

CT Department of Mental Health & Addiction Services



This is the pool of measures we have used for Human Services contracts. Not every contracted service will have every measure. To see what measures are in a specific Scope of Work, you will need to review the Scope of Work for that service which is available on the DMHAS website.

Some Performance Measure “Benchmarks” reflect a range of % values. For these Performance Measures, depending upon the service type or level of care, the % will vary in the actual Scope of Work descriptions. The Benchmark %’s have been developed for specific service types/levels of care using baseline data from FY 2010, will continue to be evaluated through FY 2012 as to their appropriateness and are subject to change.

Performance Measure

Benchmark

1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Departments’ data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served for this level of care.	A utilization rate of at least 90% will be achieved.
3. Contractor will meet the expected services or contacts volume for this level of care.	At least 90% of projected services or contacts will be achieved.
4. Individuals will report satisfaction with their services.	At least 80% of respondents to the DMHAS consumer satisfaction survey will rate services positively in each of the domains of access to services, quality of services, outcomes, participation in treatment planning, respect, recovery and general satisfaction with services.
5. Individuals will improve or maintain their overall functioning.	At least 75-95% of individuals served annually will maintain or increase their level of functioning as measured by the Global Assessment of Functioning Scale (GAF), Modified Global Assessment of Functioning Scale (MGAF).
6. Individuals will successfully complete treatment.	At least 50-90% of individuals discharged will have substantially completed the objectives identified on their recovery plans.
7a. Individuals will be effectively engaged in Outpatient treatment.	At least 75% of individuals served will have at least two (2) services within thirty (30) days of admission to the program.
7b. Individuals will be effectively engaged in Outreach and Engagement services	At least 50-75% of individuals served will receive at least one (1) treatment service within six (6) months of admission to the program.
7.c Individuals will be effectively engaged in Medication Assisted Treatment	At least 50% of individuals served will remain in treatment for a minimum of twelve months.
8. Individuals will receive follow-up care promptly.	At least 90% of individuals who have successfully completed treatment will have at least one (1) residential admission or two (2) outpatient services within thirty (30) days of discharge.
9. Individuals will avoid readmission to the same or higher level of care.	No more than 15% of individuals who have been discharged will be readmitted to the same or higher level of care within thirty (30) days.
10. Individuals will improve or maintain their living situation.	At least 60-95% of individuals served annually will improve or maintain their living situation.
11. Individuals will maintain or improve their employment status.	At least 15-60% of individuals served annually will maintain or increase their amount of competitive employment.
12. Individuals will improve or maintain their social supports.	At least 60% of individuals served annually will have increased or maintained the number of social supports.

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13. Individuals will not be involved in new arrests.	At least 75% of individuals served annually will have had no new arrests.
14. Individuals will reduce or eliminate substance use.	At least 50-80% of individuals served annually will have reduced or eliminated substance use.
15. Individuals will be evaluated within 1 1/5 hours of initial request. (Crisis & Jail Diversion only)	At least 75% of individuals requiring a face to face evaluation will be evaluated within 1.5 hours of the initial request.
16. Individuals requiring mobile crisis services will be evaluated in the community.	At least 80% of all mobile crisis evaluations will be conducted in the community.
17. Individuals will be connected to services.	At least 90% of individuals evaluated by a mobile crisis will have at least one other service within 48 hours.
17a. Individuals will be connected to services.	At least 90% of individuals diverted by a jail diversion team will have at least one other service within 48 hours.
18. Individuals will eliminate or reduce problem gambling behavior.	At least 70% of individuals served will have eliminated or reduced gambling behavior at the time of their discharge.