

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	5,487	4,741	16%	▲
	Admits	8,436	6,299	34%	▲
	Discharges	9,024	6,483	39%	▲
	Service Hours	36,043	28,153	28%	▲
	Bed Days	49,476	20,527	141%	▲

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

Consumer Satisfaction Survey

(Based on 281 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		91%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Access		86%	80%	88%
● Outcome		79%	80%	83%
● Recovery		72%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Intake	2,128	26.3%
	Outpatient	1,659	20.5%
	Community Support	583	7.2%
	Employment Services	145	1.8%
	Crisis Services	144	1.8%
	Social Rehabilitation	88	1.1%
	ACT	54	0.7%
	Case Management	46	0.6%
	Residential Services	18	0.2%
	Consultation	17	0.2%
Addiction	Residential Services	2,385	29.5%
	Outpatient	383	4.7%
	Employment Services	276	3.4%
Forensic SA	Case Management	147	1.8%
	Forensics Community-based	16	0.2%

Client Demographics

Age	#	%	State Avg
18-25	527	10%	11%
26-34	1,284	23%	23%
35-44	1,329	24%	22%
45-54	1,179	22%	20%
55-64	902	16%	18%
65+	251	5%	6%

Gender	#	%	State Avg
Male	3,351	61%	60%
Female	2,130	39%	40%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	2,587	47%	62%
Unknown	1,526	28%	6%
Black/African American	1,100	20%	17%
Hawaiian/Other Pacific Islander	183	3%	0%
Asian	34	1%	1%
Multiple Races	26	0%	1%
Other	17	0%	13%
Am. Indian/Native Alaskan	14	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	59	-71%	▼
Admits	10	9	11%	▲
Discharges	1	59	-98%	▼
Service Hours	41	8		

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	47	-15% ▼
Admits	10	43	-77% ▼
Discharges	11	42	-74% ▼
Service Hours	3,585	2,650	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	45%	67%
On-Time Periodic		
6 Month Updates	96%	91%
Co-occurring		
MH Screen Complete	30%	39%
SA Screen Complete	32%	40%
Diagnosis		
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		8	73%	65%	53%	8%
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		3	38%	90%	54%	-52% ▼

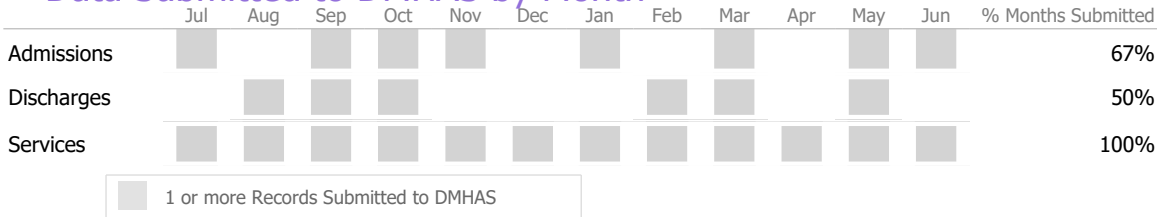
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	100%	60%	79%	40% ▲
✓ Stable Living Situation		27	68%	60%	90%	8%
● Employed		1	2%	15%	13%	-13% ▼
● Improved/Maintained Axis V GAF Score		27	75%	85%	58%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Arrest Diversion - Hartford

InterCommunity Inc.

Forensic SA - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

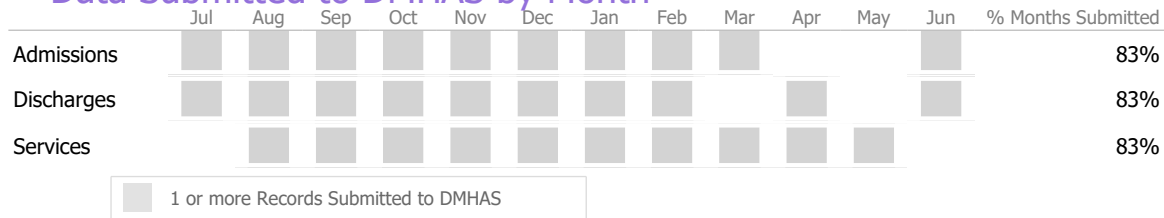
Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	49	200% ▲
Admits	112	51	120% ▲
Discharges	105	4	2525% ▲
Service Hours	806	196	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

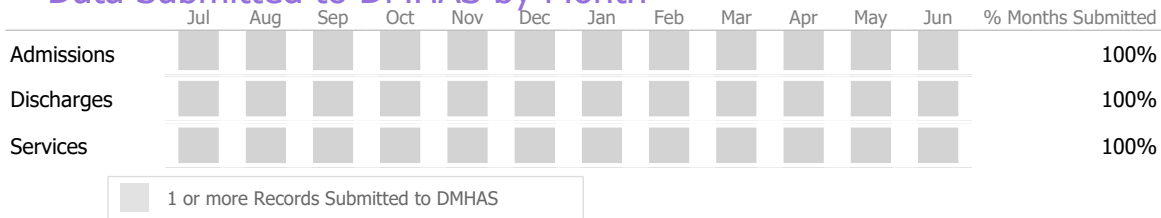
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,128	879	142% ▲
Admits	2,198	889	147% ▲
Discharges	2,209	878	152% ▲
Service Hours	2,242	929	141% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	450	525	-14% ▼
Admits	141	670	-79% ▼
Discharges	85	469	-82% ▼
Service Hours	8,083	2,687	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	43%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	33%	61%
SA Screen Complete	34%	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		56	66%	50%	39%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		457	99%	60%	64%	39% ▲
✓ Improved/Maintained Axis V GAF Score		374	94%	75%	55%	19% ▲
● Employed		46	10%	30%	25%	-20% ▼
● Stable Living Situation		323	70%	95%	81%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		372	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		92	66%	75%	74%	-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%
Services	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

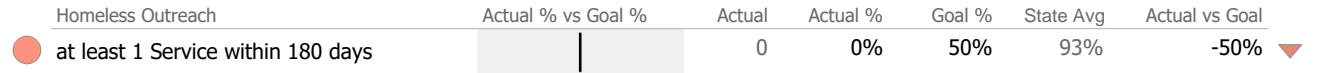
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	2	-100% ▼
Discharges	2	-	
Service Hours	1	2	-50% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	114	27% ▲
Admits	102	85	20% ▲
Discharges	83	102	-19% ▼
Service Hours	1,996	1,417	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		45	29%	35%	43%	-6%

Service Utilization

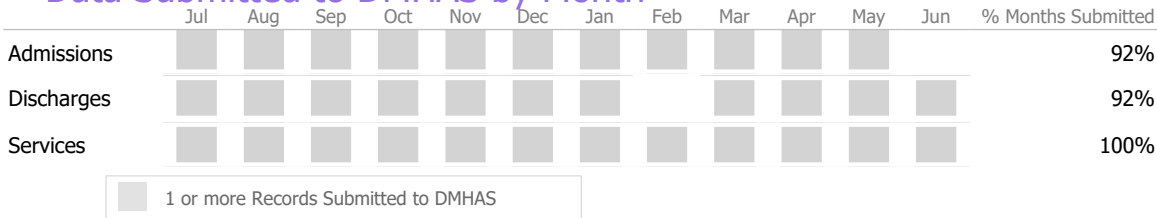
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		83%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	22	-9%
Admits	5	16	-69% ▼
Discharges	20	21	-5%
Service Hours	552	384	44% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	85%	85%	89%	0%

Service Utilization

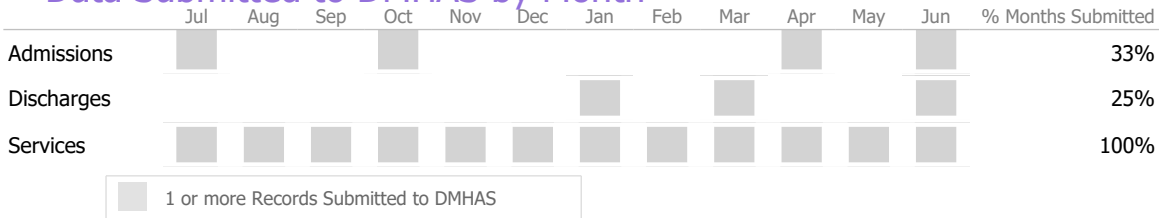
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	88	85% ▲
Admits	86	89	-3%
Discharges	166	3	5433% ▲

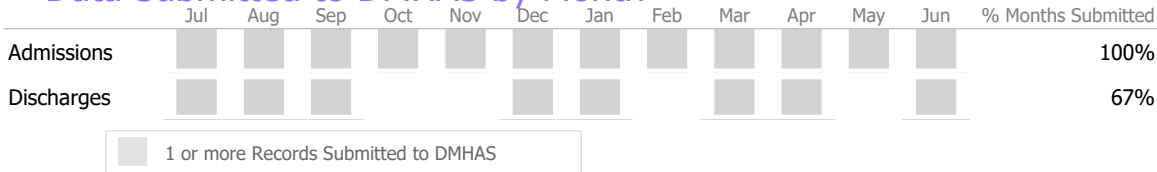
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		53	31%	35%	30%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	77%
Valid TEDS Data	83%	63%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	31%
Co-occurring	Actual	State Avg
MH Screen Complete	78%	69%
SA Screen Complete	78%	70%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	14%
Valid Axis V GAF Score	99%	14%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	25	112% ▲
Admits	38	27	41% ▲
Discharges	41	12	242% ▲
Service Hours	29	-	
Bed Days	5,060	1,128	349% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	77%
Valid TEDS Data	94%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	76%	77%
SA Screen Complete	76%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		28	68%	85%	69%	-17% ▼
✓ No Re-admit within 30 Days of Discharge		36	88%	85%	84%	3%
● Follow-up within 30 Days of Discharge		8	29%	90%	70%	-61% ▼

Recovery

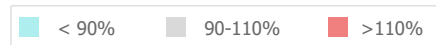
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	75%	60%	48%	15% ▲
✓ Improved/Maintained Axis V GAF Score		41	100%	75%	88%	25% ▲
● Abstinence/Reduced Drug Use		26	49%	70%	88%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	67%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	139 days	0.2	92%	90%	90%	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%
Services		■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal


* State Avg based on 9 Active Transitional/Halfway House 3.1 Programs

Program Activity

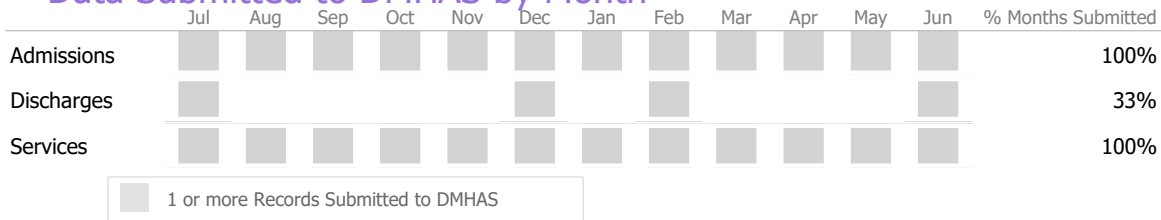
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	93	-5%
Admits	38	71	-46% ▼
Discharges	4	90	-96% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

✓ Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	84	99%	90%	75%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	20	-10%
Admits	2	20	-90% ▼
Discharges	2	20	-90% ▼
Bed Days	6,208	6,182	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	35%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	61%	64%
SA Screen Complete	56%	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		1	50%	60%	72%	-10% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	82%	10%

Recovery

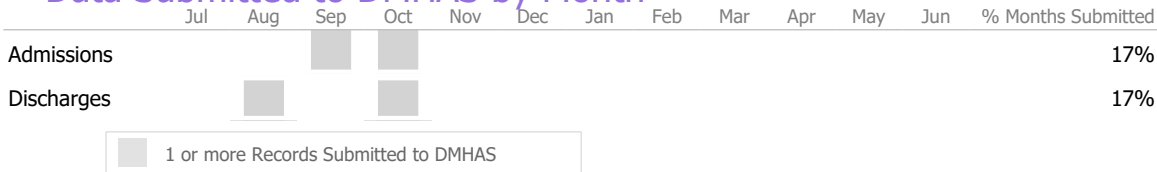
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	100%	60%	86%	40% ▲
● Improved/Maintained Axis V GAF Score		15	79%	95%	64%	-16% ▼
● Stable Living Situation		15	79%	95%	94%	-16% ▼
● Employed		1	5%	25%	9%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	431 days	0.2	100%	90%	97%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	11	173% ▲
Admits	22	11	100% ▲
Discharges	22	1	2100% ▲
Service Hours	2,095	379	
Bed Days	3,450	911	279% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	83%
Valid TEDS Data	85%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	13%
Co-occurring	Actual	State Avg
MH Screen Complete	65%	86%
SA Screen Complete	65%	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		15	68%	70%	76%	-2%
No Re-admit within 30 Days of Discharge		21	95%	85%	92%	10%
Follow-up within 30 Days of Discharge		14	93%	90%	71%	3%

Recovery

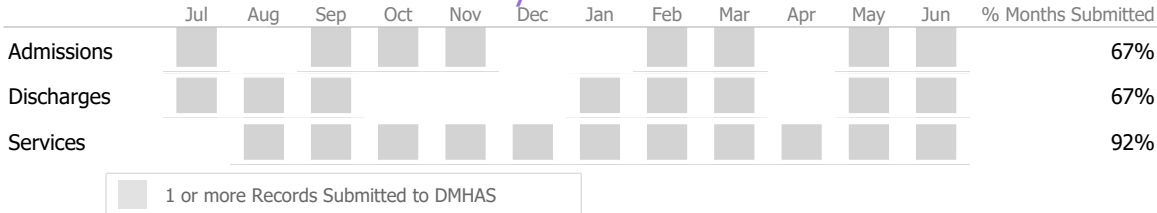
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		24	100%	95%	88%	5%
Abstinence/Reduced Drug Use		6	19%	70%	73%	-51% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	203 days	0.2	94%	90%	93%	4%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

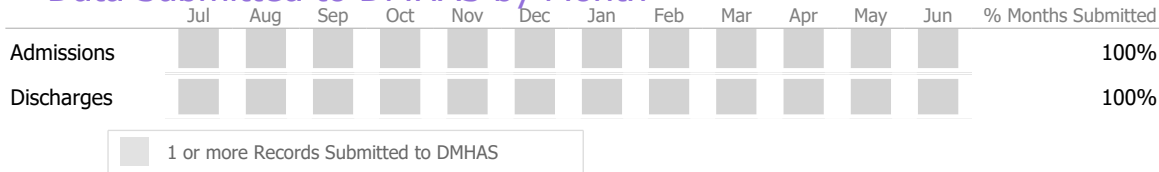
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	129	12% ▲
Admits	156	154	1%
Discharges	156	152	3%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		123	94%	75%	75%	19% ▲
✓ Community Location Evaluation		110	84%	80%	93%	4%
● Follow-up Service within 48 hours		83	89%	90%	89%	-1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	583	417	40% ▲
Admits	392	403	-3%
Discharges	385	336	15% ▲
Service Hours	9,814	9,108	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	48%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	34%	40%
SA Screen Complete	29%	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		363	94%	65%	62%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		642	100%	60%	81%	40% ▲
✓ Improved/Maintained Axis V GAF Score		506	88%	65%	66%	23% ▲
● Employed		79	12%	20%	13%	-8%
● Stable Living Situation		341	53%	80%	87%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		258	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	■	■	■	■	■	■	■	■	■	■	■	■	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

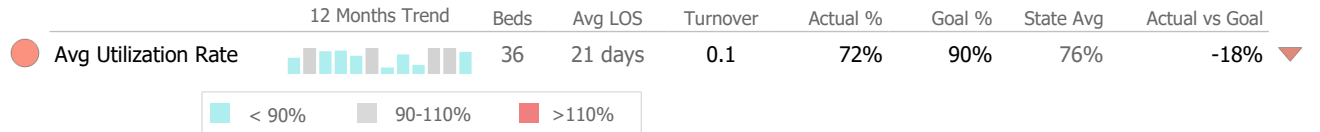
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	491	174	182% ▲
Admits	647	227	185% ▲
Discharges	661	198	234% ▲
Bed Days	9,548	2,687	255% ▲

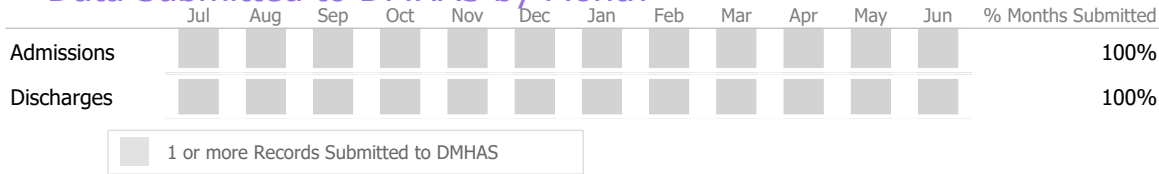
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	16	50% ▲
Admits	16	17	-6%
Discharges	11	9	22% ▲
Service Hours	240	14	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	100%	50%	60%	50% ▲

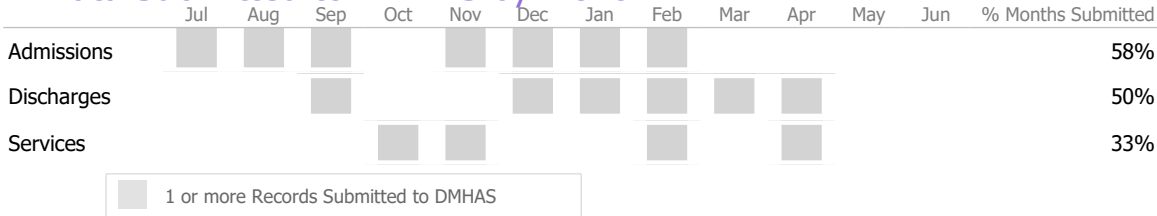
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	96%	80%	78%	16% ▲
● Social Support		12	50%	60%	72%	-10%
● Employed		1	4%	20%	13%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	31%	90%	83%	-59% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	383	368	4%
Admits	219	378	-42% ▼
Discharges	361	194	86% ▲
Service Hours	634	1,419	-55% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	90%
Valid TEDS Data	63%	89%
On-Time Periodic		
6 Month Updates	N/A	20%
Co-occurring		
MH Screen Complete	89%	88%
SA Screen Complete	89%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		269	75%	50%	48%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		263	73%	75%	56%	-2%
● Employed		48	12%	50%	40%	-38% ▼
● Stable Living Situation		224	56%	95%	81%	-39% ▼
● Abstinence/Reduced Drug Use		35	9%	55%	53%	-46% ▼
● Self Help		36	9%	60%	27%	-51% ▼
● Not Arrested		97	24%	75%	82%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	93%	90%	62%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		98	47%	75%	66%	-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%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,368	2,880	-53% ▼
Admits	634	1,751	-64% ▼
Discharges	1,131	2,615	-57% ▼
Service Hours	3,168	7,000	-55% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	34%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	53%	61%
SA Screen Complete	53%	61%
Diagnosis	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		804	71%	50%	39%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,405	98%	60%	64%	38% ▲
✓ Improved/Maintained Axis V GAF Score		1,128	96%	75%	55%	21% ▲
● Employed		399	28%	30%	25%	-2%
● Stable Living Situation		660	46%	95%	81%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		256	85%	90%	85%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		362	59%	75%	74%	-16% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,159	952	127% ▲
Admits	2,957	1,133	161% ▲
Discharges	2,964	1,098	170% ▲
Bed Days	11,478	5,029	128% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	82%
Valid TEDS Data	96%	95%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
MH Screen Complete	99%	97%
SA Screen Complete	98%	97%
Diagnosis		
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		1,976	67%	80%	69%	-13% ▼
No Re-admit within 30 Days of Discharge		2,285	77%	85%	79%	-8%
Follow-up within 30 Days of Discharge		1,007	51%	90%	54%	-39% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		35	4 days	0.0	90%	90%	94%	0%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

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

Legend: █ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

SA Jail Diversion Program

InterCommunity Inc.

Forensic SA - 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	16	7	129% ▲
Admits	16	7	129% ▲
Discharges	4	7	-43% ▼
Service Hours	24	5	

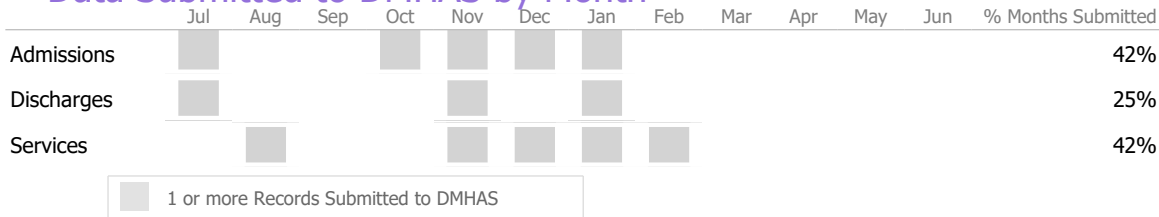
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	92%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	100%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	481	156	208% ▲
Admits	477	162	194% ▲
Discharges	475	135	252% ▲
Bed Days	10,007	3,482	187% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	85%
Valid TEDS Data	97%	95%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		335	71%	80%	76%	-9%
No Re-admit within 30 Days of Discharge		436	92%	85%	90%	7%
Follow-up within 30 Days of Discharge		266	79%	90%	65%	-11%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		459	97%	75%	91%	22% ▲
Self Help		102	20%	60%	54%	-40% ▼
Abstinence/Reduced Drug Use		18	4%	70%	49%	-66% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	23 days	0.0	98%	90%	102%	8%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	27	119% ▲
Admits	49	29	69% ▲
Discharges	49	19	158% ▲
Bed Days	3,725	1,108	236% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	83%
Valid TEDS Data	97%	94%
On-Time Periodic		
6 Month Updates	N/A	13%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
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		37	76%	70%	76%	6%
✓ No Re-admit within 30 Days of Discharge		48	98%	85%	92%	13% ▲
● Follow-up within 30 Days of Discharge		30	81%	90%	71%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		48	98%	95%	88%	3%
● Abstinence/Reduced Drug Use		1	2%	70%	73%	-68% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	81 days	0.1	102%	90%	93%	12% ▲

Legend: ■ < 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%

Legend: ■ 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	38	263% ▲
Admits	103	38	171% ▲
Discharges	71	-	
Service Hours	494	136	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		42	30%	35%	30%	-5%

Service Utilization

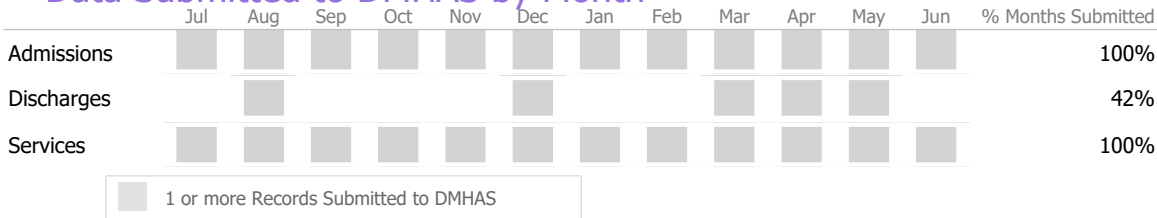
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		69	99%	90%	69%	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		77%

On-Time Periodic	Actual	State Avg
6 Month Updates		31%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	18	-22% ▼
Admits	6	17	-65% ▼
Discharges	5	19	-74% ▼
Service Hours	967	1,085	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	53%	67%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	65%	53%	15% ▲
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		1	25%	90%	54%	-65% ▼

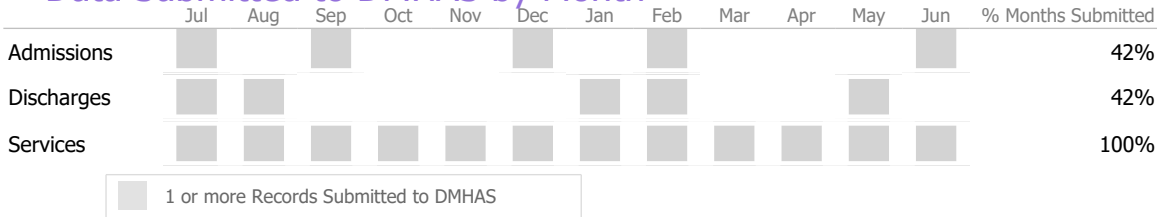
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	100%	60%	79%	40% ▲
✓ Employed		5	33%	15%	13%	18% ▲
✓ Stable Living Situation		10	67%	60%	90%	7%

Service Utilization

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs