

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,725	1,815	-5%
	Admits	986	1,156	-15% ▼
	Discharges	845	1,096	-23% ▼
	Service Hours	19,374	19,519	-1%
	Bed Days	4,365	4,523	-3%
	S.Rehab/PHP/IOP	1,136	4,618	-75% ▼

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

Consumer Satisfaction Survey (Based on 199 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		87%	80%	92%
✓ General Satisfaction		86%	80%	92%
✓ Overall		83%	80%	91%
✓ Respect		83%	80%	91%
✓ Quality and Appropriateness		82%	80%	93%
✓ Access		82%	80%	88%
● Outcome		75%	80%	83%
● Recovery		74%	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	Outpatient	1,174	41.7%
	Social Rehabilitation	571	20.3%
	Crisis Services	240	8.5%
	Community Support	195	6.9%
	Intake	93	3.3%
	Case Management	48	1.7%
	Inpatient Services	26	0.9%
	Residential Services	12	0.4%
	Forensic MH	Forensics Community-based	259
Outpatient		75	2.7%
Forensic SA	Forensics Community-based	100	3.6%
Pre-Admit	Intake	21	0.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	270	16%	15%	Male	1,054	61%	58%		
26-34	280	16%	22%	Female	671	39%	42%		
35-44	328	19%	19%	Race	Black/African American	670	39%	▲ 17%	
45-54	429	25%	25%		White/Caucasian	619	36%	▼ 64%	
55-64	302	18%	15%		Other	396	23%	14%	
65+	111	6%	4%		Unknown	18	1%	3%	
Ethnicity	Non-Hispanic	1,169	68%		75%	Asian	16	1%	1%
	Hisp-Puerto Rican	411	24%		▲ 12%	Am. Indian/Native Alaskan	3	0%	1%
	Hispanic-Other	78	5%	6%	Hawaiian/Other Pacific Islander	3	0%	0%	
	Unknown	56	3%	6%	Multiple Races			1%	
Hispanic-Cuban	6	0%	0%						
Hispanic-Mexican	5	0%	0%						

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

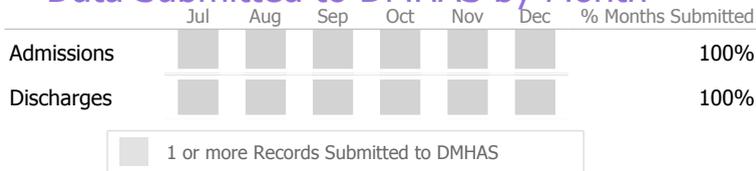
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	246	257	-4%
Admits	206	224	-8%
Discharges	216	223	-3%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		41	45%	0%	24%	45% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	78%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 10 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	12	5	140% ▲
Discharges	4	10	-60% ▼
Service Hours	560	404	39% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	87%	46%
6 Month Updates	87%	46%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	64%	25% ▲

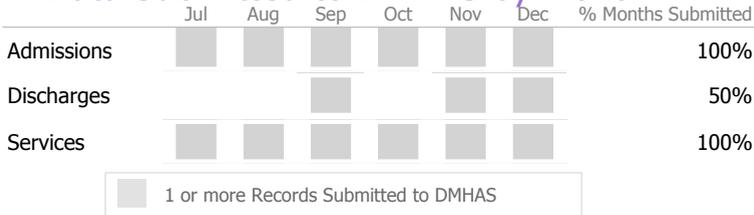
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		21	72%	80%	57%	-8%
● Social Support		14	48%	60%	41%	-12% ▼
● Employed		1	3%	20%	4%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	61%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	289	327	-12% ▼
Admits	16	18	-11% ▼
Discharges	23	34	-32% ▼
Service Hours	2,102	1,966	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	65%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	97%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	41%	50%	46%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		278	96%	95%	75%	1%
Social Support		148	51%	60%	51%	-9%
Employed		14	5%	30%	17%	-25% ▼
Improved/Maintained Axis V GAF Score		121	44%	75%	38%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		264	99%	90%	81%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	100%	75%	66%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

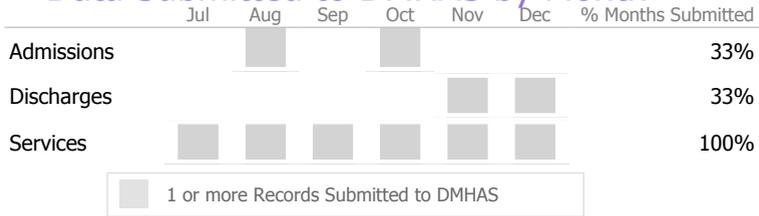
Actual | Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	26	-23% ▼
Admits	2	2	0%
Discharges	2	6	-67% ▼
Service Hours	316	395	-20% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

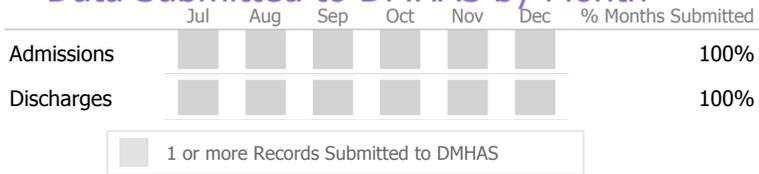
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	19	11% ▲
Admits	20	23	-13% ▼
Discharges	21	20	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active UM Screening Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	195	183	7%
Admits	36	117	-69% ▼
Discharges	50	52	-4%
Service Hours	2,095	2,290	-9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		22	46%	65%	53%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		142	72%	60%	64%	12% ▲
✔ Stable Living Situation		181	92%	80%	90%	12% ▲
● Employed		10	5%	20%	9%	-15% ▼
● Improved/Maintained Axis V GAF Score		88	53%	95%	47%	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
✔ 6 Month Updates		78%
Cooccurring	Actual	State Avg
✔ MH Screen Complete		58%
✔ SA Screen Complete		57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98%
Valid Axis V GAF Score		98%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		128	87%	90%	94%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	72	6%
Admits	11	6	83% ▲
Discharges	4	6	-33% ▼
Service Hours	704	677	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	63%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	65%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	46%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		48	62%	60%	51%	2%
Employed		24	31%	30%	17%	1%
Stable Living Situation		73	95%	95%	75%	0%
Improved/Maintained Axis V GAF Score		39	58%	75%	38%	-17% ▼

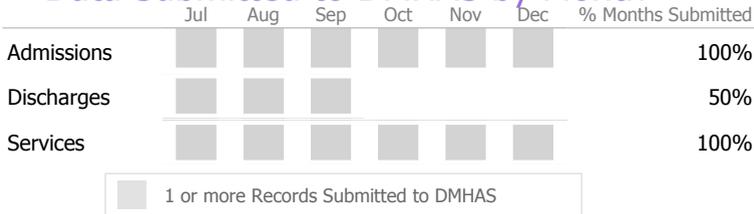
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	99%	90%	81%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	70%	75%	66%	-5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	74	1%
Admits	16	17	-6%
Discharges	9	17	-47% ▼
Service Hours	1,254	1,176	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	90%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	98%
SA Screen Complete	93%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	83%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	11%	50%	18%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		45	60%	60%	76%	0%
Stable Living Situation		56	75%	95%	85%	-20% ▼
Employed		1	1%	30%	12%	-29% ▼
Self Help		22	29%	60%	16%	-31% ▼
Improved/Maintained Axis V GAF Score		14	23%	75%	57%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		66	100%	90%	98%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	88%	75%	83%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges		■	■		■	■	67%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	364	378	-4%
Admits	10	9	11% ▲
Discharges	13	25	-48% ▼
Service Hours	3,115	2,936	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	65%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	97%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	30%	50%	46%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		237	65%	60%	51%	5%
Stable Living Situation		358	98%	95%	75%	3%
Employed		30	8%	30%	17%	-22% ▼
Improved/Maintained Axis V GAF Score		144	41%	75%	38%	-34% ▼

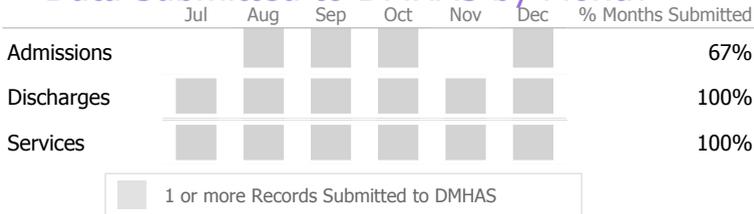
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		351	100%	90%	81%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	100%	75%	66%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

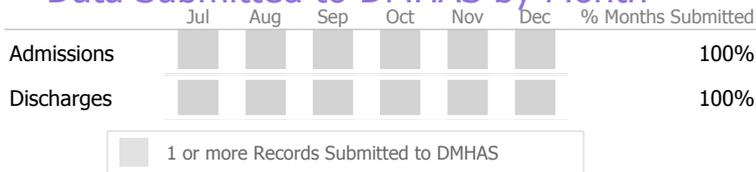
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	92	-26% ▼
Admits	71	101	-30% ▼
Discharges	70	101	-31% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		66	94%	75%	75%	19% ▲
✓ Community Location Evaluation		69	99%	80%	46%	19% ▲
● Follow-up Service within 48 hours		4	29%	90%	43%	-61% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	5	3	67% ▲
Discharges	7	2	250% ▲
Service Hours	-	-	
Bed Days	1,469	1,653	-11% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	60%	67%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		2	17%	25%	7%	-8%
● Social Support		6	50%	60%	78%	-10%
● Stable Living Situation		10	83%	95%	94%	-12% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	56%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		78%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		81%
✓ SA Screen Complete		81%

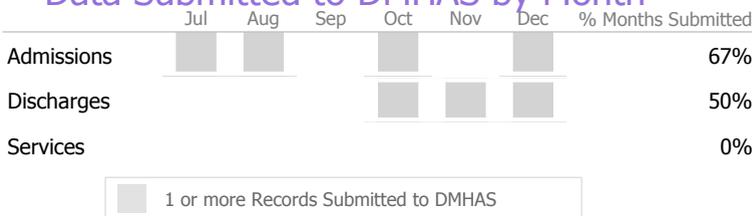
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
Valid Axis V GAF Score		97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	362 days	0.8	80%	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 71 Active Supervised Apartments Programs

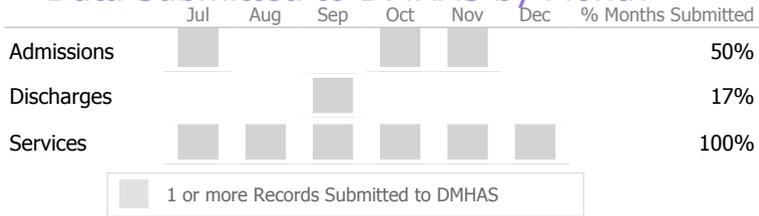
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	17	12% ▲
Admits	6	4	50% ▲
Discharges	3	6	-50% ▼
Service Hours	386	392	-2%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		6	100%	50%	85%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	30	-13% ▼
Admits	12	14	-14% ▼
Discharges	11	14	-21% ▼
Bed Days	2,896	2,870	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	43%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
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		10	91%	95%	84%	-4%
No Re-admit within 30 Days of Discharge		11	100%	85%	100%	15%
Follow-up within 30 Days of Discharge		10	100%	90%	100%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		9	50%	75%	48%	-25%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	375 days	0.6	98%	90%	99%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2 Active Non-Certified Subacute Programs

Intake Team

Capitol Region Mental Health Center
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

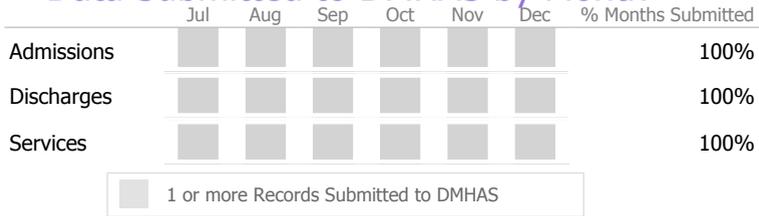
Program Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 09, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	108	-14% ▼
Admits	60	71	-15% ▼
Discharges	58	81	-28% ▼
Service Hours	439	496	-11% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Central Intake Programs

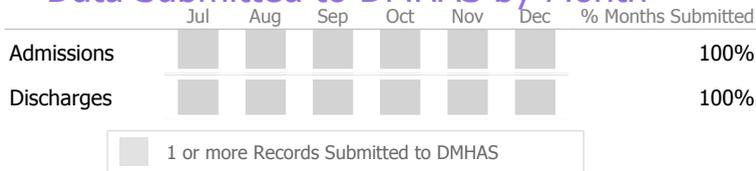
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	104	-4%
Admits	87	91	-4%
Discharges	87	87	0%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		27	75%	0%	75%	75% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 1 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	307	318	-3%
Admits	13	20	-35% ▼
Discharges	15	14	7%
Service Hours	2,761	2,625	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
On-Time Periodic 6 Month Updates	98%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	65%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	54%	50%	46%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		278	91%	60%	51%	31% ▲
Stable Living Situation		298	97%	95%	75%	2%
Improved/Maintained Axis V GAF Score		202	68%	75%	38%	-7%
Employed		40	13%	30%	17%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		290	99%	90%	81%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	85%	75%	66%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 92 Active Standard Outpatient Programs

Mobile Crisis Team

Capitol Region Mental Health Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 09, 2014)

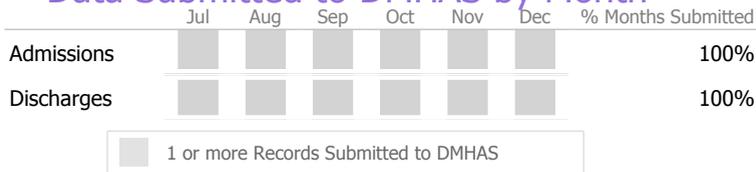
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	178	156	14% ▲
Admits	209	188	11% ▲
Discharges	208	192	8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		174	87%	75%	75%	12% ▲
✓ Community Location Evaluation		190	95%	80%	46%	15% ▲
● Follow-up Service within 48 hours		48	86%	90%	43%	-4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Peer Support

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

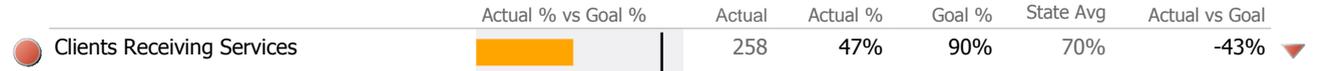
Program Quality Dashboard

Reporting Period: July 2013 - December 2013 (Data as of Apr 09, 2014)

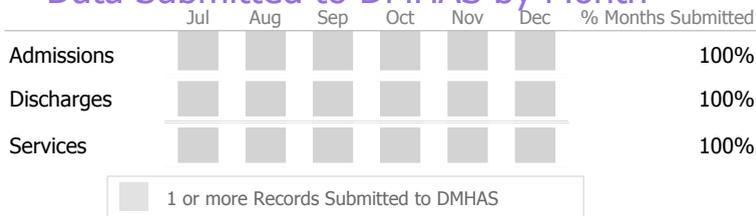
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	571	513	11% ▲
Admits	178	193	-8%
Discharges	20	84	-76% ▼
Service Hours	1	4	-78% ▼
Social Rehab/PHP/IOP Days	1,136	4,618	-75% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal
  Goal Met
  Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	141	1%
Admits	16	28	-43% ▼
Discharges	24	15	60% ▲
Service Hours	5,641	5,851	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	65%
SA Screen Complete	100%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	87%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	29%	50%	46%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		129	90%	95%	75%	-5%
Social Support		67	47%	60%	51%	-13% ▼
Employed		15	10%	30%	17%	-20% ▼
Improved/Maintained Axis V GAF Score		41	32%	75%	38%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		118	99%	90%	81%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	88%	75%	66%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 92 Active Standard Outpatient Programs