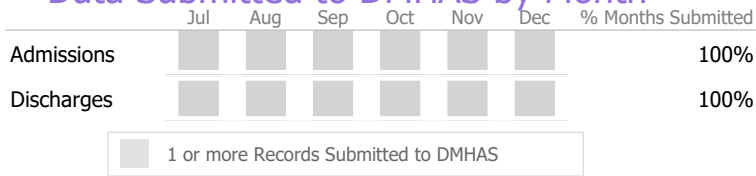
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	184	225	-18%	▼
Admits	221	270	-18%	▼
Discharges	220	270	-19%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		153	66%	75%	75%	-9%	
✔ Community Location Evaluation		231	99%	80%	93%	19%	▲
✔ Follow-up Service within 48 hours		133	99%	90%	92%	9%	
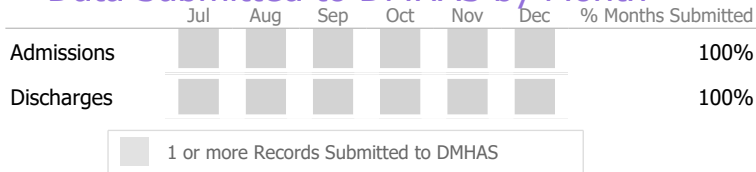
▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

☐ 1 or more Records Submitted to DMHAS

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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	71	-7%	
Admits	7	18	-61%	▼
Discharges	19	10	90%	▲
Service Hours	1,213	1,213	0%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	72%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	92%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		86%	28%
✔ SA Screen Complete		86%	28%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪	▪	▪	50%
Discharges	▪	▪		▪	▪		100%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	32%	65%	60%	-33%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		63	94%	80%	87%	14%	▲
🔴	Employed		7	10%	20%	13%	-10%	▼
🔴	Social Support		31	46%	60%	81%	-14%	▼
🔴	Improved/Maintained Axis V GAF Score		26	43%	65%	63%	-22%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		47	98%	90%	99%	8%
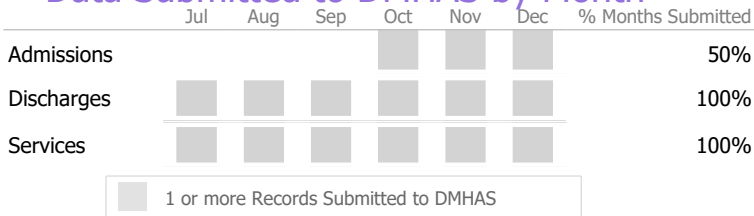
▲ > 10% Over	▼ < 10% Under

▪ Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 36 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	264	282	-6%	
Admits	74	66	12%	▲
Discharges	60	84	-29%	▼
Service Hours	6,171	4,100	51%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		98%	72%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	92%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		95%	28%
✓ SA Screen Complete		95%	28%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		26	43%	65%	60%	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		234	89%	80%	87%	9%	
● Social Support		130	49%	60%	81%	-11%	▼
● Employed		21	8%	20%	13%	-12%	▼
● Improved/Maintained Axis V GAF Score		79	39%	65%	63%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		199	98%	90%	99%	8%

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 36 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	126	-7%
Admits	22	26	-15% ▼
Discharges	34	35	-3%
Service Hours	2,165	2,096	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	72%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	92%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	73%	28%
✓ SA Screen Complete	68%	28%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		17	50%	65%	60%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		113	95%	80%	87%	15% ▲
🔴 Social Support		61	51%	60%	81%	-9%
🔴 Employed		3	3%	20%	13%	-17% ▼
🔴 Improved/Maintained Axis V GAF Score		38	38%	65%	63%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	98%	90%	99%	8%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 36 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	458	506	-9%	
Admits	273	333	-18%	▼
Discharges	264	300	-12%	▼
Service Hours	2,926	2,805	4%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	93%	92%
	Valid TEDS Data	76%	90%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	70%	24%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	99%	86%
✔	SA Screen Complete	99%	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		127	48%	50%	54%	-2%	

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		440	91%	75%	81%	16%	▲
🔴	Employed		228	47%	50%	42%	-3%	
🔴	Abstinence/Reduced Drug Use		229	48%	55%	50%	-7%	
🔴	Stable Living Situation		405	84%	95%	80%	-11%	▼
✔	Improved/Maintained Axis V GAF Score		288	82%	75%	54%	7%	
🔴	Self Help		73	15%	60%	27%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		205	94%	90%	65%	4%

Service Engagement

Outpatient

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		253	95%	75%	70%	20%	▲

▲ > 10% Over   ▼ < 10% Under

▮ Actual   ┃ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 113 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	163	68	140%	▲
Admits	52	50	4%	
Discharges	35	1	3400%	▲
Service Hours	470	1		

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		100%	92%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		98%	98%
✓ SA Screen Complete		98%	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		20	57%	50%	54%	7%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		155	93%	75%	94%	18%	▲
✓	Abstinence/Reduced Drug Use		92	55%	50%	75%	5%	
✓	Employed		66	40%	40%	45%	0%	
🔴	Stable Living Situation		142	85%	90%	93%	-5%	
🔴	Self Help		40	24%	60%	65%	-36%	▼
🔴	Improved/Maintained Axis V GAF Score		63	52%	75%	87%	-23%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		131	99%	90%	94%	9%

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Length of Stay over 1 Year		50	31%	50%	67%	-19%	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 36 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	12	-8%	
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	191	168	14%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		11	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

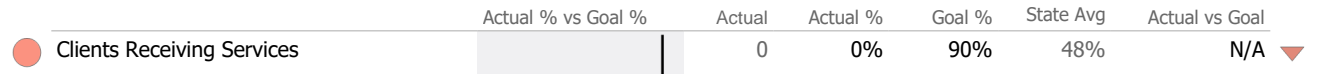|	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs
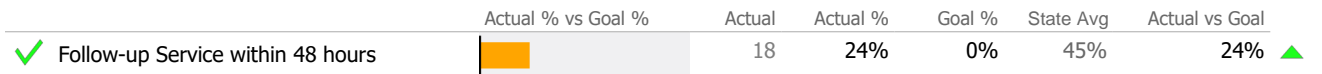
Jail Diversion - Enfield 617-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)
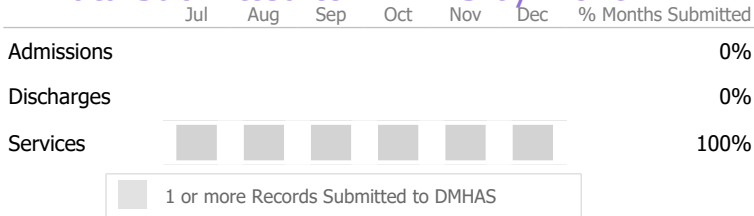
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	153	218	-30%	▼
Admits	121	145	-17%	▼
Discharges	102	172	-41%	▼
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	48%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		18	24%	0%	45%	24%	▲

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services							0%

■ 1 or more Records Submitted to DMHAS

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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	204	156	31%	▲
Admits	120	84	43%	▲
Discharges	118	92	28%	▲
Service Hours	-	-		

Service Utilization
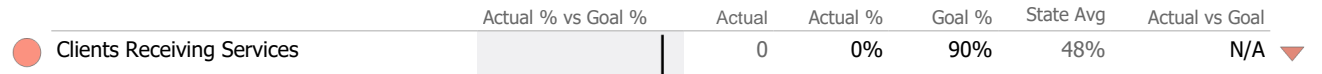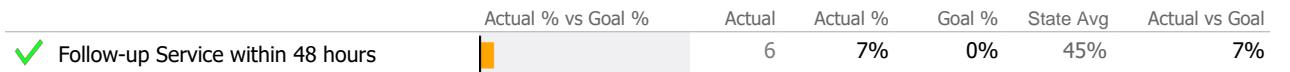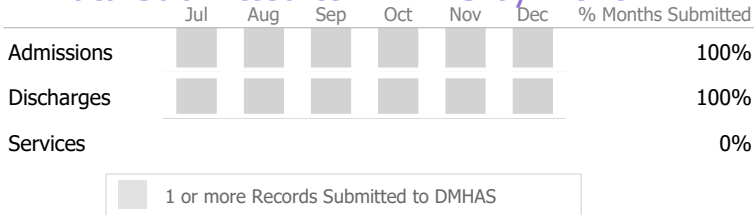
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	48%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		6	7%	0%	45%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	84%
Valid TEDS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	3%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	93%
SA Screen Complete		N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	62%	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%	43%	-55% ▼
Employed		N/A	N/A	50%	27%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	58%	-75% ▼
Not Arrested		N/A	N/A	75%	83%	-75% ▼
Self Help		N/A	N/A	60%	23%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 7 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	1	200% ▲
Admits	3	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	62%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Not Arrested		2	67%	75%	83%	-8%
🔴 Employed		1	33%	50%	27%	-17% ▼
🔴 Abstinence/Reduced Drug Use		1	33%	55%	43%	-22% ▼
🔴 Self Help		1	33%	60%	23%	-27% ▼
🔴 Stable Living Situation		2	67%	95%	81%	-28% ▼
🔴 Improved/Maintained Axis V GAF Score		N/A	N/A	75%	58%	-75% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	84%
Valid TEDS Data		75%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	3%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	93%
✓ SA Screen Complete		100%	100%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 7 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	51	-6%	
Admits	21	16	31%	▲
Discharges	20	13	54%	▲
Service Hours	424	522	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	93%
✓ Valid TEDS Data		99%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		60%	31%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		95%	81%
✓ SA Screen Complete		95%	93%

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	% Months Submitted
Admissions	▪	▪	▪	▪	▪		83%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	45%	50%	45%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		37	71%	55%	50%	16%	▲
✓ Not Arrested		44	85%	75%	71%	10%	
● Self Help		28	54%	60%	26%	-6%	
✓ Improved/Maintained Axis V GAF Score		31	78%	75%	51%	3%	
● Employed		18	35%	50%	32%	-15%	▼
● Stable Living Situation		36	69%	95%	73%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		28	88%	90%	55%	-2%

▲ > 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	12	12	0%
Discharges	12	12	0%
Bed Days	323	333	-3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
Valid TEDS Data	92%	99%

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

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	100%
✓ SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	100%
Valid Axis V GAF Score	93%	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	83%	50%	83%	33% ▲
✓ No Re-admit within 30 Days of Discharge		12	100%	85%	85%	15% ▲
🔴 Follow-up within 30 Days of Discharge		7	70%	90%	75%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		12	86%	70%	85%	16% ▲
✓ Improved/Maintained Axis V GAF Score		12	100%	75%	91%	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	88%	90%	95%	-2%

▢ < 90% ▢ 90-110% ▢ >110%

▲ > 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	96	3%
Admits	89	85	5%
Discharges	87	84	4%
Bed Days	2,383	2,278	5%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%
✓ Valid TEDS Data		99%	99%

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

Co-occurring		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%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		70	80%	50%	83%	30% ▲
✓	No Re-admit within 30 Days of Discharge		82	94%	85%	85%	9%
●	Follow-up within 30 Days of Discharge		51	73%	90%	75%	-17% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		84	84%	70%	85%	14% ▲
✓	Improved/Maintained Axis V GAF Score		86	99%	75%	91%	24% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	29 days	0.1	93%	90%	95%	3%

☐ < 90%	☐ 90-110%	■ >110%

▲ > 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	16	31%	▲
Admits	14	9	56%	▲
Discharges	13	9	44%	▲
Bed Days	1,425	1,300	10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		11	85%	70%	75%	15%	▲
✓	No Re-admit within 30 Days of Discharge		12	92%	85%	91%	7%	
✓	Follow-up within 30 Days of Discharge		11	100%	90%	73%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	82%
✓	Valid TEDS Data	100%	93%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	4%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	83%
✓	SA Screen Complete	100%	83%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Abstinence/Reduced Drug Use		12	57%	70%	67%	-13%	▼
●	Improved/Maintained Axis V GAF Score		12	92%	95%	85%	-3%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	118 days	0.3	97%	90%	92%	7%
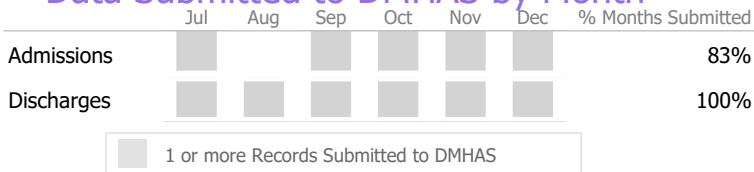
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	33	0%	
Admits	1	2	-50%	▼
Discharges	3	1	200%	▲
Service Hours	538	605	-11%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		32	97%	85%	89%	12%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		30	100%	90%	95%	10%

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%	90%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		97%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪					17%
Discharges		▪		▪	▪		50%
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 2019 - December 2019 (Data as of Apr 06, 2020)
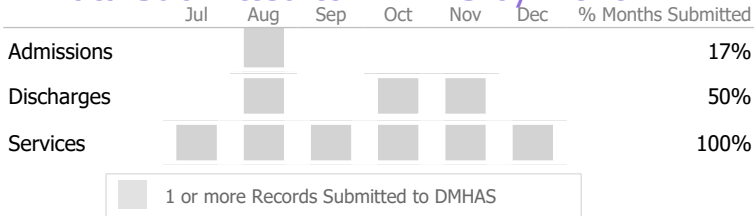
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	20	-20%	▼
Admits	6	9	-33%	▼
Discharges	7	10	-30%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	86%	50%	55%	36%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		16	100%	80%	76%	20%	▲
●	Employed		0	0%	20%	13%	-20%	▼
●	Social Support		1	6%	60%	69%	-54%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	93%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		25%	65%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							67%

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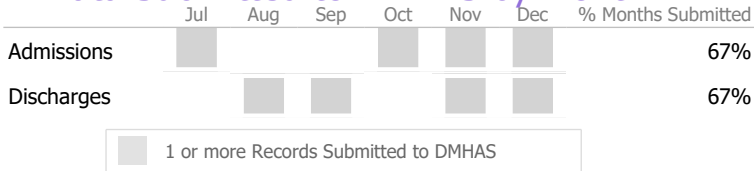
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	10	0%	
Admits	4	3	33%	▲
Discharges	3	2	50%	▲
Bed Days	1,065	1,402	-24%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Co-occurring		Actual	State Avg
MH Screen Complete		75%	83%
SA Screen Complete		75%	90%

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	% Months Submitted
Admissions			▢		▢	▢	50%
Discharges		▢			▢		33%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	80%	88%	20%	▲
●	No Re-admit within 30 Days of Discharge		2	67%	85%	82%	-18%	▼
✓	Follow-up within 30 Days of Discharge		3	100%	90%	78%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		10	100%	90%	99%	10%	
●	Social Support		4	40%	60%	82%	-20%	▼
●	Improved/Maintained Axis V GAF Score		3	50%	95%	69%	-45%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		8	378 days	0.5	72%	90%	93%	-18%	▼

▢ < 90% ▢ 90-110% ▢ >110%
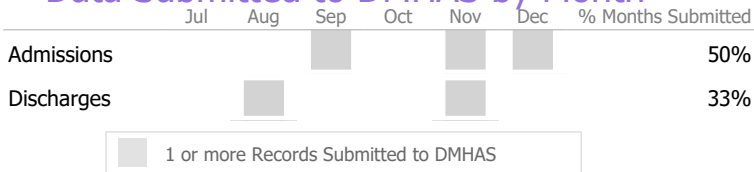
▲ > 10% Over   ▼ < 10% Under

▮ 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	54	-9%
Admits	45	47	-4%
Discharges	45	49	-8%
Bed Days	1,633	1,579	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully	�â–ˆâ–ˆâ–ˆ	39	87%	85%	80%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate	▨▨▨▨▨▨	10	44 days	0.2	89%	90%	73%	-1%

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✔ Goal Met   🔴 Below Goal
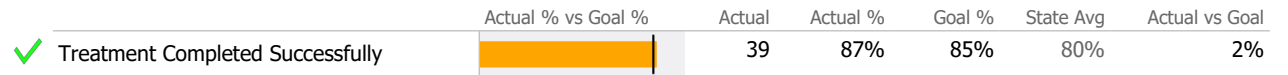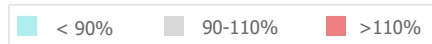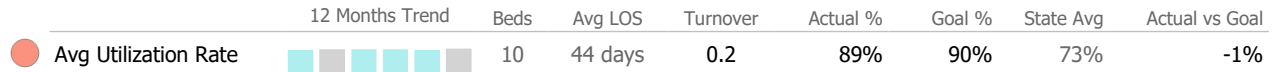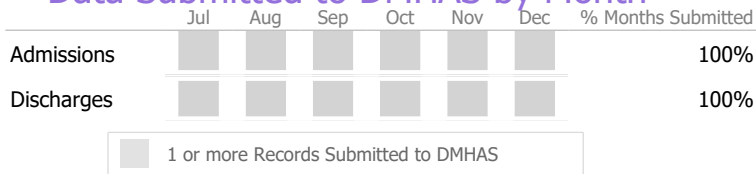
* State Avg based on 13 Active Recovery House Programs

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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	297	415	-28%	▼
Admits	141	241	-41%	▼
Discharges	142	259	-45%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		84	59%	50%	54%	9%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed		146	48%	50%	42%	-2%	
🔴	Not Arrested		221	72%	75%	81%	-3%	
🔴	Abstinence/Reduced Drug Use		130	43%	55%	50%	-12%	▼
🔴	Stable Living Situation		236	77%	95%	80%	-18%	▼
🔴	Improved/Maintained Axis V GAF Score		143	62%	75%	54%	-13%	▼
🔴	Self Help		54	18%	60%	27%	-42%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	92%
	Valid TEDS Data	83%	90%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	24%	24%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	98%	86%
	SA Screen Complete	97%	98%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	96%	99%
	Valid Axis V GAF Score	96%	97%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		115	84%	75%	70%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 113 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	24	-21%	▼
Admits	5	6	-17%	▼
Discharges	6	13	-54%	▼
Service Hours	191	79	143%	▲

Service Engagement
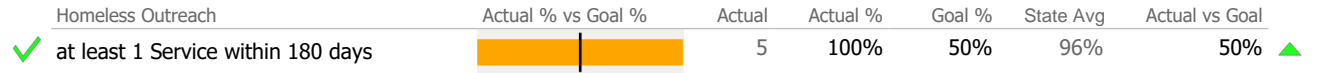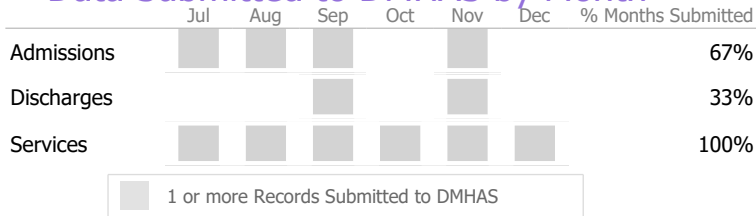
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		5	100%	50%	96%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢		▢		67%
Discharges			▢		▢		33%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 46 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	22	-18%	▼
Admits	-	3	-100%	▼
Discharges	-	4	-100%	▼
Service Hours	268	222	21%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		18	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
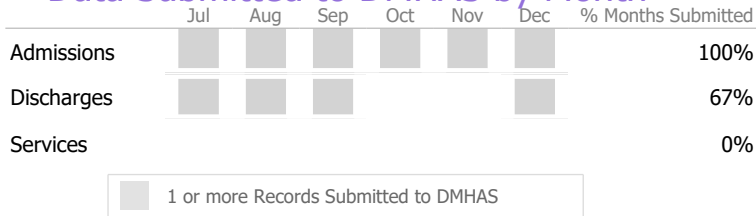
Actual | Goal | ✓ Goal Met | ● Below Goal

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

Pre-Trial Drug/Alc Ed 202705
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 2019 - December 2019 (Data as of Apr 06, 2020)
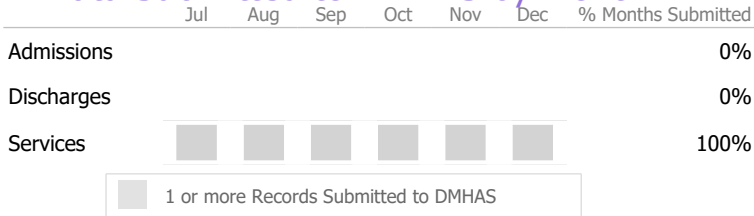
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	529	202	162%	▲
Admits	226	166	36%	▲
Discharges	18	46	-61%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▫	▫	▫	▫	▫	▫	100%
Discharges	▫	▫	▫			▫	67%
Services							0%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	30	28	7%
Discharges	30	29	3%
Bed Days	884	956	-8%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		26	87%	85%	87%	2%
✓	Follow-up within 30 Days of Discharge		27	100%	90%	81%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		6	63 days	0.2	80%	90%	86%	-10%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

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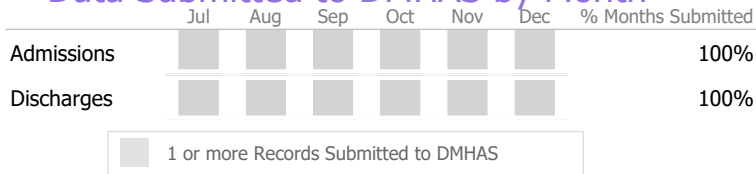
▲ > 10% Over   ▼ < 10% Under

■ 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	36	14%	▲
Admits	28	26	8%	
Discharges	27	23	17%	▲
Bed Days	2,498	2,383	5%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		96%	82%
✓ Valid TEDS Data		100%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	4%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	83%
✓ SA Screen Complete		100%	83%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		23	85%	70%	75%	15%	▲
✓ No Re-admit within 30 Days of Discharge		26	96%	85%	91%	11%	▲
✓ Follow-up within 30 Days of Discharge		21	91%	90%	73%	1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		34	83%	70%	67%	13%	▲
✓ Improved/Maintained Axis V GAF Score		27	100%	95%	85%	5%	

Bed Utilization

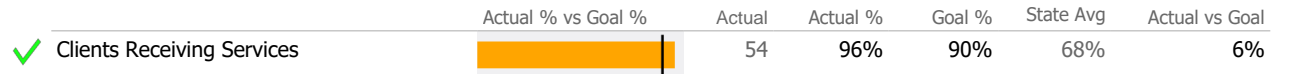|	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	▪▪▪▪▪	14	91 days	0.3	97%	90%	92%	7%

■ < 90% ■ 90-110% ■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

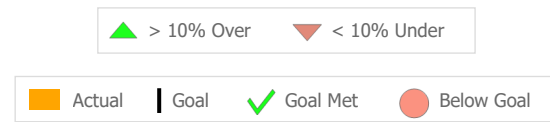* State Avg based on 27 Active Intermediate/Long Term Res.Tx 3.5 Programs
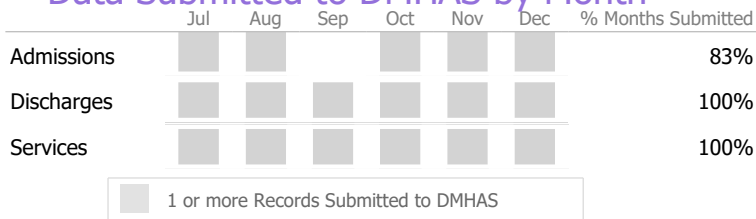
Second Wind Club House - Enfield 617-280
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	82	1%	
Admits	14	14	0%	
Discharges	27	18	50%	▲
Social Rehab/PHP/IOP Days	1,878	2,264	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		54	96%	90%	68%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 33 Active Social Rehabilitation Programs

SOR - Recovery Coach
Community Health Resources Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 9 Active Peer Based Mentoring 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 2019 - December 2019 (Data as of Apr 06, 2020)

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	93%
Valid TEDS Data		N/A	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	31%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	81%
SA Screen Complete		N/A	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	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%	50%	-55%
Employed		N/A	N/A	50%	32%	-50%
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75%
Not Arrested		N/A	N/A	75%	71%	-75%
Self Help		N/A	N/A	60%	26%	-60%
Stable Living Situation		N/A	N/A	95%	73%	-95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	55%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	110	88	25%	▲
Admits	48	35	37%	▲
Discharges	50	29	72%	▲
Service Hours	1,122	785	43%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	93%	93%
✔	Valid TEDS Data	98%	97%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	10%	31%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	98%	81%
✔	SA Screen Complete	98%	93%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		27	54%	50%	45%	4%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Abstinence/Reduced Drug Use		65	52%	55%	50%	-3%	
🔴	Not Arrested		91	73%	75%	71%	-2%	
🔴	Improved/Maintained Axis V GAF Score		71	70%	75%	51%	-5%	
🔴	Employed		35	28%	50%	32%	-22%	▼
🔴	Stable Living Situation		83	67%	95%	73%	-28%	▼
🔴	Self Help		31	25%	60%	26%	-35%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		68	92%	90%	55%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	1,104	1,026	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	69%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	76%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	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%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	88%
SA Screen Complete		N/A	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	92%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Improved/Maintained Axis V GAF Score		1	17%	75%	49%	-58% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	2,168 days	0.5	100%	90%	96%	10%

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 28 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	107	89	20%	▲
Admits	67	69	-3%	
Discharges	57	39	46%	▲
Service Hours	688	425	62%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		42	39%	35%	44%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	94%	90%	95%	4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
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 42 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 2019 - December 2019 (Data as of Apr 06, 2020)
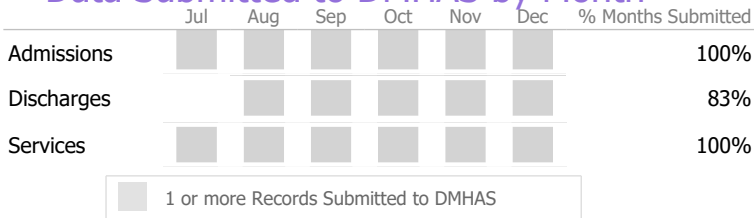
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	70	3%
Admits	18	36	-50% ▼
Discharges	15	18	-17% ▼
Service Hours	613	560	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	46%	35%	44%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		57	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪	▪	▪	▪	83%
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 42 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 2019 - December 2019 (Data as of Apr 06, 2020)
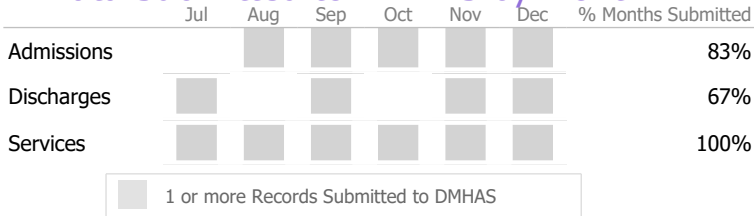
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	3	6	-50% ▼
Discharges	6	2	200% ▲
Bed Days	1,987	2,401	-17% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	53%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	50%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪		▪			▪	50%
Discharges	▪	▪	▪				50%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	60%	68%	23% ▲
● Follow-up within 30 Days of Discharge		3	60%	90%	81%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	75%	60%	85%	15% ▲
● Stable Living Situation		15	94%	95%	92%	-1%
● Employed		3	19%	25%	10%	-6%
● Improved/Maintained Axis V GAF Score		3	23%	95%	62%	-72% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	395 days	0.6	77%	90%	93%	-13% ▼

■ < 90%   ■ 90-110%   ■ >110%
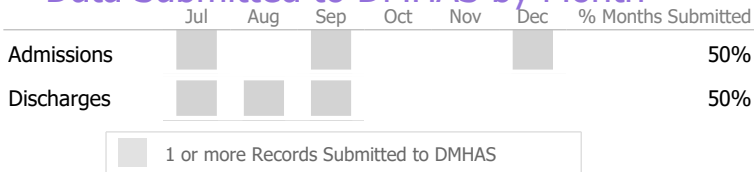
▲ > 10% Over   ▼ < 10% Under

■ 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	82	52%	▲
Admits	27	10	170%	▲
Discharges	33	10	230%	▲
Social Rehab/PHP/IOP Days	1,532	1,788	-14%	▼

Service Utilization
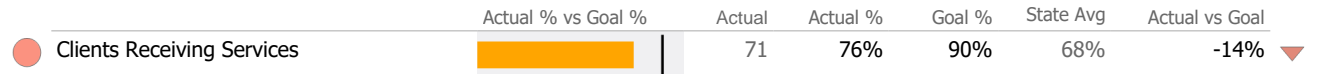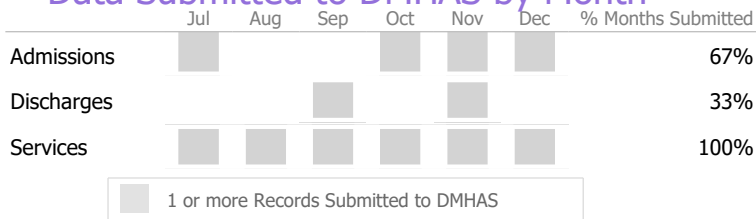
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	[bar]	71	76%	90%	68%	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢			▢	▢	▢	67%
Discharges			▢		▢		33%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

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

* State Avg based on 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	635	606	5%
Admits	329	349	-6%
Discharges	265	269	-1%
Service Hours	2,706	2,761	-2%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	92%
Valid TEDS Data		76%	90%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		62%	24%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	86%
✔ SA Screen Complete		99%	98%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	99%
✔ Valid Axis V GAF Score		98%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		99	37%	50%	54%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Not Arrested		587	89%	75%	81%	14% ▲
🔴 Abstinence/Reduced Drug Use		296	45%	55%	50%	-10% ▼
🔴 Employed		244	37%	50%	42%	-13% ▼
🔴 Stable Living Situation		472	72%	95%	80%	-23% ▼
✔ Improved/Maintained Axis V GAF Score		326	76%	75%	54%	1%
🔴 Self Help		150	23%	60%	27%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		356	90%	90%	65%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		286	89%	75%	70%	14% ▲

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 113 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	44	-14%	▼
Admits	9	15	-40%	▼
Discharges	13	16	-19%	▼
Service Hours	1,166	958	22%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	64%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		89%	24%
✓ SA Screen Complete		89%	26%

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		9	69%	65%	51%	4%	
✓ No Re-admit within 30 Days of Discharge		13	100%	85%	92%	15%	▲
● Follow-up within 30 Days of Discharge		6	67%	90%	52%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		37	97%	60%	88%	37%	▲
✓ Social Support		35	92%	60%	78%	32%	▲
✓ Employed		13	34%	15%	13%	19%	▲
● Improved/Maintained Axis V GAF Score		14	47%	85%	55%	-38%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	99%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
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

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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	2	300%	▲
Admits	3	-		
Discharges	5	-		
Bed Days	704	368	91%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		2	40%	75%	69%	-35%	▼
●	No Re-admit within 30 Days of Discharge		4	80%	85%	76%	-5%	
●	Follow-up within 30 Days of Discharge		1	50%	90%	64%	-40%	▼

Data Submission Quality

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

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

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	88%
✓	SA Screen Complete	100%	88%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	96%
✓	Valid Axis V GAF Score	100%	92%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Improved/Maintained Axis V GAF Score		5	83%	75%	49%	8%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		3	215 days	0.3	128%	90%	96%	38%	▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month
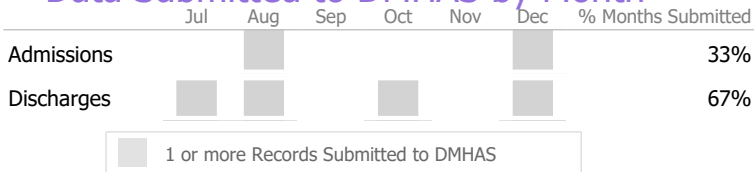
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■				■	33%
Discharges	■	■		■		■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 28 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	4	4	0%
Discharges	5	7	-29% ▼
Service Hours	1,402	1,442	-3%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	64%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	24%
✓ SA Screen Complete		100%	26%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢		▢	▢	67%
Discharges	▢	▢	▢		▢		67%
Services	▢	▢	▢	▢	▢	▢	100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		1	20%	65%	51%	-45% ▼
✓	No Re-admit within 30 Days of Discharge		5	100%	85%	92%	15% ▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	52%	-90% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		14	54%	15%	13%	39% ▲
✓	Stable Living Situation		25	96%	60%	88%	36% ▲
✓	Social Support		22	85%	60%	78%	25% ▲
🔴	Improved/Maintained Axis V GAF Score		7	32%	85%	55%	-53% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		21	100%	90%	99%	10%

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs