CommuniCare Inc
New Haven, 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	926	940	-1%
	Admits	1,196	1,234	-3%
	Discharges	1,170	1,233	-5%
	Service Hours	1,955	2,233	-12% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	595	64.2%
	Outpatient	332	35.8%

Consumer Satisfaction Survey   (Based on 106 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		98%	80%	91%
✓ Access		98%	80%	88%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		95%	80%	91%
✓ Outcome		90%	80%	83%
✓ Recovery		86%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	101	11%	11%
26-34	129	14%	23%
35-44	183	20%	22%
45-54	201	22%	20%
55-64	191	21%	18%
65+	108	12%	6%

Gender

Gender	#	%	State Avg
Female	509	55% ▲	40%
Male	416	45% ▼	60%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	468	51% ▼	70%
Hisp-Puerto Rican	168	18%	12%
Hispanic-Other	158	17%	8%
Unknown	99	11%	10%
Hispanic-Mexican	30	3%	1%
Hispanic-Cuban	3	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	457	49% ▼	62%
Other	229	25% ▲	13%
Unknown	140	15%	5%
Black/African American	90	10%	17%
Asian	5	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races	1	0%	1%

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

BH Care Shoreline Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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	132	-20%	▼
Admits	187	211	-11%	▼
Discharges	186	210	-11%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		184	99%	75%	75%	24%	▲
✓ Community Location Evaluation		166	89%	80%	92%	9%	
✓ Follow-up Service within 48 hours		118	99%	90%	91%	9%	

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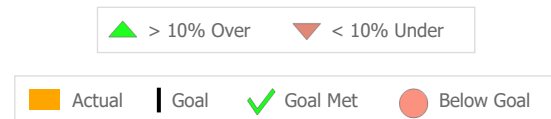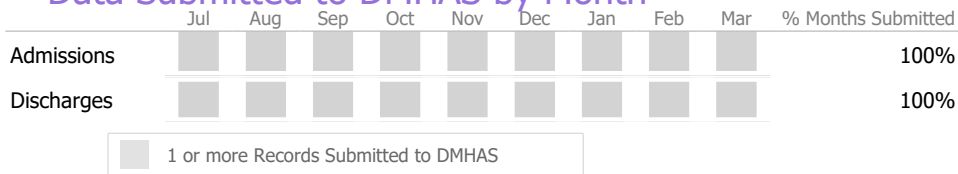
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ┃ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

BH Care Valley Crisis 315-200
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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	143	110	30%	▲
Admits	226	206	10%	
Discharges	226	207	9%	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		219	98%	75%	75%	23%	▲
● Community Location Evaluation		164	74%	80%	92%	-6%	
✔ Follow-up Service within 48 hours		163	100%	90%	91%	10%	

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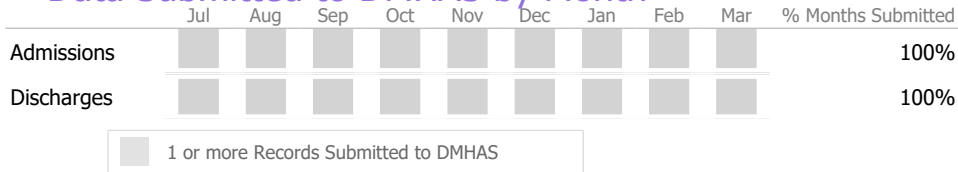
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs
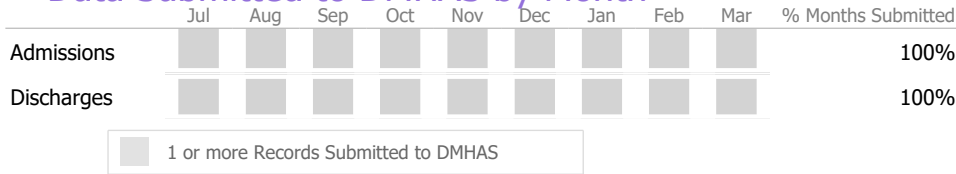
Bridges Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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	128	151	-15%	▼
Admits	196	239	-18%	▼
Discharges	196	238	-18%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		196	99%	75%	75%	24%	▲
✓ Community Location Evaluation		193	98%	80%	92%	18%	▲
✓ Follow-up Service within 48 hours		151	100%	90%	91%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 26 Active Mobile Crisis Team Programs
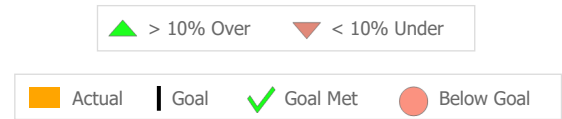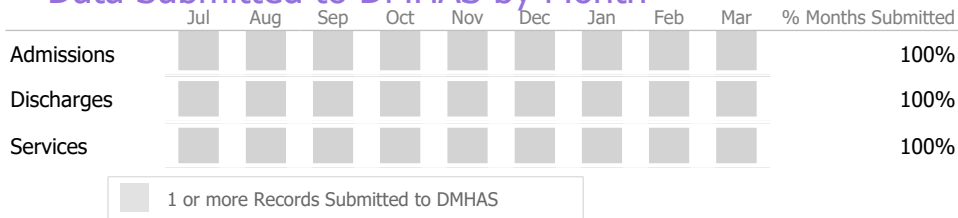
Greater New Haven After Hours Crisis Svs
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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	144	160	-10%	
Admits	292	318	-8%	
Discharges	285	318	-10%	
Service Hours	48	62	-22%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		107	99%	75%	75%	24%	▲
✓ Community Location Evaluation		88	81%	80%	92%	1%	
🔴 Follow-up Service within 48 hours		9	82%	90%	91%	-8%	

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 26 Active Mobile Crisis Team Programs

Latino Behavioral Health Services - BH Care Shorel
CommuniCare Inc
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	19	17	12%	▲
Admits	5	9	-44%	▼
Discharges	9	3	200%	▲
Service Hours	126	134	-6%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		99%	85%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✔ 6 Month Updates		75%	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		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	22%	50%	40%	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		18	90%	60%	64%	30%	▲
✔ Employed		7	35%	30%	25%	5%	
✔ Stable Living Situation		20	100%	95%	81%	5%	
✔ Improved/Maintained Axis V GAF Score		13	76%	75%	52%	1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		10	91%	90%	85%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		3	60%	75%	76%	-15%	▼

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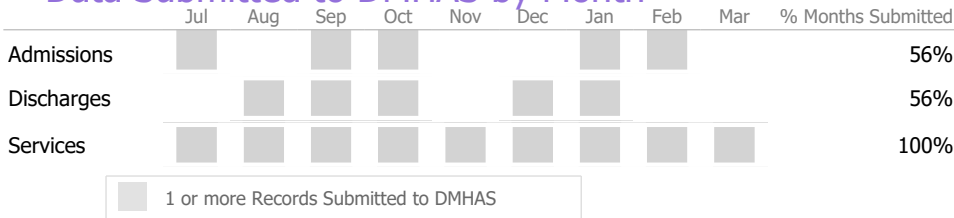
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪	▪			▪	▪		56%
Discharges		▪	▪	▪		▪	▪			56%
Services	▪	▪	▪	▪	▪	▪		▪	▪	100%

▪ 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

Latino Behavioral Health Services - BH Care Valley
CommuniCare Inc
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	26	30	-13%	▼
Admits	7	9	-22%	▼
Discharges	5	12	-58%	▼
Service Hours	130	155	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	85%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	67%	58%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	92%	59%
✔	SA Screen Complete	92%	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		1	20%	50%	40%	-30%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		23	88%	60%	64%	28%	▲
✔	Stable Living Situation		25	96%	95%	81%	1%	
🔴	Employed		7	27%	30%	25%	-3%	
✔	Improved/Maintained Axis V GAF Score		18	90%	75%	52%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		20	95%	90%	85%	5%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		5	71%	75%	76%	-4%

Data Submitted to DMHAS by Month
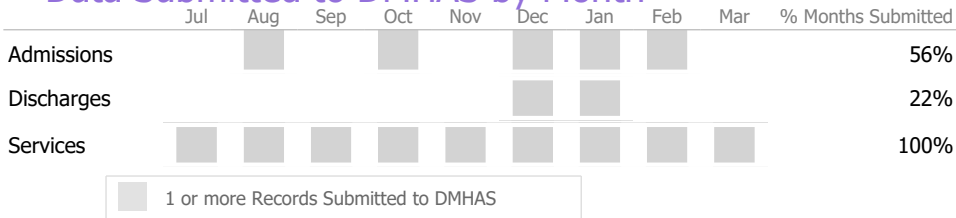
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▩		▩		▩	▩	▩		56%
Discharges						▩	▩			22%
Services		▩	▩	▩	▩	▩	▩		▩	▩	100%

▩ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Latino Behavioral Health Services - Bridges
CommuniCare Inc
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	25	26	-4%	
Admits	4	6	-33%	▼
Discharges	-	2	-100%	▼
Service Hours	159	191	-16%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		24%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		67%	59%
✓ SA Screen Complete		67%	59%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		92%	97%
✓ Valid Axis V GAF Score		96%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		12	48%	60%	64%	-12% ▼
● Employed		1	4%	30%	25%	-26% ▼
● Stable Living Situation		15	60%	95%	81%	-35% ▼
● Improved/Maintained Axis V GAF Score		6	29%	75%	52%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	48%	90%	85%	-42% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	50%	75%	76%	-25% ▼

Data Submitted to DMHAS by Month
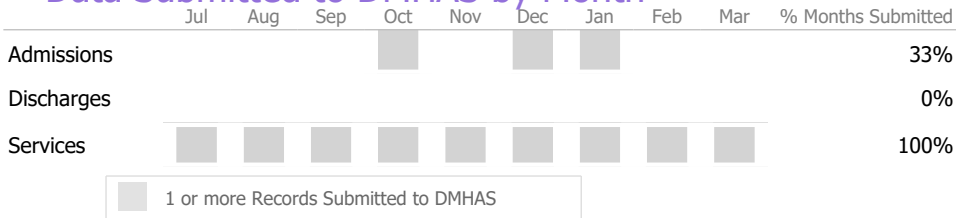
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪		▪	▪			33%
Discharges										0%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

▬ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Latino Behavioral Health Services - CASA/MAAS
CommuniCare Inc
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	52	48	8%	
Admits	17	13	31%	▲
Discharges	19	16	19%	▲
Service Hours	306	313	-2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	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		14	74%	50%	40%	24%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Axis V GAF Score		46	96%	75%	52%	21%	▲
✔	Employed		20	37%	30%	25%	7%	
✔	Stable Living Situation		52	96%	95%	81%	1%	
●	Social Support		31	57%	60%	64%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		35	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		15	94%	75%	76%	19%	▲

Data Submitted to DMHAS by Month
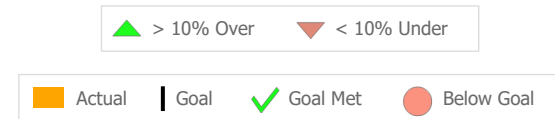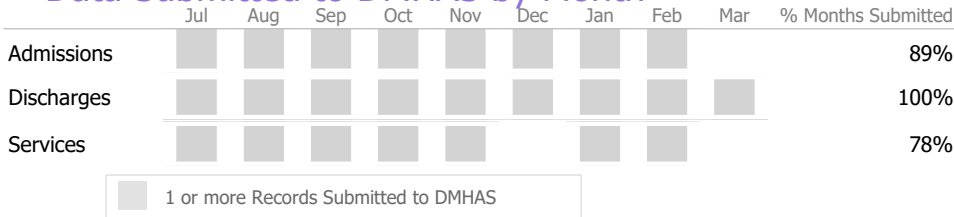
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪		89%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪		▪	▪		78%

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

Latino Behavioral Health Services - CS - Hill Heal
CommuniCare Inc
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	61	82	-26%	▼
Admits	2	21	-90%	▼
Discharges	8	18	-56%	▼
Service Hours	358	595	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	85%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	25%	58%

Co-occurring		Actual	State Avg
	MH Screen Complete	50%	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		2	25%	50%	40%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		54	89%	60%	64%	29%	▲
✔	Improved/Maintained Axis V GAF Score		55	92%	75%	52%	17%	▲
✔	Stable Living Situation		60	98%	95%	81%	3%	
🔴	Employed		14	23%	30%	25%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		53	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		2	100%	75%	76%	25%	▲

Data Submitted to DMHAS by Month
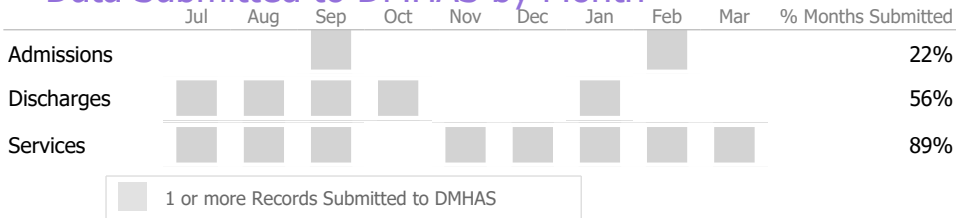
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪					▪		22%
Discharges	▪	▪	▪	▪			▪			56%
Services	▪	▪	▪		▪	▪	▪	▪	▪	89%

▪ 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

Latino Behavioral Health Services - Fair Haven
CommuniCare Inc
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	55	77	-29%	▼
Admits	24	38	-37%	▼
Discharges	29	50	-42%	▼
Service Hours	114	174	-35%	▼

Data Submission Quality

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

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

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	59%
SA Screen Complete		8%	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		2	7%	50%	40%	-43%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		31	54%	30%	25%	24%	▲
✓ Stable Living Situation		57	100%	95%	81%	5%	
● Social Support		31	54%	60%	64%	-6%	
● Improved/Maintained Axis V GAF Score		28	68%	75%	52%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	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		21	88%	75%	76%	13%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
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 89 Active Standard Outpatient Programs

Latino Behavioral Health Services - Hispanos Unido
CommuniCare Inc
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	97	66	47%	▲
Admits	38	18	111%	▲
Discharges	7	13	-46%	▼
Service Hours	714	611	17%	▲

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
● 6 Month Updates		5%	58%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		92%	59%
SA Screen Complete		24%	59%

Diagnosis	Actual % vs Goal %	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		1	14%	50%	40%	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		89	92%	60%	64%	32%	▲
✓ Stable Living Situation		94	97%	95%	81%	2%	
● Employed		25	26%	30%	25%	-4%	
● Improved/Maintained Axis V GAF Score		7	9%	75%	52%	-66%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		85	94%	90%	85%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		29	76%	75%	76%	1%

Data Submitted to DMHAS by Month
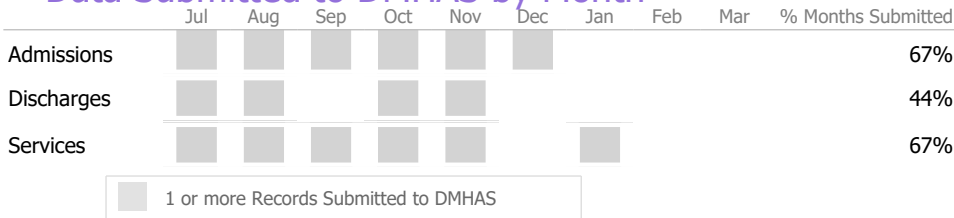
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▨	▨	▨		▨	▨				67%
Discharges	▨	▨			▨	▨				44%
Services	▨	▨	▨	▨	▨		▨			67%

▨ 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

Latino Behvior Health - Fellowship
CommuniCare Inc
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	0		
Admits	-	-	
Discharges	-	-	

Service Utilization
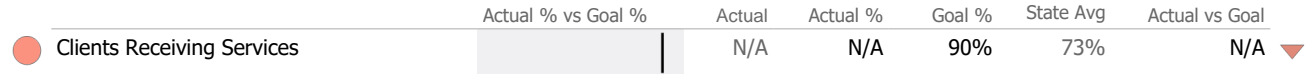
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		N/A	N/A	90%	73%	N/A ▼

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 33 Active Social Rehabilitation Programs

Primary Care - Fair Haven Clinic - Healthy Lifesty
CommuniCare Inc
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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	20%	12%	-20% ▼
● Social Support		N/A	N/A	60%	71%	-60% ▼
● Stable Living Situation		N/A	N/A	80%	76%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	83%	N/A ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	63%

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
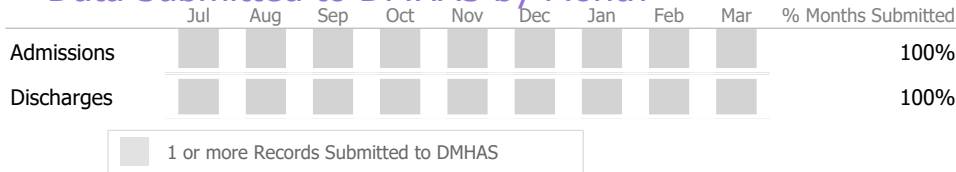
* State Avg based on 24 Active Standard Case Management Programs

Yale Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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	154	121	27%	▲
Admits	198	146	36%	▲
Discharges	200	146	37%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		180	90%	75%	75%	15%	▲
✓	Community Location Evaluation		192	96%	80%	92%	16%	▲
●	Follow-up Service within 48 hours		35	85%	90%	91%	-5%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 26 Active Mobile Crisis Team Programs