

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,096	2,174	-4%
	Admits	1,980	2,173	-9%
	Discharges	1,718	2,184	-21% ▼
	Service Hours	39,204	41,065	-5%
	Bed Days	8,050	8,793	-8%
	S.Rehab/PHP/IOP	11,666	10,320	13% ▲

▲ > 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	1,235	34.5%
	Social Rehabilitation	659	18.4%
	Crisis Services	471	13.1%
	Community Support	249	6.9%
	Intake	160	4.5%
	Case Management	63	1.8%
	Inpatient Services	38	1.1%
	Residential Services	15	0.4%
	ACT	13	0.4%
	Forensic MH	Forensics Community-based	391
Outpatient		94	2.6%
Forensic SA	Forensics Community-based	159	4.4%
Pre-Admit	Intake	37	1.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	360	17%	16%	Male	1,282	61%	60%		
26-34	373	18%	23%	Female	814	39%	40%		
35-44	392	19%	20%	Race	Black/African American	782	37% ▲	17%	
45-54	490	24%	24%		White/Caucasian	776	37% ▼	65%	
55-64	341	16%	14%		Other	487	23%	14%	
65+	125	6%	4%		Unknown	24	1%	3%	
Ethnicity	Non-Hispanic	1,407	67%		75%	Asian	19	1%	1%
	Hisp-Puerto Rican	504	24% ▲		12%	Am. Indian/Native Alaskan	5	0%	1%
	Hispanic-Other	100	5%	6%	Hawaiian/Other Pacific Islander	3	0%	0%	
	Unknown	73	3%	6%	Multiple Races			1%	
	Hispanic-Cuban	6	0%	0%					
Hispanic-Mexican	6	0%	0%						

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

500 Vine Jail Div

Capitol Region Mental Health Center

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

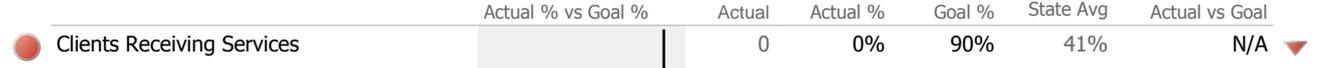
Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	379	381	-1%
Admits	421	425	-1%
Discharges	400	431	-7%
Service Hours	1	4	-69% ▼

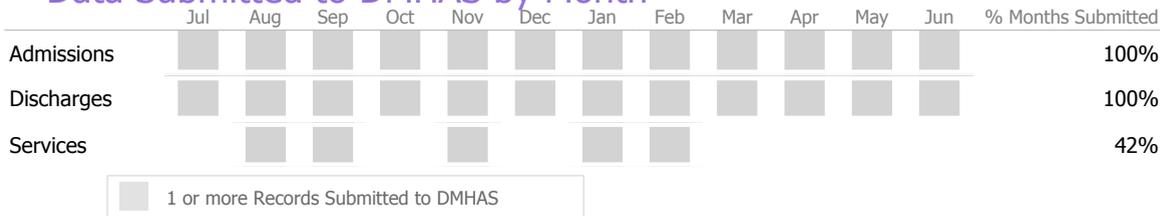
Service Utilization



Jail Diversion



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	13	0	
Admits	13	-	
Discharges	-	-	
Service Hours	407	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	N/A	84%
Cooccurring		
MH Screen Complete	100%	80%
SA Screen Complete	100%	78%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	92%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	54%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	47%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	77%	60%	86%	17% ▲
Social Support		6	46%	60%	69%	-14% ▼
Employed		0	0%	15%	9%	-15% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	85%	41%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 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	42	35	20% ▲
Admits	25	11	127% ▲
Discharges	16	18	-11% ▼
Service Hours	1,014	833	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	63%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	88%	50%	60%	38% ▲

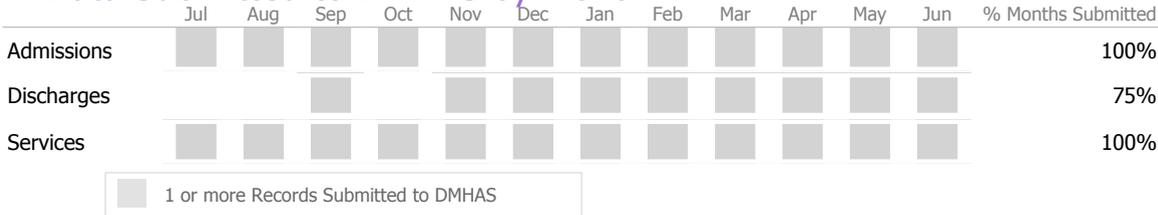
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		38	90%	80%	65%	10%
✓ Social Support		25	60%	60%	48%	0%
● Employed		3	7%	20%	5%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	322	337	-4%
Admits	50	30	67% ▲
Discharges	38	66	-42% ▼
Service Hours	4,145	4,014	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic 6 Month Updates	89%	56%
Cooccurring MH Screen Complete	100%	70%
SA Screen Complete	100%	67%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	97%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	38%	50%	45%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		197	61%	60%	55%	1%
Stable Living Situation		301	93%	95%	81%	-2%
Employed		13	4%	30%	19%	-26% ▼
Improved/Maintained Axis V GAF Score		143	49%	75%	51%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		285	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		42	84%	75%	67%	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 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	26	-23% ▼
Admits	3	2	50% ▲
Discharges	6	8	-25% ▼
Service Hours	569	767	-26% ▼

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	37	37	0%
Admits	47	53	-11% ▼
Discharges	47	50	-6%

Data Submitted to DMHAS by Month



* State Avg based on 4 Active UM Screening Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	249	237	5%
Admits	102	179	-43% ▼
Discharges	103	89	16% ▲
Service Hours	4,309	4,756	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	77%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	62%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	94%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		61	60%	65%	54%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		194	74%	60%	68%	14% ▲
Stable Living Situation		236	90%	80%	91%	10%
Employed		13	5%	20%	10%	-15% ▼
Improved/Maintained Axis V GAF Score		127	58%	95%	58%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		146	91%	90%	97%	1%

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 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	79	-1%
Admits	13	13	0%
Discharges	6	13	-54% ▼
Service Hours	1,603	1,238	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic 6 Month Updates	48%	56%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	70%
SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	97%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	50%	45%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		76	96%	95%	81%	1%
Social Support		48	61%	60%	55%	1%
Employed		24	30%	30%	19%	0%
Improved/Maintained Axis V GAF Score		52	68%	75%	51%	-7%

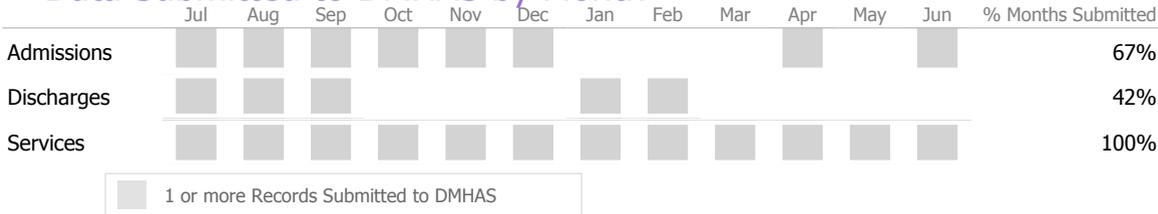
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		73	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	75%	75%	67%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	90	4%
Admits	36	34	6%
Discharges	20	32	-38% ▼
Service Hours	3,321	3,963	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic 6 Month Updates	58%	53%
Cooccurring MH Screen Complete	92%	98%
SA Screen Complete	96%	95%
Diagnosis Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	81%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	10%	50%	50%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		52	55%	60%	77%	-5%
Stable Living Situation		72	76%	95%	85%	-19% ▼
Employed		3	3%	30%	15%	-27% ▼
Self Help		28	29%	60%	12%	-31% ▼
Improved/Maintained Axis V GAF Score		21	28%	75%	66%	-47% ▼

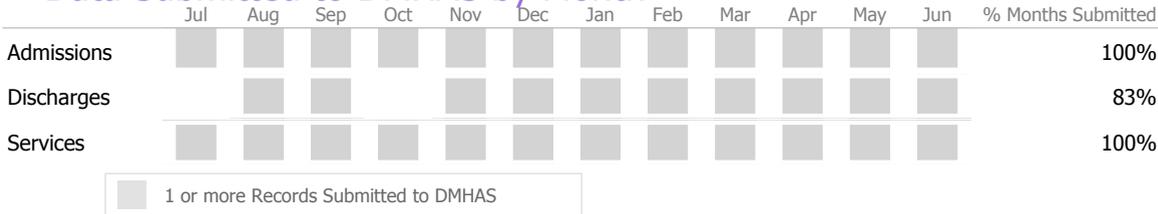
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	100%	90%	99%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		33	94%	75%	85%	19% ▲

Data Submitted to DMHAS by Month



▲ > 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	386	396	-3%
Admits	32	28	14% ▲
Discharges	41	43	-5%
Service Hours	6,144	6,054	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic 6 Month Updates	74%	56%
Cooccurring MH Screen Complete	100%	70%
SA Screen Complete	100%	67%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	97%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	22%	50%	45%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		250	65%	60%	55%	5%
Stable Living Situation		377	98%	95%	81%	3%
Employed		33	9%	30%	19%	-21% ▼
Improved/Maintained Axis V GAF Score		164	45%	75%	51%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		345	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		27	84%	75%	67%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	159	-11% ▼
Admits	150	187	-20% ▼
Discharges	149	187	-20% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		143	97%	75%	73%	22% ▲
✓ Community Location Evaluation		145	98%	80%	47%	18% ▲
● Follow-up Service within 48 hours		14	54%	90%	47%	-36% ▼

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	15	14	7%
Admits	8	6	33% ▲
Discharges	9	7	29% ▲
Service Hours	-	-	
Bed Days	2,343	3,060	-23% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	78%	60%	66%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		14	93%	95%	96%	-2%
● Employed		2	13%	25%	8%	-12% ▼
● Social Support		6	40%	60%	81%	-20% ▼
● Improved/Maintained Axis V GAF Score		6	50%	95%	68%	-45% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		76%
✓ SA Screen Complete		75%
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	381 days	0.7	64%	90%	95%	-26% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

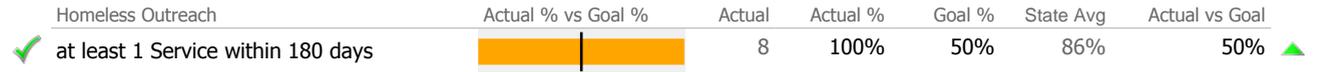
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

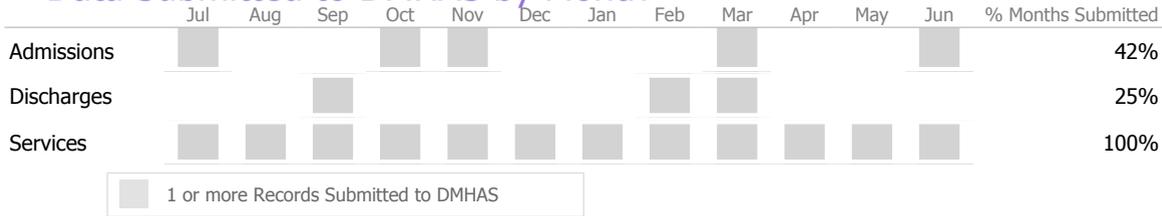
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	8	9	-11% ▼
Discharges	6	9	-33% ▼
Service Hours	744	867	-14% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 41 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	39	-3%
Admits	25	24	4%
Discharges	24	25	-4%
Bed Days	5,707	5,733	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		21	88%	95%	86%	-7%
● No Re-admit within 30 Days of Discharge		18	75%	85%	78%	-10%
✓ Follow-up within 30 Days of Discharge		20	95%	90%	94%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	92%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

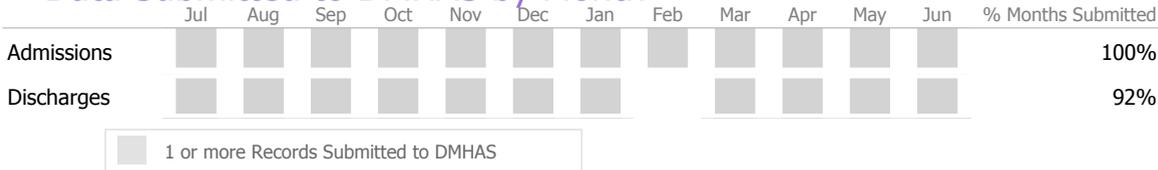
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		17	59%	75%	53%	-16%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	374 days	0.4	98%	90%	75%	8%

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Non-Certified Subacute Programs

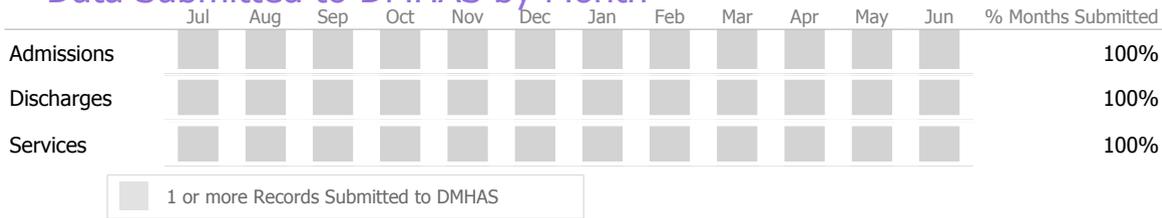
Intake Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	160	175	-9%
Admits	129	142	-9%
Discharges	122	147	-17% ▼
Service Hours	695	904	-23% ▼

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Central Intake Programs

JD Sub Use

Capitol Region Mental Health Center

Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

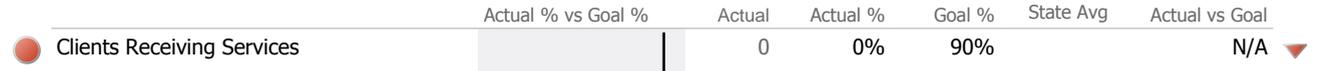
Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

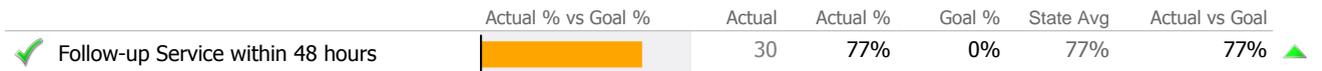
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	159	187	-15% ▼
Admits	147	179	-18% ▼
Discharges	154	180	-14% ▼
Service Hours	-	-	

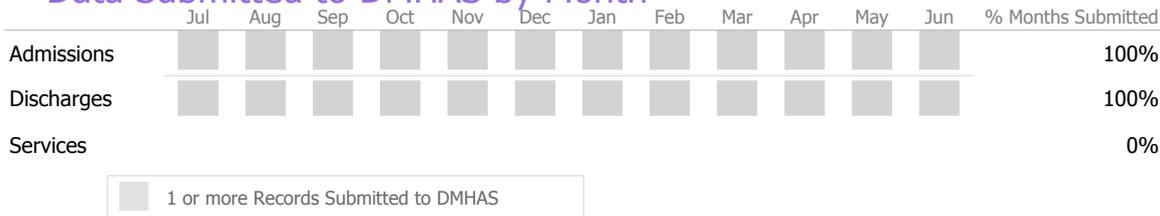
Service Utilization



Jail Diversion



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	320	330	-3%
Admits	26	33	-21% ▼
Discharges	54	37	46% ▲
Service Hours	5,338	5,273	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic 6 Month Updates	91%	56%
Cooccurring MH Screen Complete	100%	70%
SA Screen Complete	100%	67%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	96%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		38	76%	50%	45%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		278	87%	60%	55%	27% ▲
Stable Living Situation		310	97%	95%	81%	2%
Improved/Maintained Axis V GAF Score		212	69%	75%	51%	-6%
Employed		40	12%	30%	19%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		266	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		23	88%	75%	67%	13% ▲

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 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	354	311	14% ▲
Admits	445	423	5%
Discharges	441	426	4%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		356	86%	75%	73%	11% ▲
✓ Community Location Evaluation		396	95%	80%	47%	15% ▲
● Follow-up Service within 48 hours		93	84%	90%	47%	-6%

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

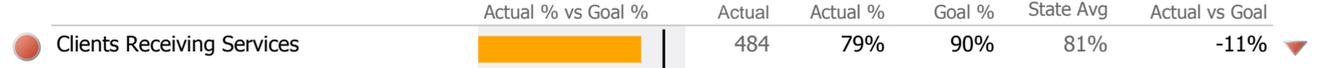
Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

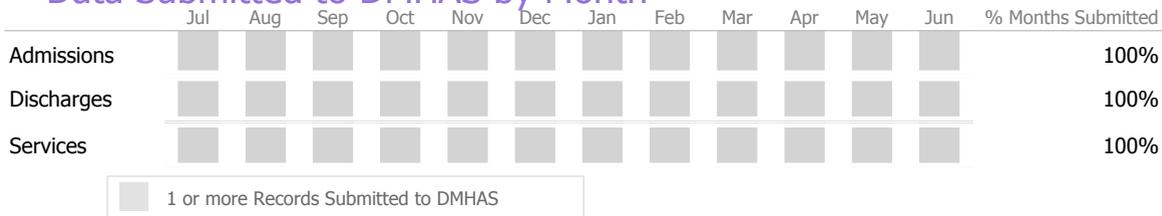
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	659	623	6%
Admits	268	323	-17% ▼
Discharges	51	273	-81% ▼
Service Hours	5	5	16% ▲
Social Rehab/PHP/IOP Days	11,666	10,320	13% ▲

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	159	162	-2%
Admits	32	50	-36% ▼
Discharges	31	36	-14% ▼
Service Hours	10,909	12,080	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic 6 Month Updates	71%	56%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	70%
SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	86%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	29%	50%	45%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		136	86%	95%	81%	-9%
Social Support		68	43%	60%	55%	-17% ▼
Employed		17	11%	30%	19%	-19% ▼
Improved/Maintained Axis V GAF Score		53	37%	75%	51%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		125	98%	90%	87%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	81%	75%	67%	6%

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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs