Community Renewal Team (CRT)
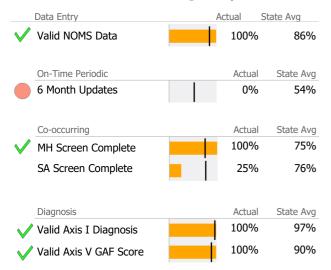Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,266	820	54%	▲
	Admits	144	217	-34%	▼
	Discharges	87	75	16%	▲
	Service Hours	94	147	-36%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		1,095	84.9%
Mental Health				
	Case Management		123	9.5%
	Outpatient		34	2.6%
	Residential Services		3	0.2%
Forensic SA				
	Case Management		34	2.6%

Consumer Satisfaction Survey (Based on 87 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
🔴 Quality and Appropriateness		79%	80%	93%
🔴 Participation in Treatment		78%	80%	92%
🔴 Respect		76%	80%	91%
🔴 Overall		74%	80%	91%
🔴 Recovery		73%	80%	79%
🔴 General Satisfaction		68%	80%	92%
🔴 Outcome		67%	80%	83%
🔴 Access		66%	80%	88%

Satisfied % | Goal %   0-80%   80-100%   Goal Met   🔴 Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		77	6%	8%
26-34		346	27%	21%
35-44		384	30%	22%
45-54		244	19%	20%
55-64		165	13%	20%
65+		49	4%	9%

Gender

		#	%		State Avg
Male		953	75%	▲	58%
Female		313	25%	▼	42%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		605	48%	▼	69%
Hisp-Puerto Rican		290	23%	▲	12%
Unknown		187	15%		11%
Hispanic-Other		176	14%		8%
Hispanic-Cuban		4	0%		0%
Hispanic-Mexican		4	0%		1%

Race

		#	%		State Avg
Black/African American		437	35%	▲	16%
Other		327	26%	▲	13%
White/Caucasian		255	20%	▼	63%
Unknown		167	13%		5%
Asian		36	3%		1%
Am. Indian/Native Alaskan		21	2%		1%
Multiple Races		21	2%		1%
Hawaiian/Other Pacific Islander		2	0%		0%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
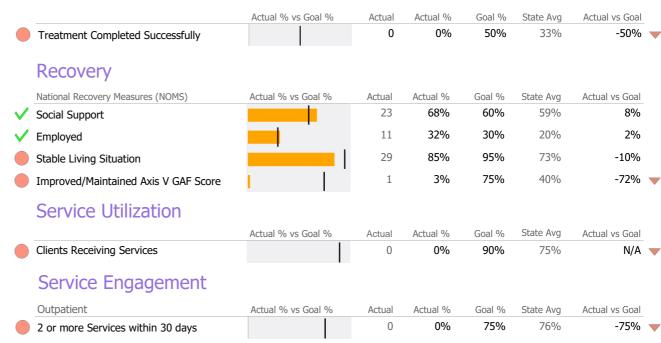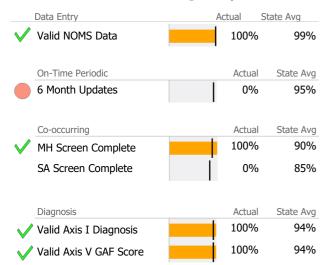Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	26	31%	▲
Admits	4	23	-83%	▼
Discharges	1	5	-80%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		100%	86%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
● 6 Month Updates		0%	54%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	75%
SA Screen Complete		25%	76%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				0%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	33%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		23	68%	60%	59%	8%	
✔ Employed		11	32%	30%	20%	2%	
● Stable Living Situation		29	85%	95%	73%	-10%	
● Improved/Maintained Axis V GAF Score		1	3%	75%	40%	-72%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	75%	N/A	▼

Service Engagement

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

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)
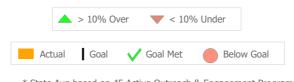
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	2	50%	▲
Admits	1	1	0%	
Discharges	1	1	0%	
Service Hours	-	-		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		0%	95%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
SA Screen Complete		0%	85%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	94%
✔ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤	Treatment Completed Successfully		0	0%	50%	75%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		3	100%	60%	84%	40%	▲
✔	Stable Living Situation		3	100%	85%	98%	15%	▲
⬤	Employed		0	0%	25%	11%	-25%	▼
⬤	Improved/Maintained Axis V GAF Score		1	50%	95%	55%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤	Clients Receiving Services		0	0%	90%	98%	N/A	▼

▲ > 10% Over   ▼ < 10% Under

▮ Actual	▎ Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 25 Active Residential Support Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Homeless Outreach Team 703-294
Community Renewal Team (CRT)
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	91	26%	▲
Admits	3	9	-67%	▼
Discharges	70	4	1650%	▲
Service Hours	-	-		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	at least 1 Service within 180 days		1	33%	50%	93%	-17%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▦	33%
Discharges	▦		▦	67%
Services				0%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	▎ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	1	-	
Service Hours	94	90	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	88%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		29%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▢		33%
Services		▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Post-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	5	80%	▲
Admits	-	-		
Discharges	-	4	-100%	▼
Service Hours	-	14	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	66%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		9	100%	60%	69%	40%	▲
✓ Employed		2	22%	20%	15%	2%	
🔴 Stable Living Situation		6	67%	80%	40%	-13%	▼
🔴 Self Help		3	33%	60%	47%	-27%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	30%	N/A	▼

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	30	-17%	▼
Admits	-	7	-100%	▼
Discharges	-	6	-100%	▼
Service Hours	-	44	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	66%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		14	56%	60%	69%	-4%	
Self Help		12	48%	60%	47%	-12%	▼
Employed		0	0%	20%	15%	-20%	▼
Stable Living Situation		0	0%	80%	40%	-80%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		0	0%	90%	30%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

SA Outpatient 703725
Community Renewal Team (CRT)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,095	666	64%	▲
Admits	136	177	-23%	▼
Discharges	14	55	-75%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	87%
✓	Valid TEDS Data	91%	87%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	17%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	97%	91%
	SA Screen Complete	87%	96%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		6	43%	50%	46%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Not Arrested		724	66%	75%	68%	-9%	
🔴 Abstinence/Reduced Drug Use		468	43%	55%	41%	-12%	▼
🔴 Employed		218	20%	50%	26%	-30%	▼
🔴 Self Help		66	6%	60%	17%	-54%	▼
🔴 Stable Living Situation		435	40%	95%	66%	-55%	▼
🔴 Improved/Maintained Axis V GAF Score		15	2%	75%	34%	-73%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	45%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		0	0%	75%	58%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.