Community Health Resources Inc.
Manchester, 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	11,670	12,471	-6%	
	Admits	7,822	9,338	-16%	▼
	Discharges	8,173	8,967	-9%	
	Service Hours	95,154	98,834	-4%	
	Bed Days	25,554	27,929	-9%	
	S.Rehab/PHP/IOP	7,598	10,915	-30%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	7,766	54.2%
	Community Support	534	3.7%
	Social Rehabilitation	461	3.2%
	Crisis Services	345	2.4%
	ACT	233	1.6%
	Employment Services	226	1.6%
	IOP	165	1.2%
	Case Management	132	0.9%
	Residential Services	49	0.3%
Addiction			
	Outpatient	1,829	12.8%
	Medication Assisted Treatment	418	2.9%
	Residential Services	332	2.3%
Forensic SA			
	Forensics Community-based	1,397	9.8%
Forensic MH			
	Forensics Community-based	438	3.1%

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

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

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

Client Demographics

Age
	#	%	State Avg
18-25	1,868	16%	11%
26-34	2,820	24%	23%
35-44	2,297	20%	22%
45-54	2,018	17%	20%
55-64	1,871	16%	18%
65+	772	7%	6%

Gender
	#	%	State Avg
Male	6,242	54%	60%
Female	5,409	46%	40%
Transgender			0%

Ethnicity
	#	%	State Avg
Non-Hispanic	9,793	84% ▲	69%
Hisp-Puerto Rican	1,017	9%	11%
Hispanic-Other	551	5%	8%
Unknown	241	2%	11%
Hispanic-Mexican	44	0%	1%
Hispanic-Cuban	24	0%	0%

Race
	#	%	State Avg
White/Caucasian	8,482	73% ▲	62%
Black/African American	1,340	11%	17%
Other	1,136	10%	13%
Unknown	359	3%	6%
Asian	165	1%	1%
Am. Indian/Native Alaskan	114	1%	1%
Multiple Races	39	0%	1%
Hawaiian/Other Pacific Islander	35	0%	0%

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

ACT Team - Manchester 606296
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	99	-12%	▼
Admits	22	30	-27%	▼
Discharges	36	31	16%	▲
Service Hours	3,606	6,014	-40%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		24	67%	65%	53%	2%	
✓	No Re-admit within 30 Days of Discharge		36	100%	85%	91%	15%	▲
●	Follow-up within 30 Days of Discharge		15	62%	90%	54%	-28%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	67%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	91%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	73%	39%
✓ SA Screen Complete	73%	40%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	89%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		82	91%	60%	90%	31%	▲
✓	Social Support		63	70%	60%	79%	10%	
●	Employed		6	7%	15%	13%	-8%	
●	Improved/Maintained Axis V GAF Score		47	59%	85%	58%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		52	96%	90%	99%	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢	92%
Discharges	▢	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Adult Intensive OP - Enfield 633-210X
Community Health Resources Inc.
Mental Health - IOP - Standard IOP

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	165	305	-46%	▼
Admits	166	314	-47%	▼
Discharges	188	314	-40%	▼
Service Hours				
Social Rehab/PHP/IOP Days	1,600	2,940	-46%	▼

Data Submission Quality

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

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

Co-occurring		Actual	State Avg
✓ MH Screen Complete		96%	92%
✓ SA Screen Complete		96%	93%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		152	81%	50%	81%	31%	▲
●	Follow-up within 30 Days of Discharge		133	88%	90%	85%	-2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Axis V GAF Score		178	95%	75%	92%	20%	▲
✓ Social Support		130	68%	60%	66%	8%	
● Employed		55	29%	30%	28%	-1%	
● Stable Living Situation		172	90%	95%	88%	-5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	36%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■			■	83%
Discharges	■	■	■	■	■	■	■	■	■			■	83%
Services	■	■	■	■	■	■	■	■	■	■	■		92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Standard IOP Programs

Adult Outpatient - Bloomfield 620212
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	776	903	-14%	▼
Admits	219	340	-36%	▼
Discharges	262	359	-27%	▼
Service Hours	5,579	5,975	-7%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	72%	56%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	97%	61%
✓	SA Screen Complete	97%	61%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	99%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		170	65%	50%	39%	15%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		309	39%	30%	25%	9%	
✓	Stable Living Situation		758	95%	95%	81%	0%	
●	Social Support		423	53%	60%	64%	-7%	
●	Improved/Maintained Axis V GAF Score		416	59%	75%	55%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		529	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		195	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													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

Adult Outpatient - Enfield 617-210
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,018	3,085	-2%
Admits	1,259	1,461	-14% ▼
Discharges	1,437	1,323	9%
Service Hours	15,772	15,839	0%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	84%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		53%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		96%	61%
✓ SA Screen Complete		96%	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		493	34%	50%	39%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1,223	38%	30%	25%	8%
● Stable Living Situation		2,834	88%	95%	81%	-7%
● Improved/Maintained Axis V GAF Score		1,793	64%	75%	55%	-11% ▼
● Social Support		1,233	38%	60%	64%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,763	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		1,103	93%	75%	74%	18% ▲

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 89 Active Standard Outpatient Programs

Adult Outpatient MH Manchester
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4,084	4,344	-6%
Admits	1,762	2,088	-16% ▼
Discharges	1,928	2,098	-8%
Service Hours	25,961	27,175	-4%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		92%	84%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		76%	56%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		95%	61%
✔ SA Screen Complete		95%	61%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		99%	97%
✔ Valid Axis V GAF Score		99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		546	28%	50%	39%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		1,322	31%	30%	25%	1%
🔴 Stable Living Situation		3,669	85%	95%	81%	-10%
🔴 Improved/Maintained Axis V GAF Score		2,274	60%	75%	55%	-15% ▼
🔴 Social Support		1,583	37%	60%	64%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		2,338	97%	90%	85%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		1,462	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													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

BHH ADULT NAE
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - 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%	39%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	25%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	55%	-75% ▼
● Social Support		N/A	N/A	60%	64%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Service Utilization

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

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	56%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	61%
SA Screen Complete	N/A	61%

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 89 Active Standard Outpatient Programs

BHH CHILDREN Program
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

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

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	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 46 Active Outreach & Engagement Programs

Center Street 2
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	11	18%	▲
Admits	3	-		
Discharges	3	1	200%	▲
Service Hours	90	185	-51%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	85%	85%	91%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	97%	0%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		80%	87%
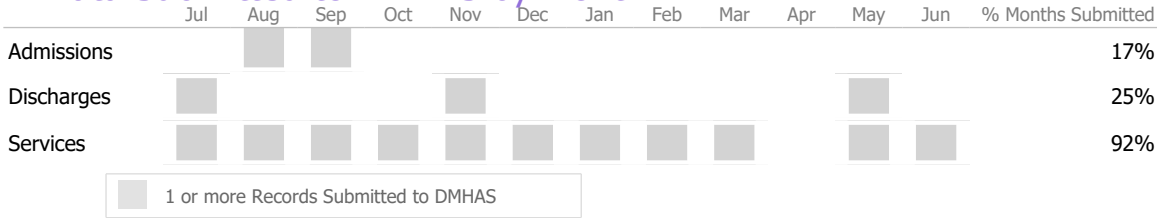
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪										17%
Discharges	▪				▪						▪		25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	92%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

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

Center Street Apartments
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	12	-8%	
Admits	-	2	-100%	▼
Discharges	1	1	0%	
Service Hours	186	219	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		11	100%	85%	91%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges		▪											8%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	92%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▪ Actual | ❘ Goal | ✓ Goal Met | ⬤ Below Goal |

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

CHR Enfield ACT
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

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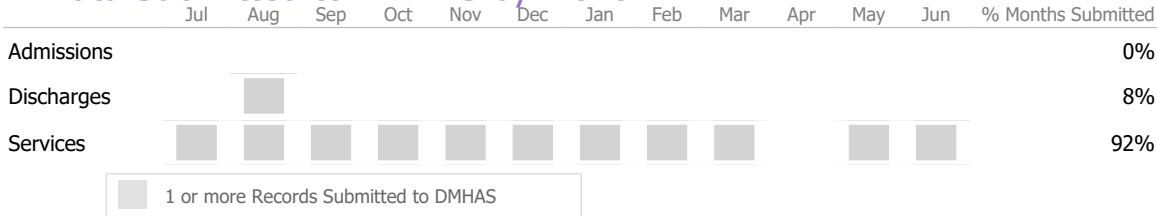
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	63	5%	
Admits	23	18	28%	▲
Discharges	22	19	16%	▲
Service Hours	3,513	3,879	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	67%

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

Co-occurring		Actual	State Avg
✓ MH Screen Complete		83%	39%
✓ SA Screen Complete		83%	40%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		12	55%	65%	53%	-10%	▼
✓	No Re-admit within 30 Days of Discharge		20	95%	85%	91%	10%	
🔴	Follow-up within 30 Days of Discharge		8	67%	90%	54%	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		60	88%	60%	90%	28%	▲
✓	Social Support		43	63%	60%	79%	3%	
🔴	Employed		5	7%	15%	13%	-8%	
🔴	Improved/Maintained Axis V GAF Score		29	51%	85%	58%	-34%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		46	100%	90%	99%	10%

Data Submitted to DMHAS by Month
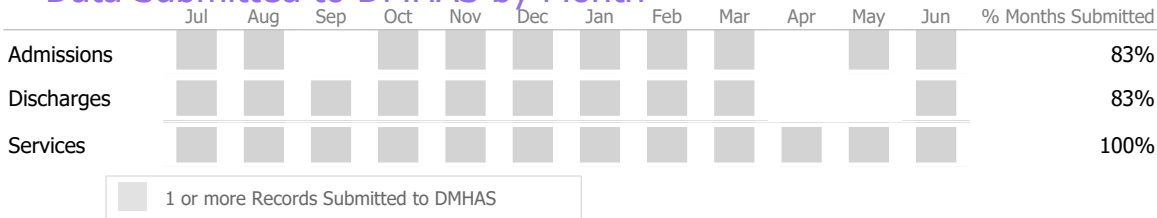
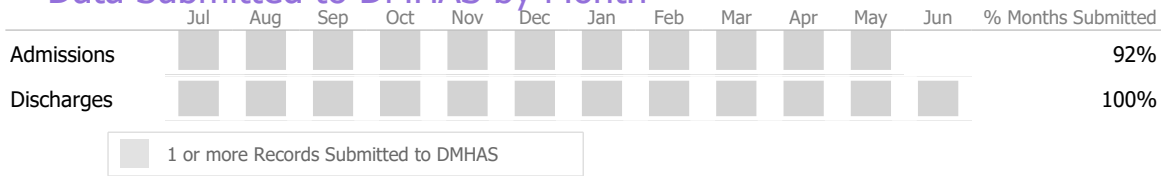|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	83%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

CPAS PTIP-37 Commerce 923705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	249	-36%	▼
Admits	99	178	-44%	▼
Discharges	143	188	-24%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		92%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

CPAS PTIP-W. Main Street 163705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	732	951	-23%	▼
Admits	542	740	-27%	▼
Discharges	555	769	-28%	▼

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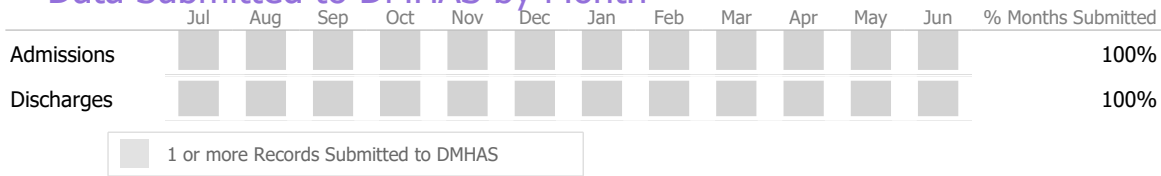
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Crisis Services - Windsor 606-200
Community Health Resources Inc.
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	318	399	-20%	▼
Admits	414	496	-17%	▼
Discharges	414	495	-16%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		270	65%	75%	75%	-10%	
✓	Community Location Evaluation		411	99%	80%	93%	19%	▲
✓	Follow-up Service within 48 hours		280	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
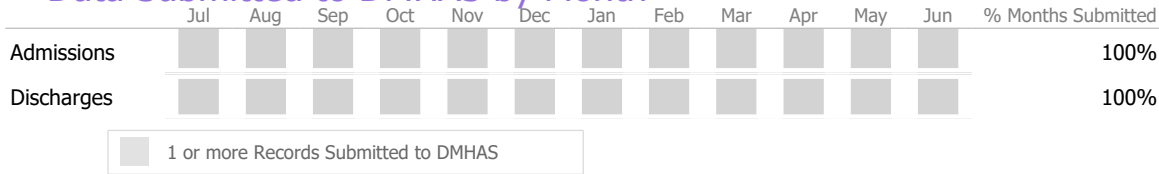
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

CSP Recovery Bloomfield
Community Health Resources Inc.
Mental Health - Community Support - CSP

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	85	-11%	▼
Admits	19	33	-42%	▼
Discharges	31	27	15%	▲
Service Hours	2,146	2,407	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	71%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	48%	84%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	84%	40%
✔	SA Screen Complete	84%	36%

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		12	39%	65%	62%	-26%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		74	94%	80%	87%	14%	▲
🔴	Employed		10	13%	20%	13%	-7%	
🔴	Social Support		35	44%	60%	81%	-16%	▼
🔴	Improved/Maintained Axis V GAF Score		39	55%	65%	66%	-10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		48	100%	90%	99%	10%

Data Submitted to DMHAS by Month
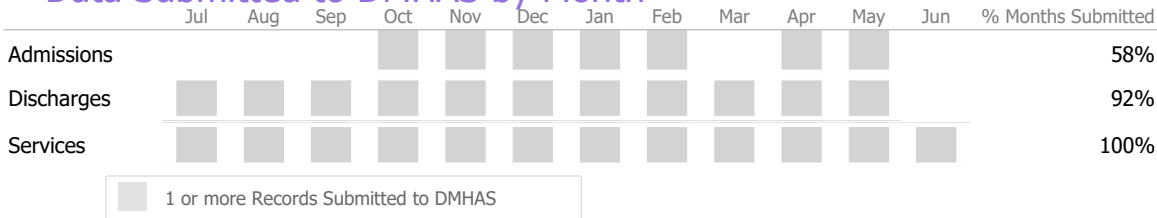
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪	▪	▪	▪			▪	▪		58%
Discharges	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪		92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 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

CSP/RP 606250, Manchester
Community Health Resources Inc.
Mental Health - Community Support - CSP

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	309	329	-6%	
Admits	121	111	9%	
Discharges	111	142	-22%	▼
Service Hours	9,975	8,649	15%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	71%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	97%	84%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	95%	40%
✓	SA Screen Complete	95%	36%

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		49	44%	65%	62%	-21%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		273	87%	80%	87%	7%	
🔴	Social Support		165	53%	60%	81%	-7%	
🔴	Employed		33	11%	20%	13%	-9%	
🔴	Improved/Maintained Axis V GAF Score		131	48%	65%	66%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		196	97%	90%	99%	7%

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 36 Active CSP Programs

CSP/RP 617290, Enfield
Community Health Resources Inc.
Mental Health - Community Support - CSP

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	154	-1%
Admits	62	58	7%
Discharges	58	63	-8%
Service Hours	4,069	4,659	-13% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	71%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	56%	84%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	77%	40%
✓	SA Screen Complete	76%	36%

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		31	53%	65%	62%	-12% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		150	94%	80%	87%	14% ▲
●	Social Support		82	51%	60%	81%	-9%
●	Employed		9	6%	20%	13%	-14% ▼
●	Improved/Maintained Axis V GAF Score		60	48%	65%	66%	-17% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		101	99%	90%	99%	9%

Data Submitted to DMHAS by Month

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

Danielson OP 202
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	626	734	-15%	▼
Admits	500	607	-18%	▼
Discharges	495	607	-18%	▼
Service Hours	5,332	5,717	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	94%	90%
	Valid TEDS Data	76%	89%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	57%	20%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	99%	88%
✓	SA Screen Complete	99%	96%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	96%	99%
✓	Valid Axis V GAF Score	100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		232	47%	50%	48%	-3%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		641	90%	75%	82%	15%	▲
🔴	Employed		332	47%	50%	40%	-3%	
✓	Improved/Maintained Axis V GAF Score		492	82%	75%	56%	7%	
🔴	Abstinence/Reduced Drug Use		357	50%	55%	53%	-5%	
🔴	Stable Living Situation		591	83%	95%	81%	-12%	▼
🔴	Self Help		93	13%	60%	27%	-47%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		198	91%	90%	62%	1%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		424	94%	75%	66%	19%	▲

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 117 Active Standard Outpatient Programs

Enfield Methadone Maintenance
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	232	138	68%	▲
Admits	132	122	8%	
Discharges	79	23	243%	▲
Service Hours	1,056	284		

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	96%	99%
✓	Valid TEDS Data	99%	99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	86%

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

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		40	51%	50%	56%	1%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		231	93%	75%	95%	18%	▲
✓	Abstinence/Reduced Drug Use		139	56%	50%	74%	6%	
🔴	Stable Living Situation		206	83%	90%	93%	-7%	
🔴	Employed		64	26%	40%	43%	-14%	▼
🔴	Improved/Maintained Axis V GAF Score		132	68%	75%	85%	-7%	
🔴	Self Help		40	16%	60%	61%	-44%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		163	96%	90%	93%	6%

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Length of Stay over 1 Year		92	40%	50%	68%	-10%

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 36 Active Methadone Maintenance Programs

HUD SHP - 298
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	14	-14%	▼
Admits	-	3	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	356	366	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		10	83%	85%	89%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	97%	2%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		92%	91%

Data Submitted to DMHAS by Month

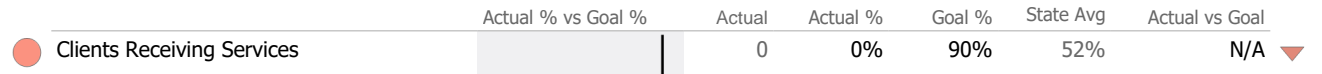|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	92%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 99 Active Supportive Housing – Scattered Site Programs
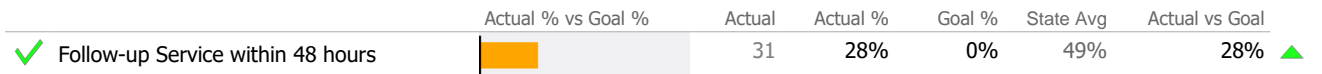
Jail Diversion - Enfield 617-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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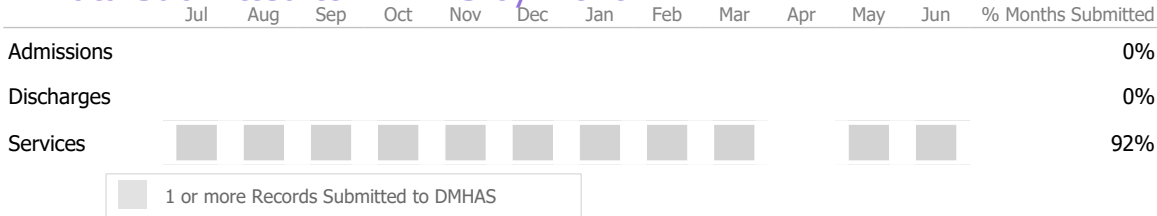
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	197	298	-34%	▼
Admits	179	238	-25%	▼
Discharges	143	272	-47%	▼
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	52%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		31	28%	0%	49%	28%	▲

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													0%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Jail Diversion - Manchester 606-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	244	265	-8%	
Admits	163	201	-19%	▼
Discharges	164	187	-12%	▼
Service Hours	-	-		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	52%	N/A	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		10	9%	0%	49%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▧	▧	▧	▧	▧	▧	▧	▧	▧			▧	83%
Discharges	▧	▧	▧	▧	▧	▧	▧	▧	▧	▧	▧		92%
Services													0%

▧ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

MAT - Naltrexone - Willimantic
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Naltrexone

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	2	50%	▲
Admits	3	1	200%	▲
Discharges	1	2	-50%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	57%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅ Abstinence/Reduced Drug Use		2	67%	55%	38%	12%	▲
🔴 Not Arrested		2	67%	75%	85%	-8%	
🔴 Employed		1	33%	50%	28%	-17%	▼
🔴 Self Help		1	33%	60%	22%	-27%	▼
🔴 Stable Living Situation		2	67%	95%	83%	-28%	▼
🔴 Improved/Maintained Axis V GAF Score		1	33%	75%	54%	-42%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✅ Valid NOMS Data		100%	86%
Valid TEDS Data		80%	98%

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

Co-occurring		Actual	State Avg
✅ MH Screen Complete		100%	91%
✅ SA Screen Complete		100%	100%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▣			▣	▣							25%
Discharges											▣		8%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 7 Active Naltrexone Programs

MATx OP
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	67	-22%	▼
Admits	26	33	-21%	▼
Discharges	31	38	-18%	▼
Service Hours	667	947	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	91%	91%
✓	Valid TEDS Data	98%	95%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	30%	35%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	96%	81%
✓	SA Screen Complete	96%	91%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		13	42%	50%	48%	-8%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		41	71%	55%	55%	16%	▲
✓	Not Arrested		48	83%	75%	77%	8%	
✓	Improved/Maintained Axis V GAF Score		44	81%	75%	56%	6%	
🔴	Employed		21	36%	50%	33%	-14%	▼
🔴	Self Help		26	45%	60%	26%	-15%	▼
🔴	Stable Living Situation		41	71%	95%	78%	-24%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		24	89%	90%	47%	-1%

Data Submitted to DMHAS by Month
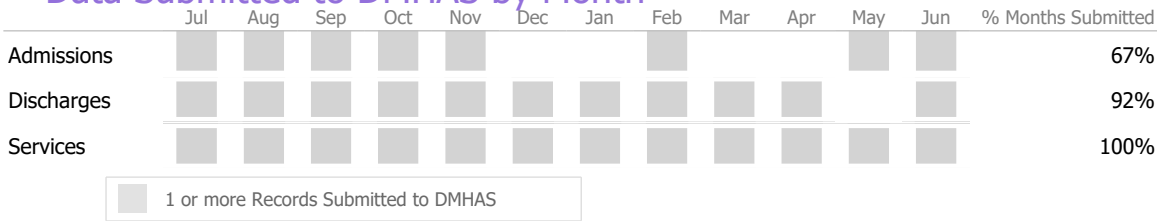
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪			▪			▪	▪	67%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

Milestone - CSSD
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	27	-11% ▼
Admits	23	25	-8%
Discharges	23	25	-8%
Bed Days	621	662	-6%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		17	74%	50%	82%	24% ▲
✓	No Re-admit within 30 Days of Discharge		22	96%	85%	86%	11% ▲
🔴	Follow-up within 30 Days of Discharge		11	65%	90%	76%	-25% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	99%
Valid TEDS Data		96%	99%

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

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Improved/Maintained Axis V GAF Score		23	100%	75%	91%	25% ▲
✓	Abstinence/Reduced Drug Use		21	84%	70%	89%	14% ▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		2	27 days	0.1	85%	90%	86%	-5%
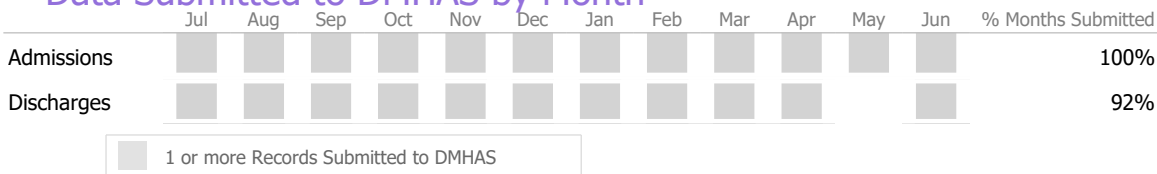
☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐	100%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		☐	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

Milestone-DMHAS
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	157	184	-15%	▼
Admits	150	175	-14%	▼
Discharges	154	177	-13%	▼
Bed Days	4,214	4,719	-11%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		123	80%	50%	82%	30%	▲
✓	No Re-admit within 30 Days of Discharge		145	94%	85%	86%	9%	
●	Follow-up within 30 Days of Discharge		81	66%	90%	76%	-24%	▼

Data Submission Quality

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

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

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Axis V GAF Score		152	99%	75%	91%	24%	▲
✓	Abstinence/Reduced Drug Use		141	88%	70%	89%	18%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		14	29 days	0.1	82%	90%	86%	-8%
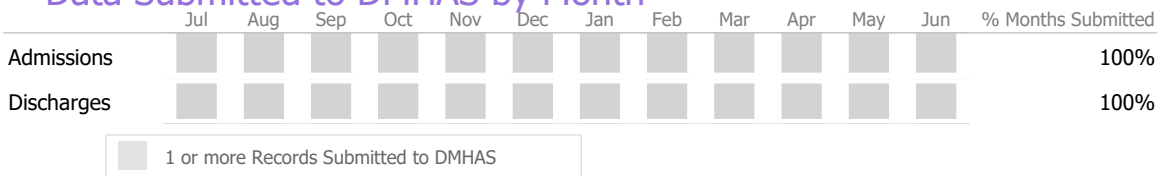
■ < 90%   ■ 90-110%   ■ >110%

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 4 Active SA Intensive Residential - Enhanced Programs

New Life Residential LTT
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	27	-7%
Admits	18	20	-10%
Discharges	21	20	5%
Bed Days	2,459	2,599	-5%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		97%	83%
✓ Valid TEDS Data		100%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	13%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	86%
✓ SA Screen Complete		100%	86%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	81%	70%	76%	11% ▲
✓ No Re-admit within 30 Days of Discharge		19	90%	85%	92%	5%
✓ Follow-up within 30 Days of Discharge		16	94%	90%	71%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		18	72%	70%	73%	2%
✓ Improved/Maintained Axis V GAF Score		21	95%	95%	88%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		8	148 days	0.2	84%	90%	93%	-6%
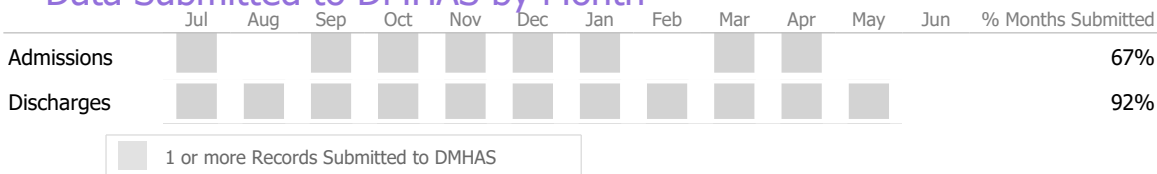
▨ < 90%	▨ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▨	▨	▨	▨	▨		▨	▨			67%
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 Intermediate/Long Term Res.Tx 3.5 Programs

Next Steps - Manchester 606551
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	34	9%	
Admits	4	3	33%	▲
Discharges	6	1	500%	▲
Service Hours	1,152	1,079	7%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		34	92%	85%	89%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		29	94%	90%	97%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	93%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪					▪						17%
Discharges		▪		▪	▪			▪	▪			▪	50%
Services		▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▯ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 99 Active Supportive Housing – Scattered Site Programs

NHDTP
Community Health Resources Inc.
Mental Health - Case Management - Standard Case Management

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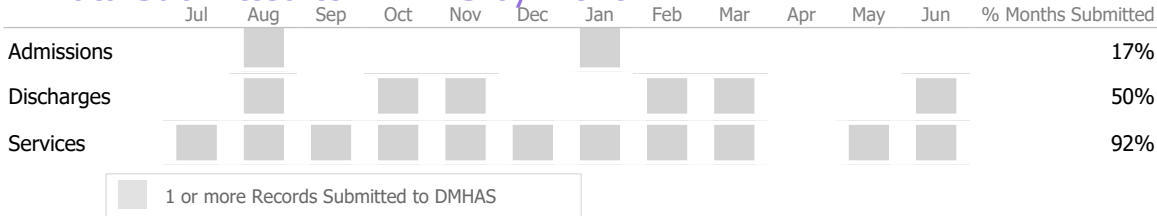
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	30	-43%	▼
Admits	7	21	-67%	▼
Discharges	13	22	-41%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		12	92%	50%	60%	42%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		16	94%	80%	78%	14%	▲
🔴	Employed		0	0%	20%	13%	-20%	▼
🔴	Social Support		2	12%	60%	72%	-48%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	94%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													42%
Discharges													58%

◻ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Northfield Group Home - Enfield 617-240
Community Health Resources Inc.
Mental Health - Residential Services - Group Home

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	13	-8%	
Admits	6	6	0%	
Discharges	8	7	14%	▲
Bed Days	2,079	2,742	-24%	▼

Data Submission Quality

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

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

Co-occurring		Actual	State Avg
✓ MH Screen Complete		83%	76%
SA Screen Complete		83%	86%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		8	100%	80%	83%	20%	▲
✓ No Re-admit within 30 Days of Discharge		7	88%	85%	82%	3%	
● Follow-up within 30 Days of Discharge		7	88%	90%	79%	-2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		9	75%	60%	88%	15%	▲
✓ Stable Living Situation		12	100%	90%	99%	10%	
● Improved/Maintained Axis V GAF Score		7	70%	95%	74%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		8	397 days	0.3	71%	90%	94%	-19%	▼

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢		▢	▢			▢				33%
Discharges		▢			▢			▢	▢			▢	42%

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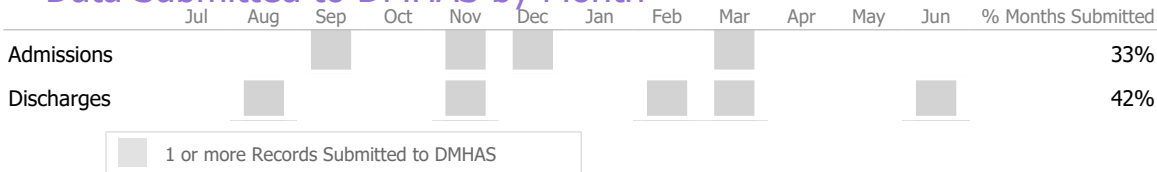
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs
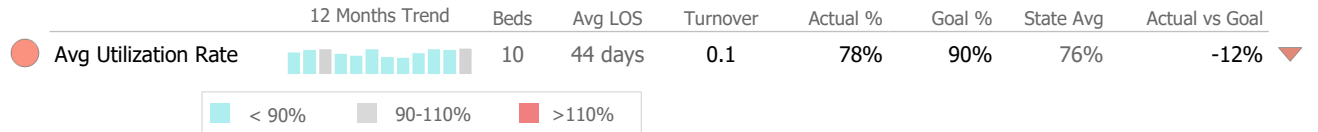
Oak Street Recovery House
Community Health Resources Inc.
Addiction - Residential Services - Recovery House

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	97	-11%	▼
Admits	85	94	-10%	
Discharges	88	94	-6%	
Bed Days	2,869	2,898	-1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully	▬▬▬▬	77	88%	85%	80%	3%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate	▁▂▃▁▂▄▂▃	10	44 days	0.1	78%	90%	76%	-12% ▼

☐ < 90%	☐ 90-110%	☐ >110%

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
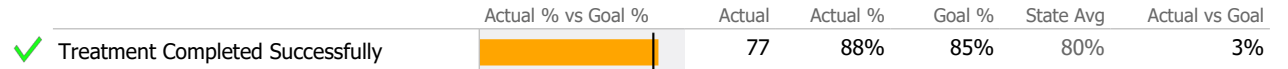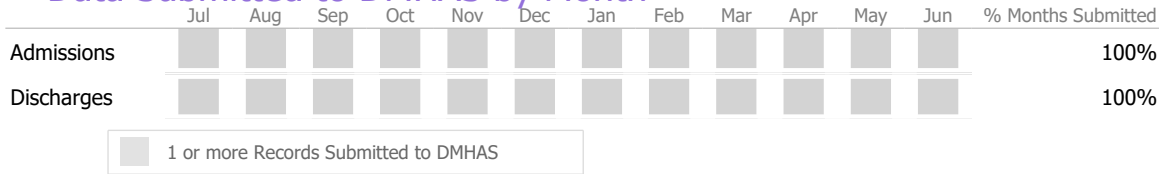
* State Avg based on 13 Active Recovery House Programs

Outpatient 202200 (formerly New Directions)
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	374	542	-31%	▼
Admits	250	383	-35%	▼
Discharges	298	424	-30%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		160	54%	50%	48%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		319	79%	75%	82%	4%
🔴 Employed		196	49%	50%	40%	-1%
✓ Improved/Maintained Axis V GAF Score		283	81%	75%	56%	6%
🔴 Abstinence/Reduced Drug Use		211	52%	55%	53%	-3%
🔴 Stable Living Situation		334	83%	95%	81%	-12% ▼
🔴 Self Help		71	18%	60%	27%	-42% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	90%
Valid TEDS Data		86%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		44%	20%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		98%	88%
✓ SA Screen Complete		97%	96%

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		178	77%	75%	66%	2%

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 117 Active Standard Outpatient Programs

PATH - CM - Outreach and Eng
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	34	-32%	▼
Admits	9	16	-44%	▼
Discharges	10	21	-52%	▼
Service Hours	382	294	30%	▲

Service Engagement
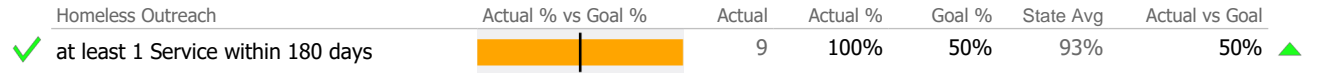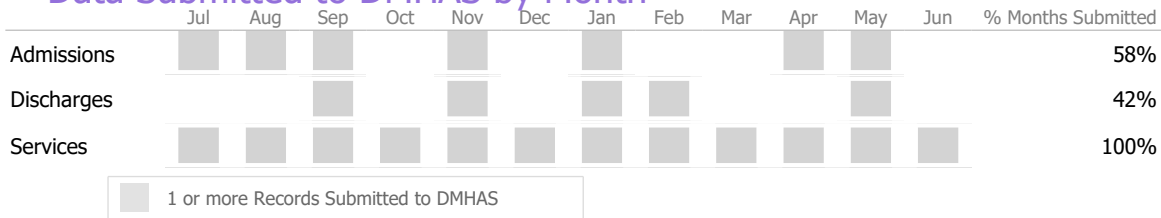
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		9	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▉	▉	▉		▉		▉			▉	▉		58%
Discharges		▉		▉		▉	▉			▉			42%
Services	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉		100%

▉ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▉ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Pilots Housing - Manchester 617297
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	22	-9%	
Admits	2	4	-50%	▼
Discharges	4	5	-20%	▼
Service Hours	407	469	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	95%	85%	89%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	97%	4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	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	Apr	May	Jun	% Months Submitted
Admissions											▢		8%
Discharges							▢	▢		▢	▢		33%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	92%

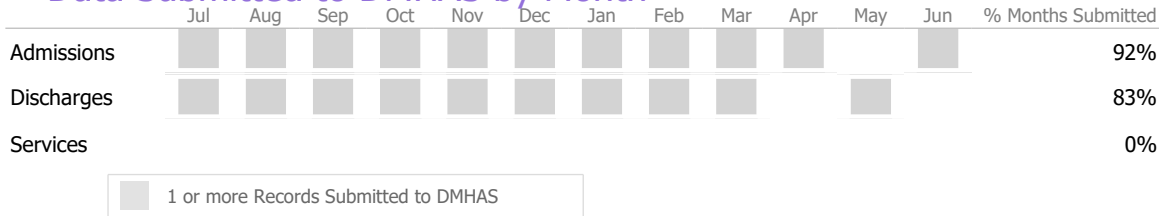▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 99 Active Supportive Housing – Scattered Site Programs

Pre-Trial Drug/Alc Ed 202705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

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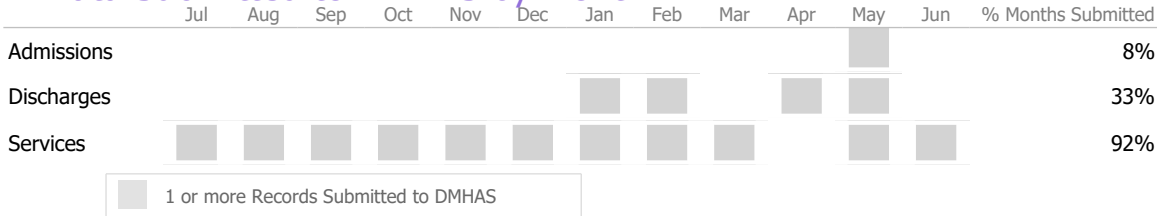
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	515	423	22%	▲
Admits	325	394	-18%	▼
Discharges	328	230	43%	▲
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	92%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢		83%
Services													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Respite - Enfield 617200
Community Health Resources Inc.
Mental Health - Crisis Services - Respite Bed

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	45	-16%	▼
Admits	44	51	-14%	▼
Discharges	47	51	-8%	
Bed Days	1,452	1,621	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	No Re-admit within 30 Days of Discharge		39	83%	85%	89%	-2%

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up within 30 Days of Discharge		39	98%	90%	81%	8%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		6	90 days	0.1	66%	90%	67%	-24%	▼

☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐	☐				75%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐	☐				75%

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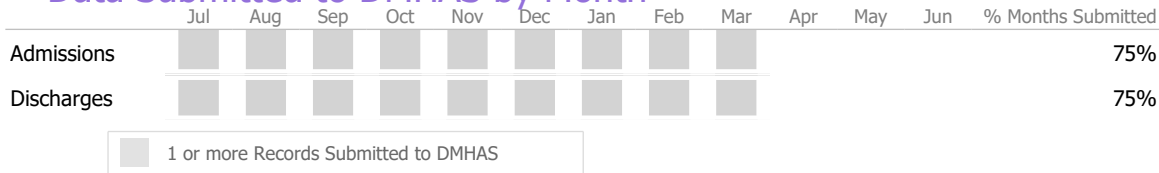
▲ > 10% Over	▼ < 10% Under

🟧 Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs

Roots to Recovery
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	58	24%	▲
Admits	60	51	18%	▲
Discharges	63	48	31%	▲
Bed Days	4,550	4,678	-3%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	83%
✓ Valid TEDS Data		99%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	13%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	86%
✓ SA Screen Complete		100%	86%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		52	83%	70%	76%	13%	▲
✓ No Re-admit within 30 Days of Discharge		57	90%	85%	92%	5%	
✓ Follow-up within 30 Days of Discharge		48	92%	90%	71%	2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		62	85%	70%	73%	15%	▲
✓ Improved/Maintained Axis V GAF Score		62	98%	95%	88%	3%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	82 days	0.1	89%	90%	93%	-1%

☐ < 90%	☐ 90-110%	☐ >110%

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 Intermediate/Long Term Res.Tx 3.5 Programs

Second Wind Club House - Enfield 617-280
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	102	-5%	
Admits	29	35	-17%	▼
Discharges	39	35	11%	▲
Social Rehab/PHP/IOP Days	2,756	4,271	-35%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	100%	90%	75%	10%

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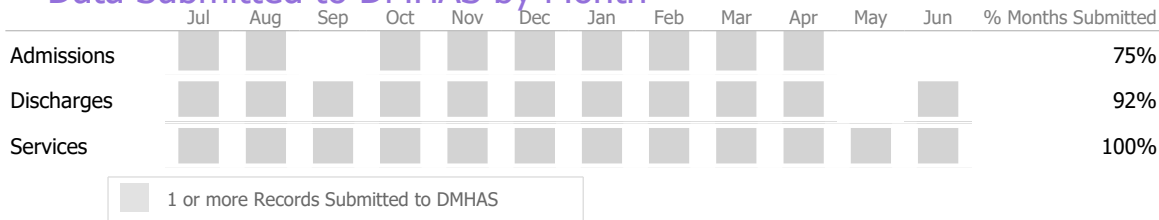
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪	▪	▪			75%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

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

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

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	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 9 Active Peer Based Mentoring Programs

STR - MAT Y2
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - 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%	48%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	55%	-55% ▼
Employed		N/A	N/A	50%	33%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	56%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	26%	-60% ▼
Stable Living Situation		N/A	N/A	95%	78%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	91%
Valid TEDS Data	N/A	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	35%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	81%
SA Screen Complete	N/A	91%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	47%	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 24 Active Buprenorphine Maintenance Programs

STR MAT
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	138	0%	
Admits	65	92	-29%	▼
Discharges	154	60	157%	▲
Service Hours	1,729	1,806	-4%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		94%	91%
✔ Valid TEDS Data		99%	95%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	35%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		99%	81%
✔ SA Screen Complete		99%	91%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		113	73%	50%	48%	23%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Axis V GAF Score		140	90%	75%	56%	15%	▲
✔	Abstinence/Reduced Drug Use		105	68%	55%	55%	13%	▲
✔	Not Arrested		139	90%	75%	77%	15%	▲
●	Stable Living Situation		126	81%	95%	78%	-14%	▼
●	Employed		56	36%	50%	33%	-14%	▼
●	Self Help		45	29%	60%	26%	-31%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		2	100%	90%	47%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
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 Buprenorphine Maintenance Programs

Strickland Street Residence - Manchester
Community Health Resources Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	6	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Bed Days	2,196	2,112	4%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	75%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	85%
SA Screen Complete		N/A	88%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	71%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Axis V GAF Score		1	17%	75%	52%	-58%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	2,350 days	0.3	100%	90%	97%	10%

< 90%	90-110%	>110%

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 29 Active MH Intensive Res. Rehabilitation Programs

Supported Employment - Enfield 620222
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	148	147	1%	
Admits	115	129	-11%	▼
Discharges	118	109	8%	
Service Hours	1,199	1,068	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		65	42%	35%	43%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	95%	90%	96%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	83%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs

Supported Employment Manchester
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

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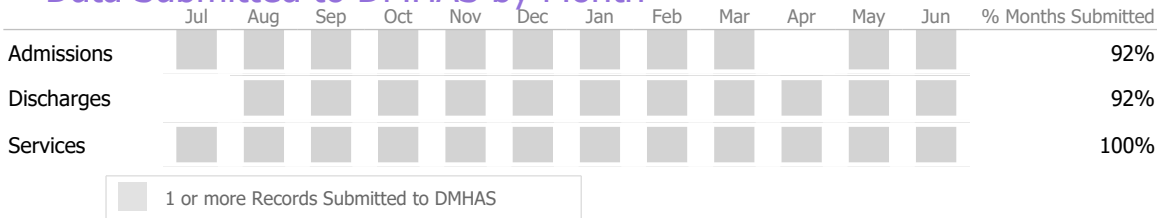
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	93	-16%	▼
Admits	24	59	-59%	▼
Discharges	48	39	23%	▲
Service Hours	1,067	1,278	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		39	50%	35%	43%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	93%	90%	96%	3%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	83%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		93%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢						58%
Discharges	▢		▢		▢	▢	▢	▢	▢		▢		83%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 42 Active Employment Services Programs

Trans Support Program 617255
Community Health Resources Inc.
Mental Health - Residential Services - Supervised Apartments

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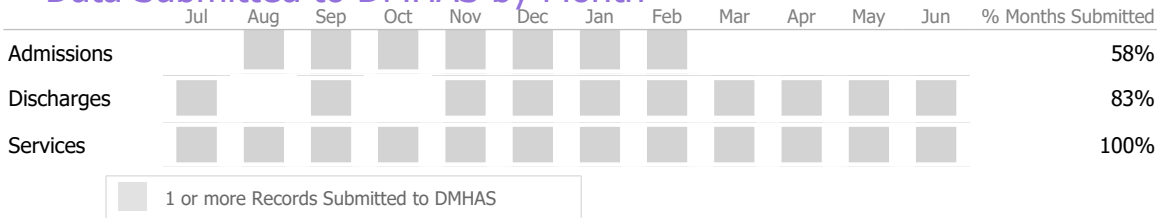
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	20	15%	▲
Admits	10	9	11%	▲
Discharges	13	7	86%	▲
Bed Days	3,877	5,092	-24%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	52%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	64%
✓ SA Screen Complete		100%	59%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		7	54%	60%	72%	-6%	
🔴 Follow-up within 30 Days of Discharge		5	71%	90%	82%	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		18	78%	60%	86%	18%	▲
✓ Stable Living Situation		22	96%	95%	94%	1%	
🔴 Employed		4	17%	25%	9%	-8%	
🔴 Improved/Maintained Axis V GAF Score		9	50%	95%	64%	-45%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		14	445 days	0.3	76%	90%	97%	-14%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■			■	■		■			■	50%
Discharges	■	■	■			■	■	■	■			■	67%

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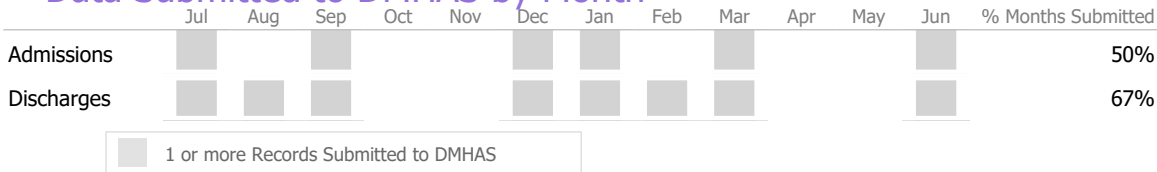
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

We Can Club House - Manchester 606284
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	365	116	215%	▲
Admits	274	44	523%	▲
Discharges	37	17	118%	▲
Social Rehab/PHP/IOP Days	3,242	3,704	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		326	97%	90%	75%	7%

Data Submitted to DMHAS by Month
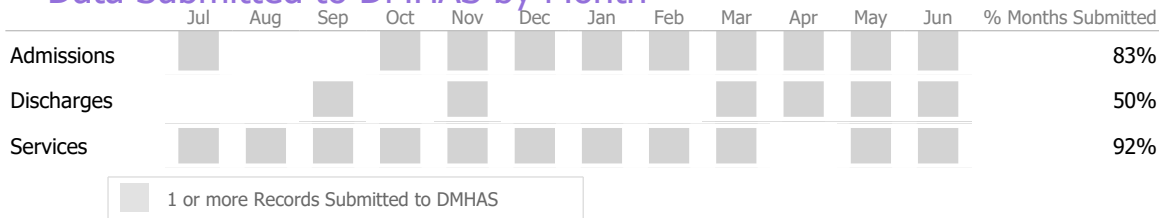
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢	▢	▢	▢	▢	▢			83%
Discharges			▢		▢				▢	▢	▢	▢	50%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

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

* State Avg based on 33 Active Social Rehabilitation Programs

Willimantic OP
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	839	823	2%
Admits	572	601	-5%
Discharges	561	552	2%
Service Hours	5,500	5,441	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	90%
Valid TEDS Data	76%	89%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	72%	20%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	96%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		224	40%	50%	48%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		768	85%	75%	82%	10%
✓ Improved/Maintained Axis V GAF Score		623	83%	75%	56%	8%
● Abstinence/Reduced Drug Use		449	49%	55%	53%	-6%
● Employed		328	36%	50%	40%	-14% ▼
● Stable Living Situation		654	72%	95%	81%	-23% ▼
● Self Help		180	20%	60%	27%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		337	96%	90%	62%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		483	89%	75%	66%	14% ▲

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 117 Active Standard Outpatient Programs

YAS CTT - Enfield 617-373
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	56	-5%	
Admits	24	31	-23%	▼
Discharges	22	31	-29%	▼
Service Hours	2,654	2,157	23%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		14	64%	65%	53%	-1%	
✓	No Re-admit within 30 Days of Discharge		21	95%	85%	91%	10%	
🔴	Follow-up within 30 Days of Discharge		9	64%	90%	54%	-26%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	67%

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

Co-occurring		Actual	State Avg
✓	MH Screen Complete	79%	39%
✓	SA Screen Complete	79%	40%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	100%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		51	96%	60%	90%	36%	▲
✓	Social Support		49	92%	60%	79%	32%	▲
✓	Employed		18	34%	15%	13%	19%	▲
🔴	Improved/Maintained Axis V GAF Score		22	52%	85%	58%	-33%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		31	100%	90%	99%	10%

Data Submitted to DMHAS by Month
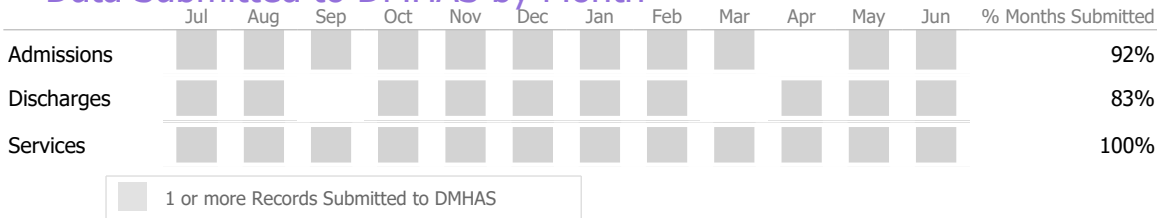
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													83%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

YAS Staffed Apartments - Enfield
Community Health Resources Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	5	80%	▲
Admits	4	3	33%	▲
Discharges	6	-		
Bed Days	1,237	806	53%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	75%

Co-occurring		Actual	State Avg
MH Screen Complete		50%	85%
SA Screen Complete		50%	88%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	50%	75%	71%	-25%	▼
● No Re-admit within 30 Days of Discharge		5	83%	85%	69%	-2%	
● Follow-up within 30 Days of Discharge		2	67%	90%	69%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Improved/Maintained Axis V GAF Score		5	62%	75%	52%	-13%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		3	259 days	0.2	113%	90%	97%	23%	▲

☐ < 90%   ☐ 90-110%   ☐ >110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Young Adult Services - Manchester
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	35	-14% ▼
Admits	8	13	-38% ▼
Discharges	10	16	-38% ▼
Service Hours	2,431	2,693	-10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	67%

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

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	39%
✓ SA Screen Complete		100%	40%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully	Actual % vs Goal %	5	50%	65%	53%	-15% ▼
✓ No Re-admit within 30 Days of Discharge	Actual % vs Goal %	10	100%	85%	91%	15% ▲
🔴 Follow-up within 30 Days of Discharge	Actual % vs Goal %	2	40%	90%	54%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		16	53%	15%	13%	38% ▲
✓ Stable Living Situation		29	97%	60%	90%	37% ▲
✓ Social Support		26	87%	60%	79%	27% ▲
🔴 Improved/Maintained Axis V GAF Score		12	46%	85%	58%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪	▪	▪	▪			▪	▪	67%
Discharges	▪	▪	▪		▪	▪	▪	▪			▪		58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs