CommuniCare Inc
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020   (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,056	1,084	-3%	
	Admits	1,420	1,625	-13%	▼
	Discharges	1,353	1,621	-17%	▼
	Service Hours	2,802	2,982	-6%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Crisis Services		694	65.7%
	Outpatient		363	34.3%

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

		#	%	State Avg
18-25		110	11%	11%
26-34		157	15%	23%
35-44		205	20%	22%
45-54		227	22%	20%
55-64		213	21%	18%
65+		122	12%	6%

Gender

		#	%		State Avg
Female		585	56%	▲	40%
Male		469	44%	▼	60%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		538	51%	▼	69%
Hisp-Puerto Rican		181	17%		11%
Hispanic-Other		174	16%		8%
Unknown		122	12%		11%
Hispanic-Mexican		38	4%		1%
Hispanic-Cuban		3	0%		0%

Race

		#	%		State Avg
White/Caucasian		526	50%	▼	62%
Other		242	23%		13%
Unknown		181	17%	▲	6%
Black/African American		94	9%		17%
Asian		6	1%		1%
Hawaiian/Other Pacific Islander		4	0%		0%
Am. Indian/Native Alaskan		2	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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	131	157	-17%	▼
Admits	220	287	-23%	▼
Discharges	219	286	-23%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		216	99%	75%	75%	24%	▲
✓ Community Location Evaluation		199	91%	80%	93%	11%	▲
✓ Follow-up Service within 48 hours		129	99%	90%	89%	9%	

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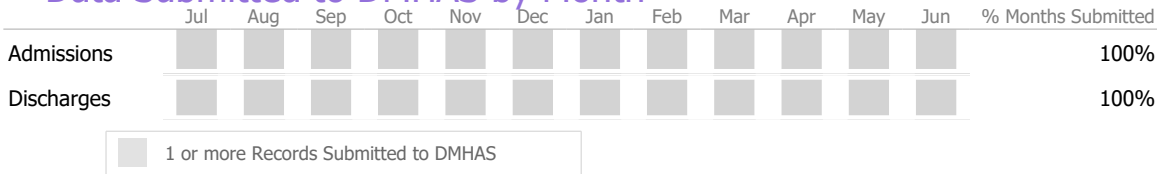
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

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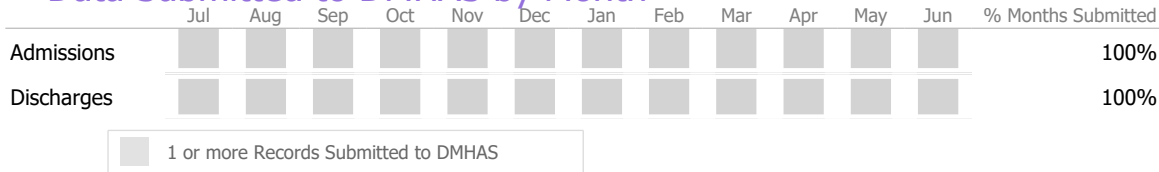
BH Care Valley Crisis 315-200
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	163	143	14%	▲
Admits	268	299	-10%	
Discharges	266	300	-11%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		256	98%	75%	75%	23%	▲
● Community Location Evaluation		199	76%	80%	93%	-4%	
✓ Follow-up Service within 48 hours		197	99%	90%	89%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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
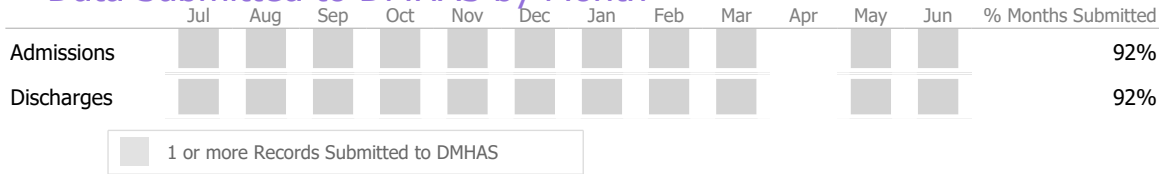
Bridges Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	132	174	-24%	▼
Admits	202	280	-28%	▼
Discharges	202	280	-28%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		202	100%	75%	75%	25%	▲
✓ Community Location Evaluation		199	98%	80%	93%	18%	▲
✓ Follow-up Service within 48 hours		154	100%	90%	89%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	92%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	92%

▢ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	196	205	-4%	
Admits	389	444	-12%	▼
Discharges	371	444	-16%	▼
Service Hours	75	85	-12%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		142	99%	75%	75%	24%	▲
✓	Community Location Evaluation		118	83%	80%	93%	3%	
🔴	Follow-up Service within 48 hours		10	77%	90%	89%	-13%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	19	0%	
Admits	5	11	-55%	▼
Discharges	11	5	120%	▲
Service Hours	171	187	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	84%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		43%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	61%
✓ SA Screen Complete		100%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	27%	50%	39%	-23%	▼

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		14	78%	75%	55%	3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	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		3	60%	75%	74%	-15%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■	■			■	■					42%
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 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 - June 2020 (Data as of Oct 19, 2020)
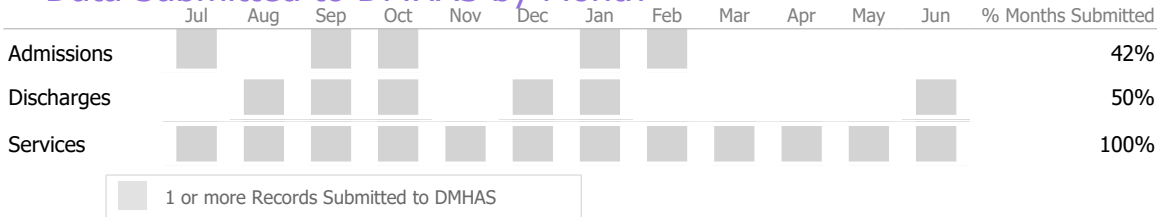
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	30	-10%	
Admits	8	9	-11%	▼
Discharges	5	12	-58%	▼
Service Hours	194	199	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	84%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		39%	56%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		92%	61%
✔ SA Screen Complete		92%	61%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	20%	50%	39%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		24	89%	60%	64%	29%	▲
✔ Improved/Maintained Axis V GAF Score		21	91%	75%	55%	16%	▲
✔ Stable Living Situation		26	96%	95%	81%	1%	
✔ Employed		8	30%	30%	25%	0%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		21	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		6	75%	75%	74%	0%

Data Submitted to DMHAS by Month
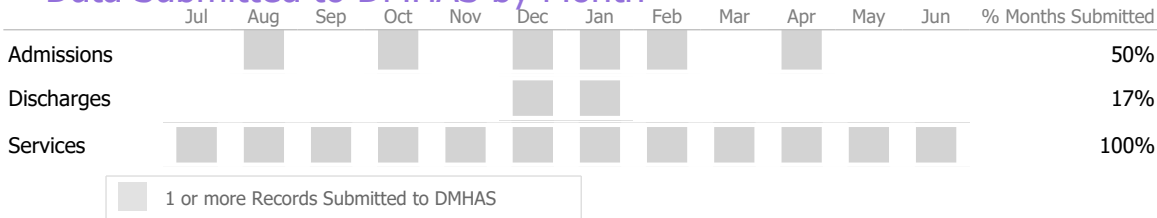
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪		▪		▪	▪	▪		▪			50%
Discharges						▪	▪						17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	27	-4%	
Admits	5	7	-29%	▼
Discharges	-	6	-100%	▼
Service Hours	275	250	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	84%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		9%	56%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		71%	61%
✔ SA Screen Complete		71%	61%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		92%	97%
✔ Valid Axis V GAF Score		96%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	39%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Social Support		13	50%	60%	64%	-10%
🔴 Employed		1	4%	30%	25%	-26% ▼
🔴 Stable Living Situation		16	62%	95%	81%	-33% ▼
🔴 Improved/Maintained Axis V GAF Score		7	30%	75%	55%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		13	50%	90%	85%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		3	60%	75%	74%	-15% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■		■	■					■	33%
Discharges													0%
Services	■	■		■	■	■	■	■	■	■	■	■	92%

■ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	54	0%	
Admits	19	19	0%	
Discharges	20	17	18%	▲
Service Hours	376	398	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	61%
✓ SA Screen Complete		100%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	75%	50%	39%	25%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Axis V GAF Score		51	98%	75%	55%	23%	▲
✓	Employed		20	36%	30%	25%	6%	
✓	Stable Living Situation		54	96%	95%	81%	1%	
●	Social Support		31	55%	60%	64%	-5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		36	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		16	89%	75%	74%	14%	▲

Data Submitted to DMHAS by Month
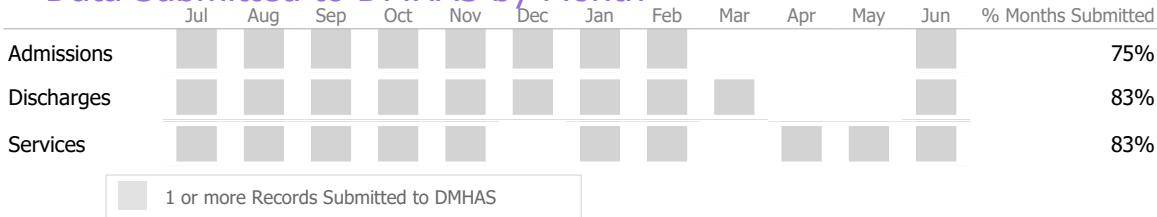
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢				▢	75%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢			▢	83%
Services	▢	▢	▢	▢	▢		▢	▢		▢	▢	▢	83%

▢ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	85	-28%	▼
Admits	3	24	-88%	▼
Discharges	8	29	-72%	▼
Service Hours	483	811	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		69%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		67%	61%
✓ SA Screen Complete		100%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	25%	50%	39%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		54	87%	60%	64%	27%	▲
✓ Improved/Maintained Axis V GAF Score		56	93%	75%	55%	18%	▲
✓ Stable Living Situation		61	98%	95%	81%	3%	
🔴 Employed		15	24%	30%	25%	-6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	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		2	67%	75%	74%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪					▪			▪		25%
Discharges	▪	▪	▪	▪			▪						42%
Services		▪	▪	▪		▪	▪	▪	▪	▪	▪		75%

▪ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	83	-28%	▼
Admits	29	46	-37%	▼
Discharges	31	53	-42%	▼
Service Hours	145	222	-35%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	84%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		47%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	61%
SA Screen Complete		10%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	10%	50%	39%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		33	53%	30%	25%	23%	▲
✓ Stable Living Situation		62	100%	95%	81%	5%	
● Social Support		35	56%	60%	64%	-4%	
● Improved/Maintained Axis V GAF Score		30	62%	75%	55%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		31	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		26	90%	75%	74%	15%	▲

Data Submitted to DMHAS by Month
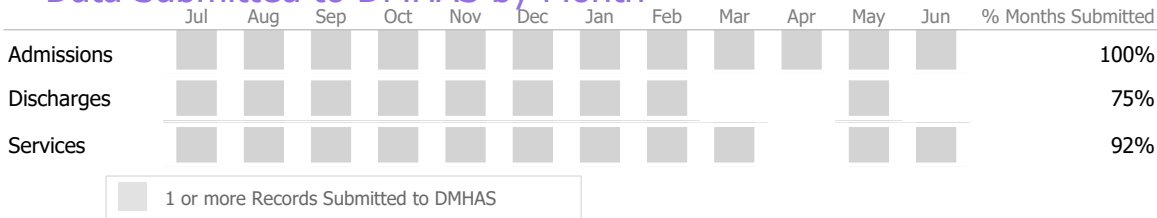
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													75%
Services													92%

☐ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	75	60%	▲
Admits	61	27	126%	▲
Discharges	7	16	-56%	▼
Service Hours	1,084	831	30%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	84%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
● 6 Month Updates		0%	56%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		93%	61%
SA Screen Complete		49%	61%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	14%	50%	39%	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		106	88%	60%	64%	28%	▲
● Stable Living Situation		112	93%	95%	81%	-2%	
● Employed		33	28%	30%	25%	-2%	
● Improved/Maintained Axis V GAF Score		7	7%	75%	55%	-68%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		108	96%	90%	85%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		46	75%	75%	74%	0%

Data Submitted to DMHAS by Month
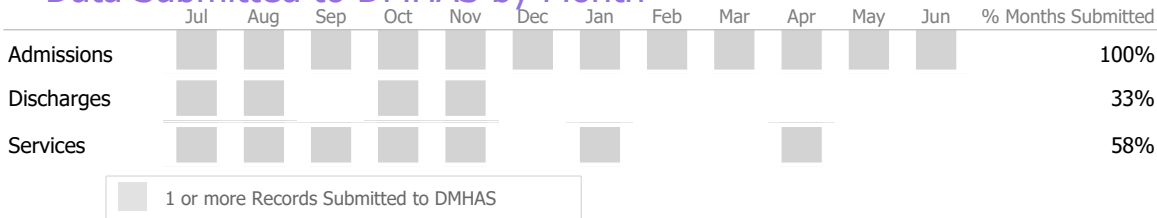
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪		▪	▪								33%
Services	▪	▪	▪	▪	▪		▪		▪				58%

▪ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

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

Service Utilization
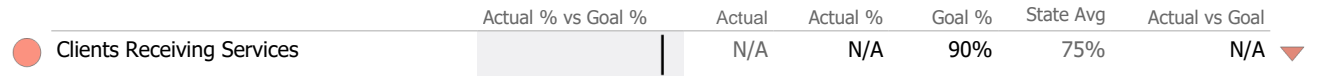
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	75%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 - June 2020 (Data as of Oct 19, 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%	60%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	13%	-20% ▼
Social Support		N/A	N/A	60%	72%	-60% ▼
Stable Living Situation		N/A	N/A	80%	78%	-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	58%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal
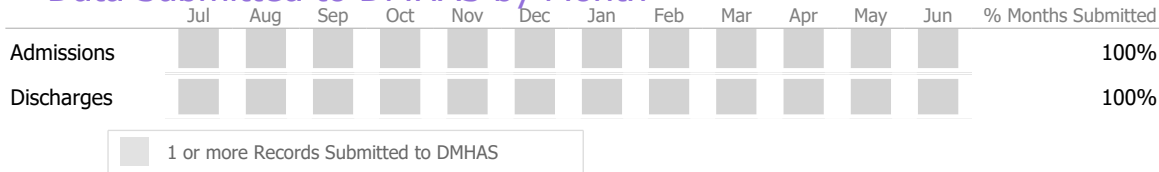
* State Avg based on 24 Active Standard Case Management Programs

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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	165	140	18%	▲
Admits	211	172	23%	▲
Discharges	213	173	23%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		183	91%	75%	75%	16%	▲
✓	Community Location Evaluation		195	97%	80%	93%	17%	▲
●	Follow-up Service within 48 hours		39	87%	90%	89%	-3%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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