BH Care
Branford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,873	2,691	7%	
	Admits	1,565	1,382	13%	▲
	Discharges	1,695	1,450	17%	▲
	Service Hours	37,991	32,324	18%	▲
	Bed Days	11,843	11,385	4%	
	S.Rehab/PHP/IOP	5,046	6,377	-21%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,436	60.3%
	Community Support	459	11.4%
	Social Rehabilitation	219	5.4%
	Employment Services	214	5.3%
	Case Management	171	4.2%
	Residential Services	49	1.2%
Addiction			
	Outpatient	121	3.0%
	Employment Services	68	1.7%
	Medication Assisted Treatment	33	0.8%
Forensic MH			
	Forensics Community-based	221	5.5%
Other			
	Other	47	1.2%

Consumer Satisfaction Survey   (Based on 791 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	General Satisfaction		92%	80%	92%
✓	Quality and Appropriateness		90%	80%	93%
✓	Respect		90%	80%	91%
✓	Access		89%	80%	88%
✓	Overall		88%	80%	91%
●	Outcome		77%	80%	83%
●	Recovery		72%	80%	79%

Legend: ▬ Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	360	13%	11%
26-34	497	17%	23%
35-44	532	19%	22%
45-54	574	20%	20%
55-64	608	21%	18%
65+	296	10%	6%

Gender	#	%		State Avg
Female	1,460	51%	▲	40%
Male	1,413	49%	▼	60%
Transgender				0%

Ethnicity	#	%		State Avg
Non-Hispanic	2,548	89%	▲	70%
Hispanic-Other	152	5%		8%
Hisp-Puerto Rican	84	3%		12%
Unknown	77	3%		10%
Hispanic-Mexican	8	0%		1%
Hispanic-Cuban	4	0%		0%

Race	#	%		State Avg
White/Caucasian	2,299	80%	▲	62%
Black/African American	318	11%		17%
Unknown	145	5%		5%
Other	92	3%		13%
Asian	11	0%		1%
Multiple Races	5	0%		1%
Am. Indian/Native Alaskan	3	0%		1%
Hawaiian/Other Pacific Islander				0%

Legend: ▬ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

BHcare Voc Services DMHAS Valley
BH Care
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	91	16%	▲
Admits	46	43	7%	
Discharges	47	41	15%	▲
Service Hours	785	743	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		54	50%	35%	43%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	97%	90%	96%	7%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	83%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 42 Active Employment Services Programs

BHH ADULT NAE
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	175	214	-18%	▼
Admits	24	27	-11%	▼
Discharges	55	45	22%	▲
Service Hours	127	207	-39%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		63%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		76%	59%
✓ SA Screen Complete		76%	59%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		94%	97%
✓ Valid Axis V GAF Score		93%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		13	24%	50%	40%	-26%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		151	85%	60%	64%	25%	▲
● Stable Living Situation		153	86%	95%	81%	-9%	
● Employed		23	13%	30%	25%	-17%	▼
● Improved/Maintained Axis V GAF Score		82	52%	75%	52%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		73	59%	90%	85%	-31%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		2	8%	75%	76%	-67%	▼

Data Submitted to DMHAS by Month
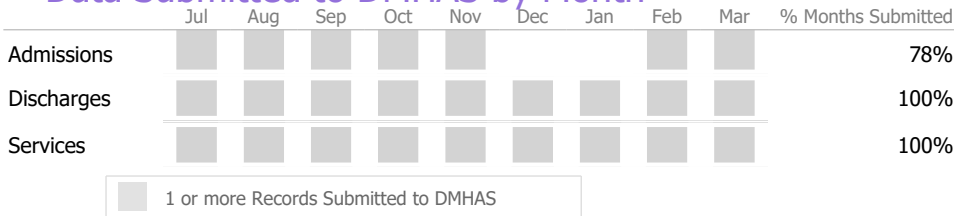
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										100%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

BHH CHILDREN Program
BH Care
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

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

Service Engagement
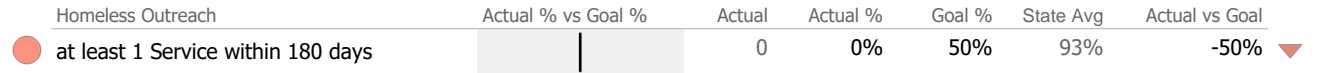
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										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

BOS - 134
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	22	-18%	▼
Admits	1	5	-80%	▼
Discharges	2	5	-60%	▼
Service Hours	216	194	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	89%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	90%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪								11%
Discharges	▪								▪	22%
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

BOS 193 Units Valley/Shoreline
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
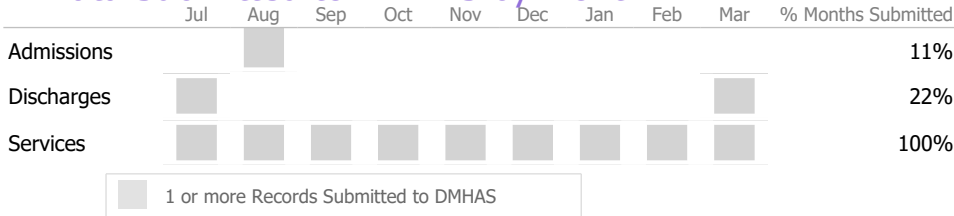
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	1	-	
Discharges	1	-	
Service Hours	200	259	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	100%	85%	89%	15% ▲

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		89%	90%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▓								11%
Discharges		▓								11%
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

Harbor House Group Residence
BH Care
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
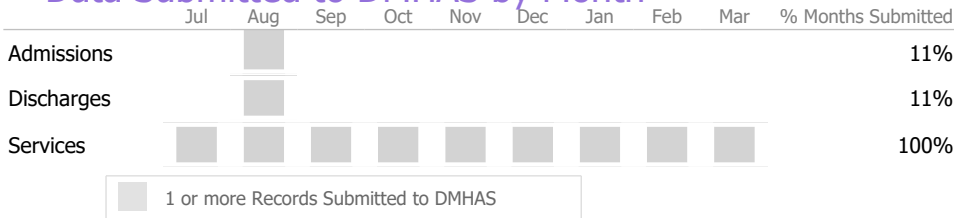
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	2,167	2,182	-1%

Data Submission Quality

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

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

Co-occurring		Actual	State Avg
MH Screen Complete		0%	83%
SA Screen Complete		0%	90%

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		1	100%	80%	83%	20% ▲
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	82%	15% ▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		9	100%	60%	88%	40% ▲
✓	Stable Living Situation		9	100%	90%	100%	10%
●	Improved/Maintained Axis V GAF Score		7	88%	95%	74%	-7%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	1,768 days	0.3	99%	90%	94%	8%
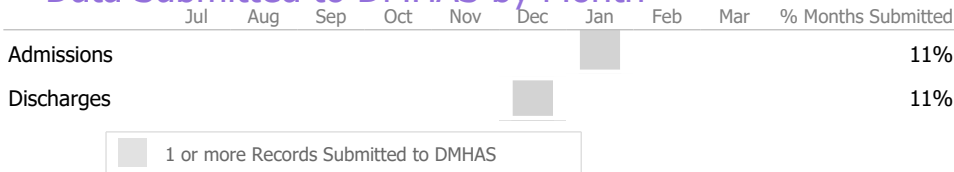
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▢			11%
Discharges						▢				11%

▢ 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

HARP Supervised Apts
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	27	-4%	
Admits	6	4	50%	▲
Discharges	5	6	-17%	▼
Service Hours	558	330	69%	▲
Bed Days	6,133	5,770	6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	60%	60%	71%	0%	
✓	Follow-up within 30 Days of Discharge		3	100%	90%	82%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		22	81%	60%	85%	21%	▲
🔴	Stable Living Situation		25	93%	95%	92%	-2%	
🔴	Employed		2	7%	25%	10%	-18%	▼
🔴	Improved/Maintained Axis V GAF Score		21	88%	95%	63%	-7%	

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		86%	51%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		89%	88%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		78%	56%
✓	SA Screen Complete		78%	56%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	99%
✓	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		21	1,963 days	0.3	106%	90%	96%	16%	▲

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■			■		■			44%
Discharges	■	■			■		■		■	56%
Services	■	■	■	■	■	■	■	■	■	100%

□ 1 or more Records Submitted to DMHAS

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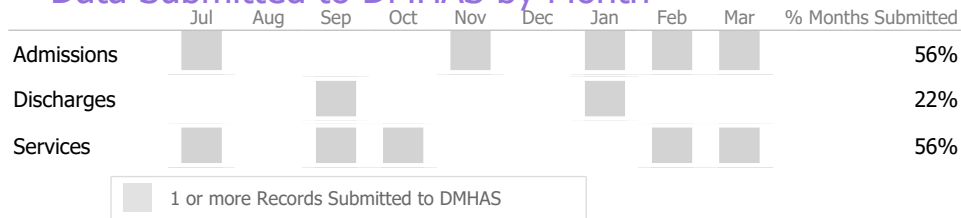
■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

Integrated Behavioral Health - Shoreline

BH Care

Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	45	-11%	▼
Admits	9	6	50%	▲
Discharges	4	13	-69%	▼
Service Hours	14	3		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢				▢		▢	▢	▢	56%
Discharges			▢				▢			22%
Services	▢		▢	▢				▢	▢	56%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 6 Active Integrated Primary Care Programs

Integrated Behavioral Health - Valley
BH Care
Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	-	4	-100%	▼
Discharges	1	1	0%	
Service Hours	1	1	-21%	▼

Data Submission Quality

Data Entry	Actual	State Avg

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	77%
SA Screen Complete		N/A	97%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	94%
✔ Valid Axis V GAF Score		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges					▪					11%
Services			▪							11%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 6 Active Integrated Primary Care Programs

Options SR
BH Care
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	79	97	-19%	▼
Admits	9	6	50%	▲
Discharges	13	17	-24%	▼
Social Rehab/PHP/IOP Days	2,101	2,542	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		62	94%	90%	73%	4%

Data Submitted to DMHAS by Month
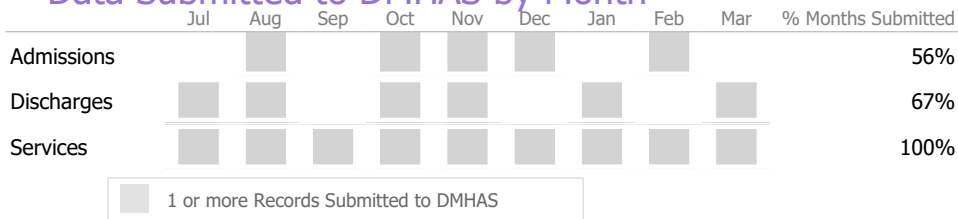
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▩		▩	▩	▩		▩		56%
Discharges	▩	▩		▩	▩		▩		▩	67%
Services	▩	▩	▩	▩	▩	▩	▩	▩	▩	100%

▩ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Options Vocational Program
BH Care
Mental Health - Employment Services - Employment Services

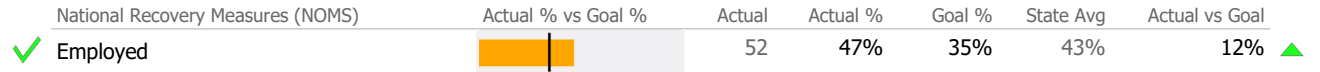Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
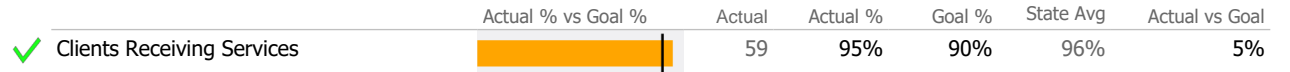Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	99	9%	
Admits	54	38	42%	▲
Discharges	48	43	12%	▲
Service Hours	338	348	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		52	47%	35%	43%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	95%	90%	96%	5%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		81%	83%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		84%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 42 Active Employment Services Programs

Shoreline Crisis-Jail Div 304-341
BH Care
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	145	155	-6%	
Admits	106	120	-12%	▼
Discharges	105	121	-13%	▼
Service Hours	449	443	1%	

Service Utilization
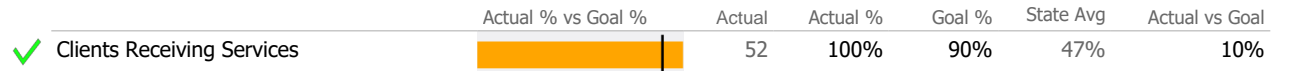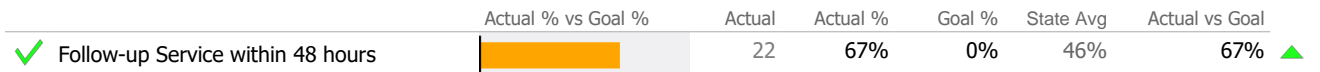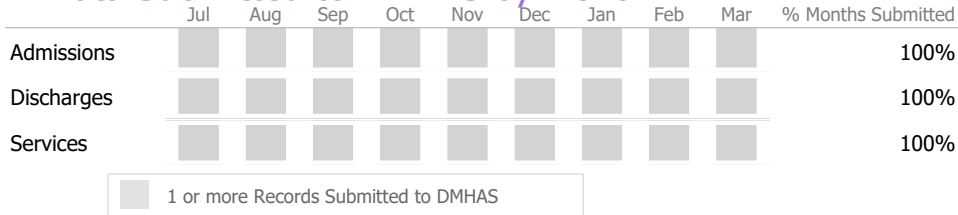
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		52	100%	90%	47%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		22	67%	0%	46%	67%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 19 Active Court Liaison-Jail Diversion Programs

Shoreline E.Haven OP 368-210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	110	-18%	▼
Admits	6	16	-63%	▼
Discharges	9	27	-67%	▼
Service Hours	805	886	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	59%
✓ SA Screen Complete		100%	59%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		7	78%	50%	40%	28%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		64	70%	60%	64%	10%	
✓	Improved/Maintained Axis V GAF Score		70	80%	75%	52%	5%	
✓	Stable Living Situation		89	98%	95%	81%	3%	
●	Employed		14	15%	30%	25%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		83	100%	90%	85%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		6	100%	75%	76%	25%	▲

Data Submitted to DMHAS by Month
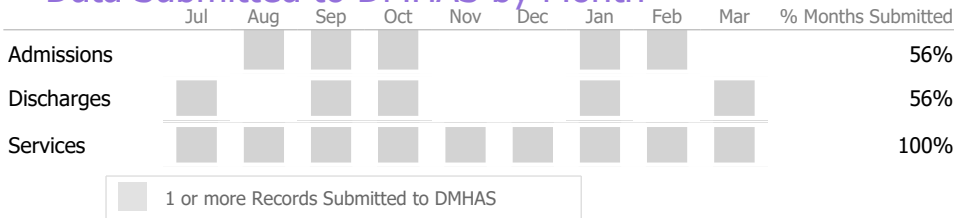
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢			▢	▢		56%
Discharges	▢		▢	▢			▢		▢	56%
Services	▢	▢	▢	▢	▢	▢		▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Shoreline HHS CSP/RP 373X
BH Care
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	205	188	9%	
Admits	73	67	9%	
Discharges	65	56	16%	▲
Service Hours	2,894	3,171	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	70%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	95%	85%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	62%	30%
✓	SA Screen Complete	57%	30%

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		34	52%	65%	63%	-13%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		172	83%	60%	82%	23%	▲
✓	Stable Living Situation		189	92%	80%	86%	12%	▲
✓	Improved/Maintained Axis V GAF Score		144	86%	65%	66%	21%	▲
🔴	Employed		21	10%	20%	13%	-10%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		137	97%	90%	99%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 36 Active CSP Programs

Shoreline N Haven OP 370-210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	109	-6%
Admits	15	16	-6%
Discharges	16	19	-16% ▼
Service Hours	1,209	1,189	2%

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	85%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✓ 6 Month Updates		100%	58%

Co-occurring	Actual % vs Goal	Actual	State Avg
✓ MH Screen Complete		100%	59%
✓ SA Screen Complete		100%	59%

Diagnosis	Actual % vs Goal	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		94%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	62%	50%	40%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		103	99%	60%	64%	39% ▲
✓ Employed		36	35%	30%	25%	5%
✓ Stable Living Situation		102	98%	95%	81%	3%
🔴 Improved/Maintained Axis V GAF Score		17	18%	75%	52%	-57% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		86	98%	90%	85%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		10	67%	75%	76%	-8%

Data Submitted to DMHAS by Month
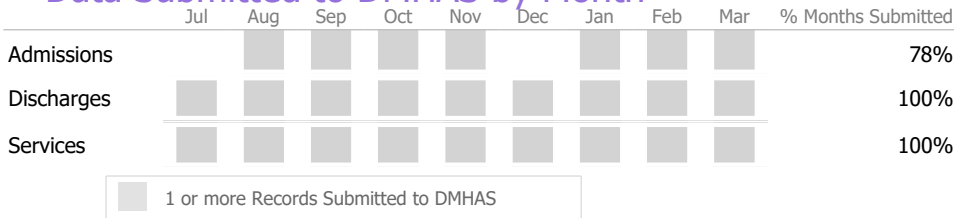
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢		▢	▢	▢	78%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual ▮ | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Shoreline Pilots Support Hsng 304-551
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	1	-	
Discharges	1	1	0%
Service Hours	192	234	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		14	93%	85%	89%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		14	100%	90%	96%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▪	11%
Discharges								▪		11%
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

Shoreline SA Clinic 304725
BH Care
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
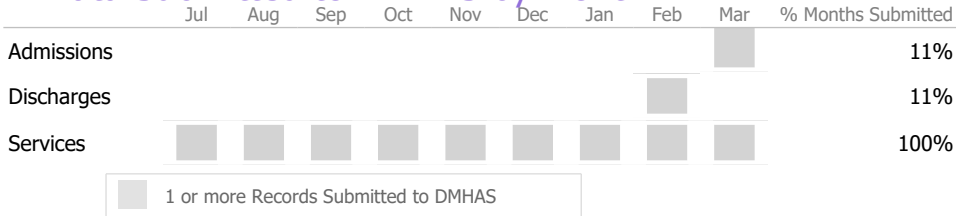
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	121	112	8%	
Admits	89	82	9%	
Discharges	93	69	35%	▲
Service Hours	541	512	6%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		83%	91%
Valid TEDS Data		62%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		40%	20%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		91%	88%
SA Screen Complete		91%	98%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		40	43%	50%	52%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		73	57%	50%	43%	7%	
● Stable Living Situation		119	94%	95%	82%	-1%	
✓ Improved/Maintained Axis V GAF Score		85	83%	75%	58%	8%	
● Abstinence/Reduced Drug Use		55	43%	55%	51%	-12%	▼
● Not Arrested		70	55%	75%	82%	-20%	▼
● Self Help		21	17%	60%	26%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	91%	90%	66%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		69	81%	75%	70%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 115 Active Standard Outpatient Programs

Shoreline Sycamore Way -OP Clin 304-211
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,063	1,053	1%	
Admits	463	427	8%	
Discharges	499	443	13%	▲
Service Hours	6,929	6,740	3%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		92%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		72%	59%
✓ SA Screen Complete		70%	59%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		189	38%	50%	40%	-12%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		816	73%	60%	64%	13%	▲
✓	Improved/Maintained Axis V GAF Score		846	86%	75%	52%	11%	▲
🔴	Employed		309	28%	30%	25%	-2%	
🔴	Stable Living Situation		1,031	92%	95%	81%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		610	99%	90%	85%	9%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		277	62%	75%	76%	-13%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 89 Active Standard Outpatient Programs

SOR - Employment
BH Care
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	8	738%	▲
Admits	51	8	538%	▲
Discharges	49	-		
Service Hours	43	4		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	36%	35%	29%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		23	85%	90%	65%	-5%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		42%	77%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		33%	25%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	89%
Discharges	▢	▢	▢	▢	▢		▢		▢	78%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 15 Active Employment Services Programs

SOR E-MAT
BH Care
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
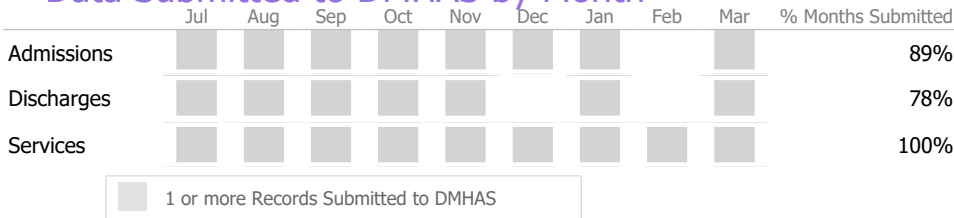
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	13	131%	▲
Admits	7	13	-46%	▼
Discharges	16	2	700%	▲
Service Hours	445	186	139%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		76%	93%
Valid TEDS Data		59%	96%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		55%	33%

Co-occurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		75%	83%
SA Screen Complete		75%	94%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		12	75%	50%	40%	25%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		22	73%	55%	53%	18%	▲
✓	Improved/Maintained Axis V GAF Score		24	89%	75%	51%	14%	▲
✓	Stable Living Situation		30	100%	95%	76%	5%	
●	Not Arrested		20	67%	75%	74%	-8%	
●	Employed		8	27%	50%	32%	-23%	▼
●	Self Help		9	30%	60%	26%	-30%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		14	100%	90%	52%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢					▢	▢	▢	44%
Discharges	▢	▢	▢	▢	▢	▢			▢	78%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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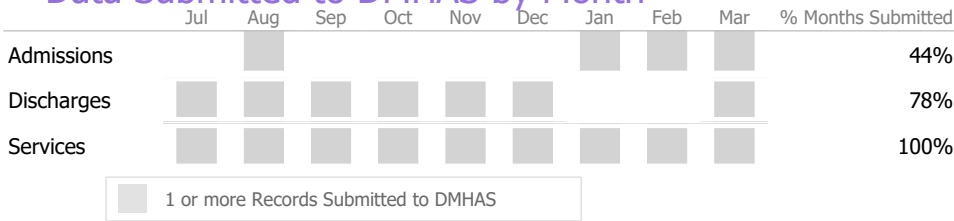
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Buprenorphine Maintenance Programs

SOR E-MAT Employment
BH Care
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		1	100%	35%	29%	65%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	65%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		60%	77%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	25%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges								▪		11%
Services	▪	▪	▪							33%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 15 Active Employment Services Programs

SOR-MAT-Naltrexone
BH Care
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
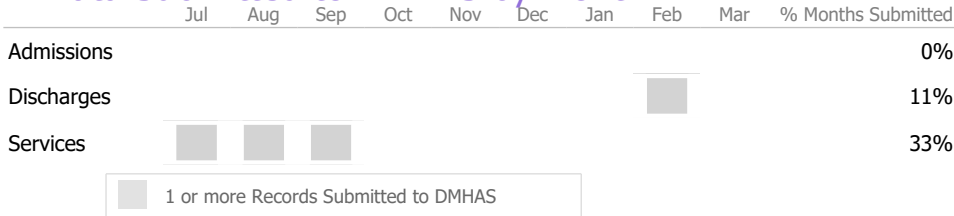
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	3	-	
Discharges	-	-	
Service Hours	25	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		4	100%	95%	84%	5%
✔ Employed		2	50%	50%	30%	0%
✔ Not Arrested		3	75%	75%	86%	0%
⬤ Abstinence/Reduced Drug Use		2	50%	55%	39%	-5%
⬤ Self Help		2	50%	60%	23%	-10%
✔ Improved/Maintained Axis V GAF Score		1	100%	75%	51%	25% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		90%	86%
✔ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		0%	3%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	93%
✔ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		75%	98%
Valid Axis V GAF Score		75%	98%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		3	75%	90%	35%	-15% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								▪	▪	22%
Discharges										0%
Services				▪	▪	▪	▪	▪	▪	67%

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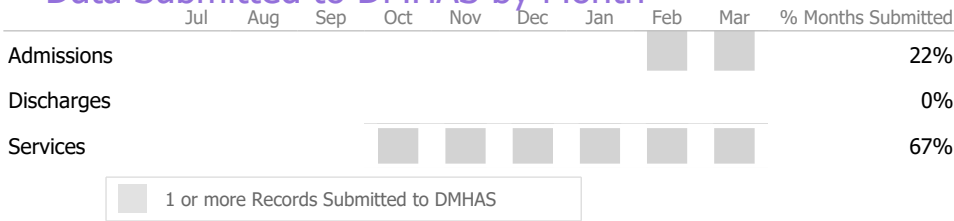
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ⬤ Below Goal

* State Avg based on 7 Active Naltrexone Programs

Valley ABI Residence311165
BH Care
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	825	822	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	83%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	82%	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%	94%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	83%
SA Screen Complete		N/A	90%

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
✓ Social Support		3	100%	60%	88%	40% ▲
✓ Stable Living Situation		3	100%	90%	100%	10%
● Improved/Maintained Axis V GAF Score		2	67%	95%	74%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	3,587 days	0.3	100%	90%	94%	10%
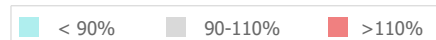
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 24 Active Group Home Programs

Valley CSP/RP 311350
BH Care
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	255	262	-3%	
Admits	60	80	-25%	▼
Discharges	74	66	12%	▲
Service Hours	4,695	5,381	-13%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		97%	70%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	85%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		95%	30%
✓ SA Screen Complete		95%	30%

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		34	46%	65%	63%	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		238	93%	60%	82%	33%	▲
✓ Stable Living Situation		241	94%	80%	86%	14%	▲
✓ Improved/Maintained Axis V GAF Score		184	81%	65%	66%	16%	▲
🔴 Employed		41	16%	20%	13%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		183	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 36 Active CSP Programs

Valley Howe Ave. Res. Apts.311-250X
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	7	-29%	▼
Admits	-	2	-100%	▼
Discharges	1	3	-67%	▼
Bed Days	1,349	1,228	10%	

Data Submission Quality

Data Entry	Actual % vs State	Actual	State Avg
✓ Valid NOMS Data		100%	51%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	56%
SA Screen Complete		N/A	56%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	60%	71%	-60%	▼

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		4	80%	60%	85%	20%	▲
✓	Improved/Maintained Axis V GAF Score		5	100%	95%	63%	5%	
✓	Stable Living Situation		5	100%	95%	92%	5%	
🔴	Employed		0	0%	25%	10%	-25%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		5	1,945 days	0.3	98%	90%	96%	8%

□ < 90%   □ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges									□	11%

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

Valley Jail Diversion 311-341
BH Care
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	64	19%	▲
Admits	35	23	52%	▲
Discharges	49	36	36%	▲
Service Hours	80	209	-62%	▼

Service Utilization
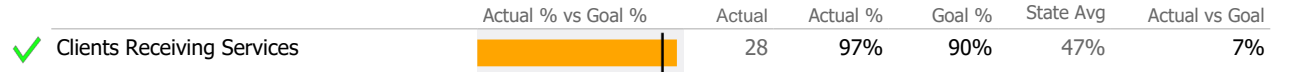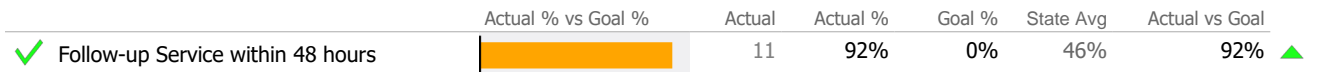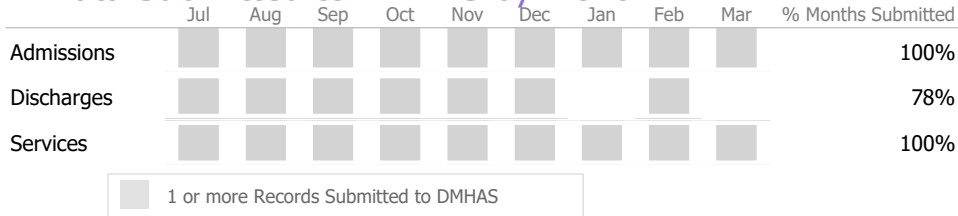
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		28	97%	90%	47%	7%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		11	92%	0%	46%	92% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪		▪		78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Valley Next Steps Dev. 2
BH Care
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	27	0%	
Admits	2	1	100%	▲
Discharges	5	2	150%	▲
Service Hours	273	470	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	89%	85%	90%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	91%	90%	96%	1%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▪	11%
Discharges			▪		▪		▪			33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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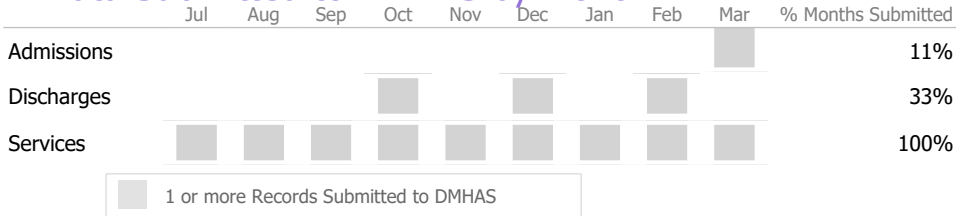
▲ > 10% Over   ▼ < 10% Under

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

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

Valley OP Clinic 311210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,142	1,079	6%	
Admits	443	349	27%	▲
Discharges	465	363	28%	▲
Service Hours	8,569	8,357	3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		287	62%	50%	40%	12%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		1,105	92%	60%	64%	32%	▲
✓	Employed		366	31%	30%	25%	1%	
●	Stable Living Situation		1,098	92%	95%	81%	-3%	
✓	Improved/Maintained Axis V GAF Score		837	85%	75%	52%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	85%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	58%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	97%	59%
✓	SA Screen Complete	97%	59%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	99%	90%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		724	99%	90%	85%	9%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	2 or more Services within 30 days		296	71%	75%	76%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 89 Active Standard Outpatient Programs

Valley Pilots Support.Housing311-551
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	2	5	-60% ▼
Discharges	2	4	-50% ▼
Service Hours	192	297	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	87%	85%	89%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	95%	90%	96%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		92%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪		▪				22%
Discharges		▪		▪						22%
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

Valley Social Rehabilitation 311-280
BH Care
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
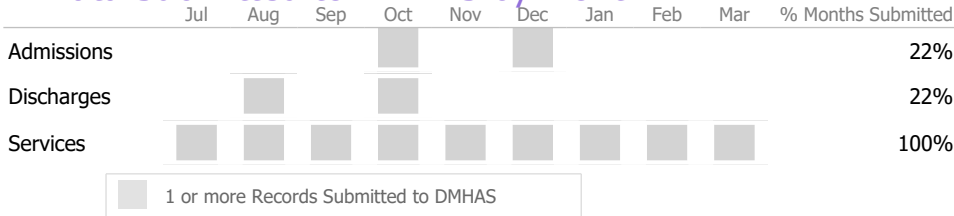
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	140	1%	
Admits	24	18	33%	▲
Discharges	45	28	61%	▲
Social Rehab/PHP/IOP Days	2,945	3,835	-23%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		98	99%	90%	73%	9%

Data Submitted to DMHAS by Month
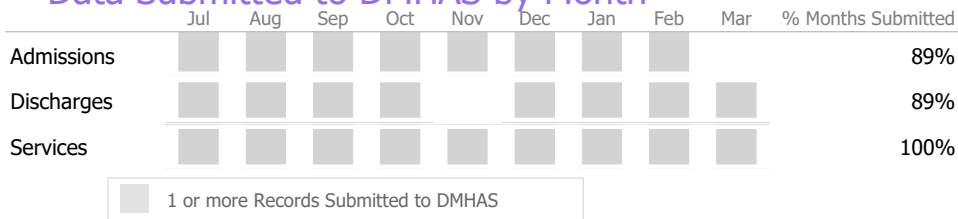
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		89%
Discharges	■	■	■	■		■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 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

Valley Young Adults 311-220Y
BH Care
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	41	-2%	
Admits	18	7	157%	▲
Discharges	16	20	-20%	▼
Service Hours	2,280	1,048	118%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		10	62%	50%	57%	12%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		41	100%	60%	71%	40%	▲
✓	Employed		13	32%	20%	12%	12%	▲
✓	Stable Living Situation		38	93%	80%	76%	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		67%	63%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		24	96%	90%	83%	6%

Data Submitted to DMHAS by Month
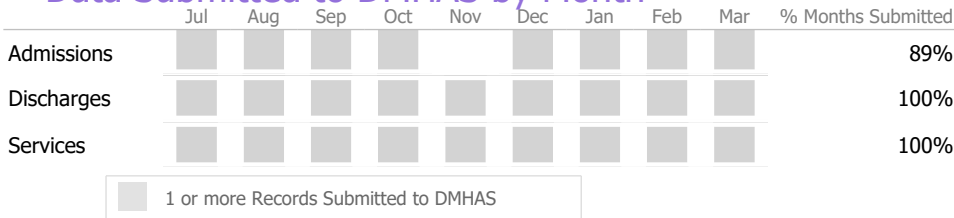
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪		▪	▪	▪	▪	89%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

YAS - Ansonia - Supervised Res. Program
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	9	-33%	▼
Admits	1	4	-75%	▼
Discharges	1	4	-75%	▼
Bed Days	1,369	1,383	-1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	60%	71%	40%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	82%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		6	100%	60%	85%	40%	▲
✓	Stable Living Situation		6	100%	95%	92%	5%	
●	Employed		1	17%	25%	10%	-8%	
✓	Improved/Maintained Axis V GAF Score		5	100%	95%	63%	5%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	51%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	75%	88%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	56%
✓	SA Screen Complete	100%	56%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	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		5	562 days	0.3	100%	90%	96%	10%	

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						■				11%
Discharges						■				11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

Young Adults Shoreline - 556
BH Care
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	29	-3%	
Admits	15	10	50%	▲
Discharges	6	14	-57%	▼
Service Hours	1,101	738	49%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		81%	63%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	67%	50%	57%	17%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		28	100%	60%	71%	40%	▲
✔	Stable Living Situation		26	93%	80%	76%	13%	▲
✔	Employed		6	21%	20%	12%	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		21	95%	90%	83%	5%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										56%
Services										100%

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