Community Renewal Team (CRT)
Hartford, 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	1,175	1,280	-8%
	Admits	558	605	-8%
	Discharges	90	671	-87% ▼
	Service Hours	424	587	-28% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		952	79.7%
Mental Health				
	Case Management		142	11.9%
	Outpatient		30	2.5%
	Residential Services		2	0.2%
Forensic SA				
	Case Management		68	5.7%

Consumer Satisfaction Survey   (Based on 283 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Overall		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Access		81%	80%	88%
✓ Outcome		81%	80%	83%
✓ Recovery		80%	80%	79%
✓ Respect		80%	80%	91%
General Satisfaction		79%	80%	92%

Satisfied % | Goal % ▮ 0-80% ▮ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	90	8%	11%
26-34	348	30%	23%
35-44	312	27%	22%
45-54	238	20%	20%
55-64	154	13%	18%
65+	32	3%	6%

Gender

Gender	#	%		State Avg
Male	888	76%	▲	60%
Female	285	24%	▼	40%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	582	50%	▼	70%
Hisp-Puerto Rican	306	26%	▲	12%
Unknown	149	13%		10%
Hispanic-Other	129	11%		8%
Hispanic-Mexican	5	0%		1%
Hispanic-Cuban	4	0%		0%

Race

Race	#	%		State Avg
Black/African American	451	38%	▲	17%
White/Caucasian	270	23%	▼	62%
Other	247	21%		13%
Unknown	127	11%		5%
Asian	34	3%		1%
Am. Indian/Native Alaskan	23	2%		1%
Multiple Races	21	2%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

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

Asian Family Service OP 627210
Community Renewal Team (CRT)
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	56	-46%	▼
Admits	28	5	460%	▲
Discharges	4	32	-88%	▼
Service Hours	-	-		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	12%	58%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	59%
	SA Screen Complete	11%	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		0	0%	50%	40%	-50%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		27	79%	60%	64%	19%	▲
✔	Employed		13	38%	30%	25%	8%	
🔴	Stable Living Situation		32	94%	95%	81%	-1%	
🔴	Improved/Maintained Axis V GAF Score		4	14%	75%	52%	-61%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	85%	N/A	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		0	0%	75%	76%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢		▢	▢		▢	▢	78%
Discharges		▢								11%
Services										0%

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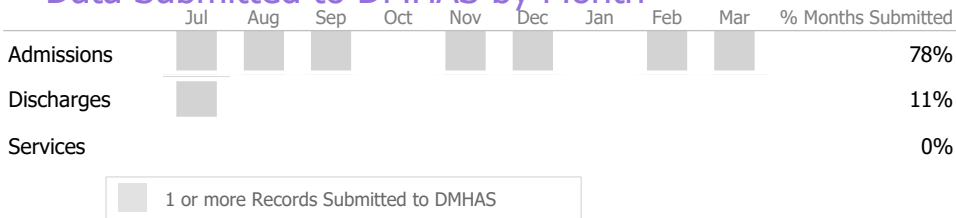
▲ > 10% Over   ▼ < 10% Under

	Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

CORP-Prison Off Re-entry703555
Community Renewal Team (CRT)
Mental Health - Residential Services - Residential Support

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	2	3	-33%	▼
Admits	1	3	-67%	▼
Discharges	1	2	-50%	▼
Service Hours	-	-		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	97%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	93%
✔	SA Screen Complete	100%	97%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	95%
✔	Valid Axis V GAF Score	100%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		1	100%	50%	83%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		2	100%	60%	83%	40%	▲
✔	Stable Living Situation		2	100%	85%	98%	15%	▲
●	Employed		0	0%	25%	11%	-25%	▼
●	Improved/Maintained Axis V GAF Score		0	0%	95%	60%	-95%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		0	0%	90%	99%	N/A	▼

Data Submitted to DMHAS by Month

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

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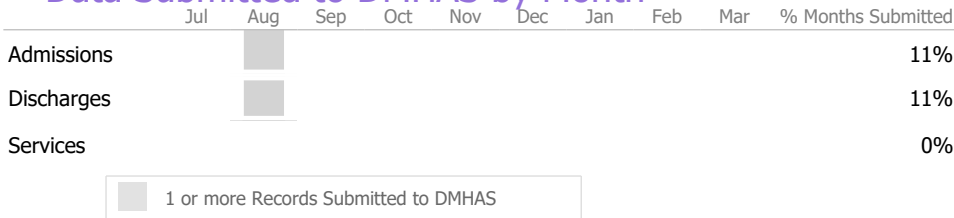
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 25 Active Residential Support Programs
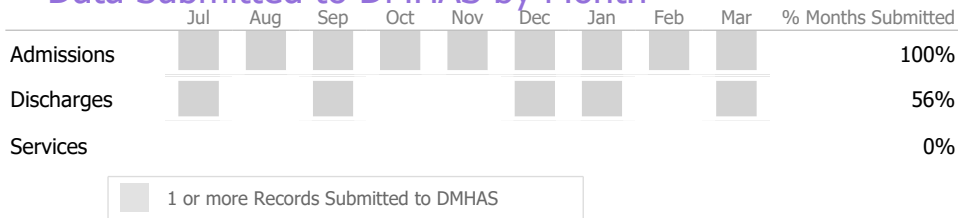
Homeless Outreach Team 703-294
Community Renewal Team (CRT)
Mental Health - Case Management - Outreach & Engagement

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	133	108	23%	▲
Admits	41	15	173%	▲
Discharges	9	18	-50%	▼
Service Hours	-	-		

Service Engagement
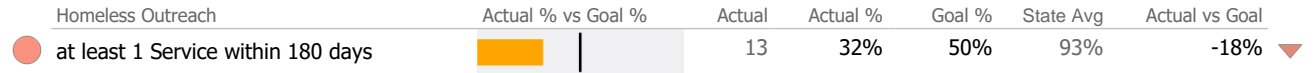
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 at least 1 Service within 180 days	▇	13	32%	50%	93%	-18%	▼

Data Submitted to DMHAS by Month

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

Next StepsHsgSuppPilots 703551
Community Renewal Team (CRT)
Mental Health - Case Management - Supportive Housing – Scattered Site

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	367	407	-10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		9	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		71%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							■			11%
Discharges							■			11%
Services			■		■	■	■			44%

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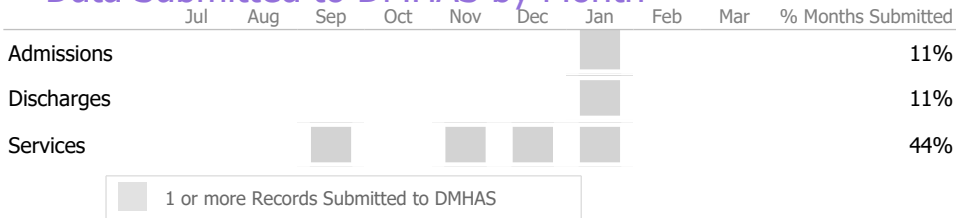
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

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

Post-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - 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	16	21	-24%	▼
Admits	11	13	-15%	▼
Discharges	7	14	-50%	▼
Service Hours	14	86	-84%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		3	43%	50%	56%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		14	88%	60%	86%	28%	▲
✔ Employed		6	38%	20%	15%	18%	▲
🔴 Self Help		9	56%	60%	75%	-4%	
🔴 Stable Living Situation		12	75%	80%	44%	-5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	53%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪		▪	▪	▪	▪	56%
Discharges	▪	▪	▪			▪	▪	▪		67%
Services	▪	▪	▪							33%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ▮ Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 8 Active Standard Case Management Programs

Pre-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - 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)
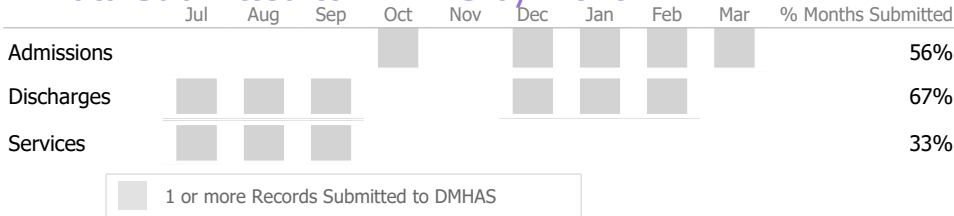
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	45	40%	▲
Admits	40	32	25%	▲
Discharges	38	36	6%	
Service Hours	44	94	-53%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	8%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		17	45%	50%	56%	-5%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		45	71%	60%	75%	11%	▲
✓	Social Support		38	60%	60%	86%	0%	
🔴	Employed		0	0%	20%	15%	-20%	▼
🔴	Stable Living Situation		2	3%	80%	44%	-77%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	53%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■			■		■			44%
Discharges	■	■				■	■	■	■	67%
Services	■	■	■							33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 8 Active Standard Case Management Programs

SA Outpatient 703725
Community Renewal Team (CRT)
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)
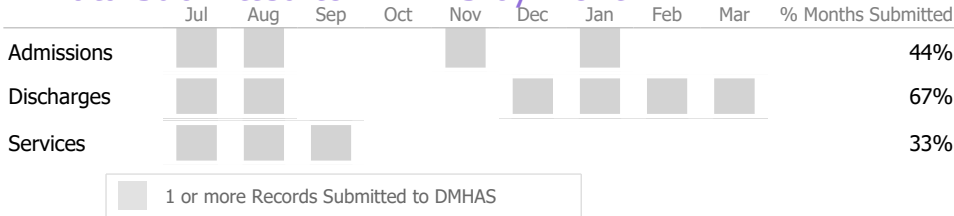
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	952	1,085	-12%	▼
Admits	436	537	-19%	▼
Discharges	30	569	-95%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	91%
Valid TEDS Data		88%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		4%	20%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	88%
SA Screen Complete		92%	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▣	▣	▣	▣	▣	▣	▣	▣	▣	100%
Discharges	▣		▣	▣	▣	▣	▣	▣	▣	89%
Services										0%

▣ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	10%	50%	52%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		885	92%	75%	82%	17%	▲
✓ Abstinence/Reduced Drug Use		586	61%	55%	51%	6%	
🔴 Employed		327	34%	50%	43%	-16%	▼
🔴 Stable Living Situation		622	65%	95%	82%	-30%	▼
🔴 Self Help		148	15%	60%	26%	-45%	▼
🔴 Improved/Maintained Axis V GAF Score		35	5%	75%	58%	-70%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	66%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		0	0%	75%	70%	-75%	▼
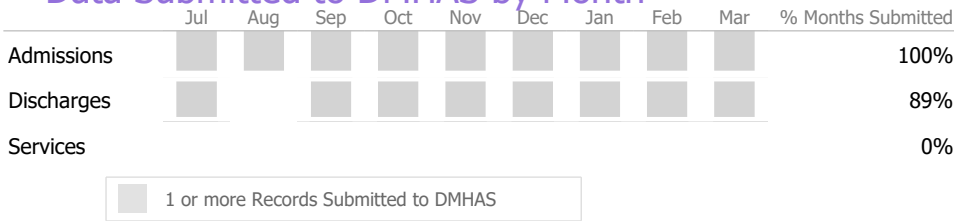
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 115 Active Standard Outpatient Programs