

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,441	3,454	0%
	Admits	1,979	2,066	-4%
	Discharges	1,988	2,079	-4%
	Service Hours	71,436	79,831	-11% ▼
	Bed Days	12,687	13,204	-4%
	S.Rehab/PHP/IOP	1,775	1,579	12% ▲

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

Consumer Satisfaction Survey (Based on 123 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Access		85%	80%	88%
✓ General Satisfaction		85%	80%	92%
✓ Overall		84%	80%	91%
✓ Participation in Treatment		82%	80%	92%
● Outcome		78%	80%	83%
● Recovery		77%	80%	79%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	3,135	91.1%
	Community Support	388	11.3%
	Case Management	367	10.7%
	Employment Services	221	6.4%
	Social Rehabilitation	134	3.9%
	Residential Services	120	3.5%
	Forensic MH	Forensics Community-based	313
Addiction	Outpatient	122	3.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	417	12%	17%	Female	1,840	53%	▲ 40%		
26-34	643	19%	22%	Male	1,601	47%	▼ 60%		
35-44	606	18%	20%	Race	White/Caucasian	2,718	85%	▲ 64%	
45-54	929	27%	24%		Other	200	6%	15%	
55-64	606	18%	13%		Black/African American	185	6%	▼ 17%	
65+	238	7%	4%		Unknown	59	2%	2%	
Ethnicity	Non-Hispanic	3,238	94%		▲ 74%	Asian	14	0%	1%
	Hisp-Puerto Rican	86	2%		12%	Am. Indian/Native Alaskan	5	0%	1%
	Hispanic-Other	70	2%		7%	Multiple Races	1	0%	1%
	Unknown	44	1%	7%	Hawaiian/Other Pacific Islander			0%	
Hispanic-Mexican	2	0%	0%						
Hispanic-Cuban	1	0%	0%						

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	113	-37% ▼
Admits	2	34	-94% ▼
Discharges	71	44	61% ▲
Service Hours	259	1,510	-83% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
On-Time Periodic 6 Month Updates	N/A	0%
Cooccurring MH Screen Complete	0%	36%
SA Screen Complete	0%	67%
Diagnosis Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		68	96%	50%	74%	46% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		69	97%	85%	84%	12% ▲
Social Support		44	62%	60%	58%	2%
Employed		10	14%	25%	10%	-11% ▼
Improved/Maintained Axis V GAF Score		16	23%	95%	77%	-72% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	100%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 24 Active Recovery Pathways Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	2,920	2,915	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	0%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	61%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	87%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	88%	60%	78%	28% ▲
Stable Living Situation		7	88%	90%	95%	-2%
Improved/Maintained Axis V GAF Score		0	0%	95%	55%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	2,501 days	1.0	100%	90%	93%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	134	-3%
Admits	9	21	-57% ▼
Discharges	16	14	14% ▲
Service Hours	1,899	2,006	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	79%
On-Time Periodic 6 Month Updates	1%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	60%
SA Screen Complete	56%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	20%	50%	54%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		87	67%	60%	49%	7%
Stable Living Situation		126	97%	95%	74%	2%
Improved/Maintained Axis V GAF Score		81	63%	75%	39%	-12% ▼
Employed		19	15%	30%	17%	-15% ▼

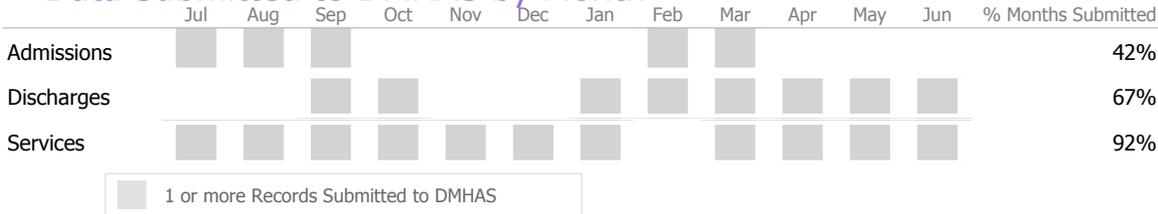
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		113	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	100%	75%	60%	25% ▲

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	32	37	-14% ▼
Admits	14	15	-7%
Discharges	12	19	-37% ▼
Bed Days	7,051	7,439	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	74%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	78%
SA Screen Complete	0%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	99%
Valid Axis V GAF Score	88%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	82%	60%	59%	22% ▲

Recovery

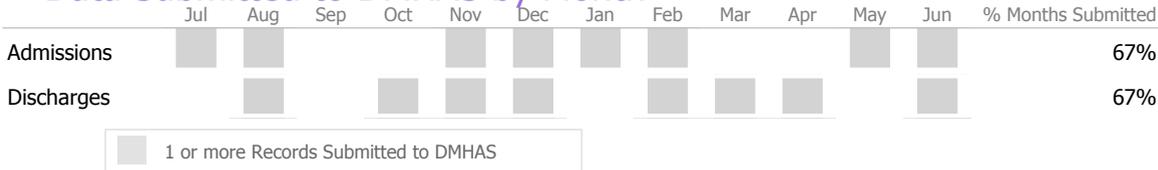
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	78%	60%	77%	18% ▲
● Stable Living Situation		28	88%	95%	92%	-7%
● Employed		2	6%	25%	7%	-19% ▼
● Improved/Maintained Axis V GAF Score		4	15%	95%	55%	-80% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,611 days	0.7	92%	90%	96%	2%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	197	208	-5%
Admits	149	148	1%
Discharges	161	157	3%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		5	23%	0%	21%	23% ▲

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	114	135	-16% ▼
Admits	5	7	-29% ▼
Discharges	27	27	0%
Service Hours	966	1,190	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	60%
SA Screen Complete	50%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	23%	50%	54%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		101	89%	60%	49%	29% ▲
Stable Living Situation		110	96%	95%	74%	1%
Improved/Maintained Axis V GAF Score		76	68%	75%	39%	-7%
Employed		19	17%	30%	17%	-13% ▼

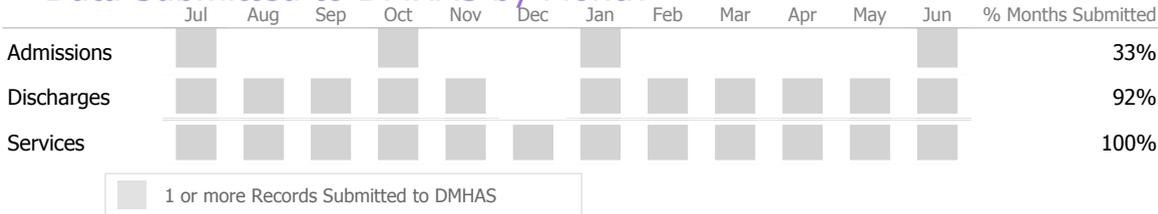
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		86	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	80%	75%	60%	5%

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	154	81	90% ▲
Admits	112	18	522% ▲
Discharges	29	37	-22% ▼
Service Hours	2,562	2,070	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	64%
SA Screen Complete	90%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	30%	65%	49%	-35% ▼

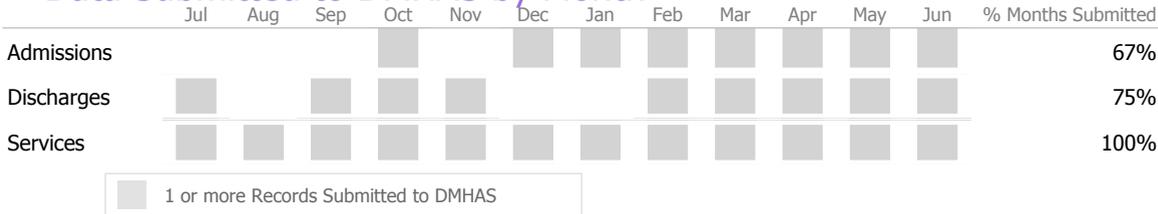
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		147	94%	80%	86%	14% ▲
Social Support		110	71%	60%	61%	11% ▲
Employed		22	14%	20%	10%	-6%
Improved/Maintained Axis V GAF Score		12	10%	95%	49%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		126	98%	90%	97%	8%

Data Submitted to DMHAS by Month



▲ > 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	108	111	-3%
Admits	23	28	-18% ▼
Discharges	26	26	0%
Service Hours	1,556	1,494	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	60%
SA Screen Complete	100%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	74%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	23%	50%	54%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		90	82%	60%	49%	22% ▲
Stable Living Situation		104	95%	95%	74%	0%
Employed		21	19%	30%	17%	-11% ▼
Improved/Maintained Axis V GAF Score		12	12%	75%	39%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	95%	90%	90%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	30%	75%	60%	-45% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	11	45% ▲
Admits	5	-	
Discharges	1	-	
Service Hours	125	135	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	62%	85%	90%	-23% ▼

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	67%	90%	96%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		72%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	139	-12% ▼
Admits	89	102	-13% ▼
Discharges	75	107	-30% ▼
Service Hours	474	467	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
Valid TEDS Data	92%	94%
On-Time Periodic		
6 Month Updates	65%	12%
Cooccurring		
MH Screen Complete	90%	96%
SA Screen Complete	90%	96%
Diagnosis		
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	27%	50%	56%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		103	80%	75%	85%	5%
Abstinence/Reduced Drug Use		68	53%	55%	56%	-2%
Stable Living Situation		109	84%	95%	82%	-11% ▼
Self Help		54	42%	60%	21%	-18% ▼
Employed		26	20%	50%	34%	-30% ▼
Improved/Maintained Axis V GAF Score		46	50%	75%	52%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	89%	90%	58%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		70	83%	75%	74%	8%

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	1,275	1,295	-2%
Admits	556	567	-2%
Discharges	501	599	-16% ▼
Service Hours	9,294	11,118	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	64%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	60%
SA Screen Complete	90%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		63	13%	50%	54%	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		988	73%	60%	49%	13% ▲
Stable Living Situation		1,160	86%	95%	74%	-9%
Employed		243	18%	30%	17%	-12% ▼
Improved/Maintained Axis V GAF Score		363	32%	75%	39%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		831	98%	90%	90%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		438	81%	75%	60%	6%

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

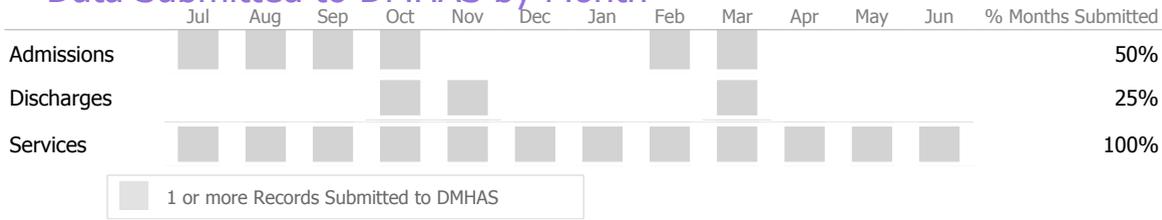
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	108	-6%
Admits	12	30	-60% ▼
Discharges	5	19	-74% ▼
Service Hours	11,703	12,159	-4%
Social Rehab/PHP/IOP Days	494	37	1235% ▲

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	63	-13% ▼
Admits	8	33	-76% ▼
Discharges	32	21	52% ▲
Service Hours	1,345	1,504	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	80%
Cooccurring	Actual	State Avg
MH Screen Complete	12%	86%
SA Screen Complete	12%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	96%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	47%	50%	57%	-3%

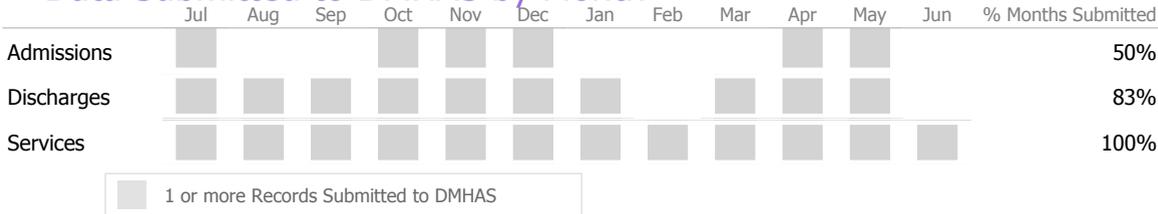
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		43	77%	60%	79%	17% ▲
Stable Living Situation		48	86%	85%	93%	1%
Employed		4	7%	25%	10%	-18% ▼
Improved/Maintained Axis V GAF Score		7	13%	95%	53%	-82% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	100%	90%	96%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal
 Goal Met
 Below Goal

* State Avg based on 54 Active Residential Support Programs

Shoreline Sycamore Way-Voc Rehab 304-270

BH Care (formerly Harbor and Birmingham)

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	166	-20% ▼
Admits	92	109	-16% ▼
Discharges	45	126	-64% ▼
Service Hours	2,042	2,925	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		47	34%	35%	31%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		85	91%	90%	96%	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		73%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%
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 Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	1,085	1,066	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	61%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	87%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	90%	95%	10%
✓ Social Support		2	67%	60%	78%	7%
○ Improved/Maintained Axis V GAF Score		1	33%	95%	55%	-62% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	1,950 days	1.0	99%	90%	93%	9%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													8%

1 or more Records Submitted to DMHAS



* State Avg based on 26 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	234	142	65% ▲
Admits	158	44	259% ▲
Discharges	80	67	19% ▲
Service Hours	4,194	3,144	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	64%
SA Screen Complete	98%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		61	77%	65%	49%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		206	88%	60%	61%	28% ▲
Stable Living Situation		217	93%	80%	86%	13% ▲
Employed		25	11%	20%	10%	-9%
Improved/Maintained Axis V GAF Score		78	37%	95%	49%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		163	96%	90%	97%	6%

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	7	7	0%
Admits	2	2	0%
Discharges	3	2	50% ▲
Bed Days	1,631	1,784	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	74%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	100%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	86%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	60%	59%	40% ▲

Recovery

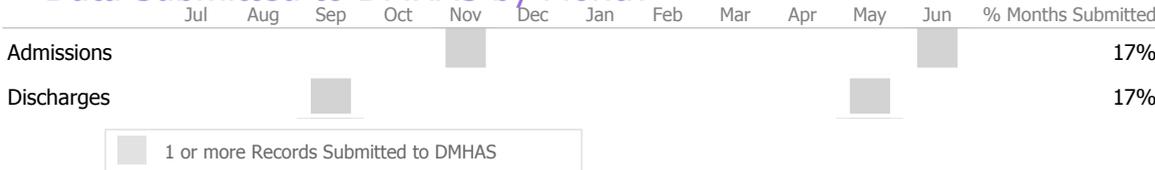
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	86%	60%	77%	26% ▲
Stable Living Situation		7	100%	95%	92%	5%
Employed		1	14%	25%	7%	-11% ▼
Improved/Maintained Axis V GAF Score		3	50%	95%	55%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	2,161 days	0.7	89%	90%	96%	-1%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	30	-20% ▼
Admits	6	14	-57% ▼
Discharges	12	12	0%
Service Hours	1,259	1,403	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	80%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	91%	50%	57%	41% ▲

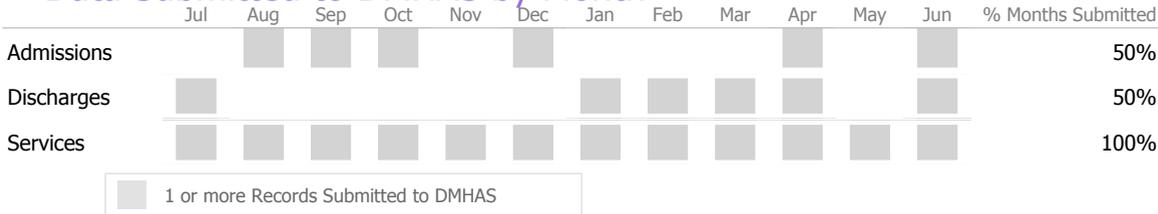
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	92%	60%	79%	32% ▲
✓ Stable Living Situation		24	100%	85%	93%	15% ▲
● Employed		3	12%	25%	10%	-13% ▼
● Improved/Maintained Axis V GAF Score		12	55%	95%	53%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	96%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Residential Support Programs

Valley Jail Diversion 311-341

BH Care (formerly Harbor and Birmingham)

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	135	-14% ▼
Admits	72	110	-35% ▼
Discharges	74	88	-16% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		2	5%	0%	21%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 18 Active Court Liaison-Jail Diversion Programs

Valley Next Steps Dev. 2

BH Care (formerly Harbor and Birmingham)

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	19	21% ▲
Admits	6	10	-40% ▼
Discharges	3	1	200% ▲
Service Hours	1,617	1,080	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	96%	85%	80%	11% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	65%	59%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	6	33% ▲
Admits	3	1	200% ▲
Discharges	2	1	100% ▲
Service Hours	601	291	106% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	90%	3%

Service Utilization

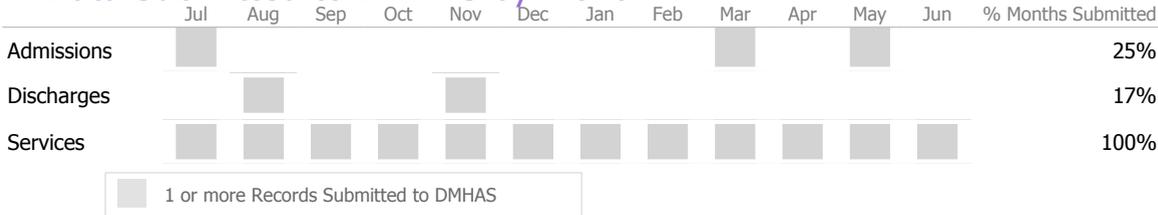
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	96%	-7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		72%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,538	1,479	4%
Admits	536	566	-5%
Discharges	578	487	19% ▲
Service Hours	11,172	11,118	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	79%
On-Time Periodic 6 Month Updates	79%	43%
Cooccurring	Actual	State Avg
MH Screen Complete	87%	60%
SA Screen Complete	86%	60%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	84%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		155	27%	50%	54%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,384	87%	60%	49%	27% ▲
Stable Living Situation		1,469	93%	95%	74%	-2%
Employed		381	24%	30%	17%	-6%
Improved/Maintained Axis V GAF Score		648	47%	75%	39%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,003	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		443	84%	75%	60%	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

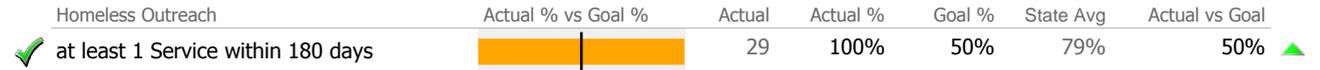
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

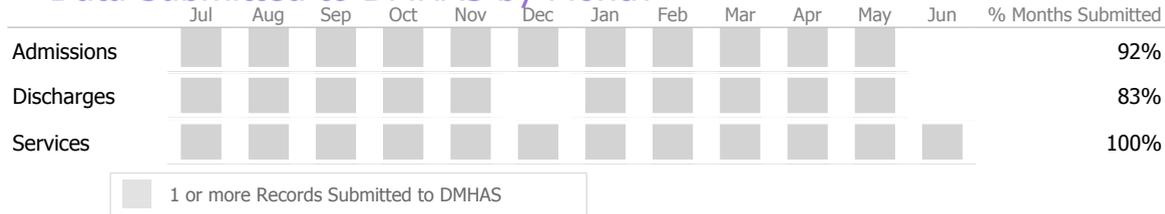
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	44	-14% ▼
Admits	30	35	-14% ▼
Discharges	29	35	-17% ▼
Service Hours	622	542	15% ▲

Service Engagement



Data Submitted to DMHAS by Month

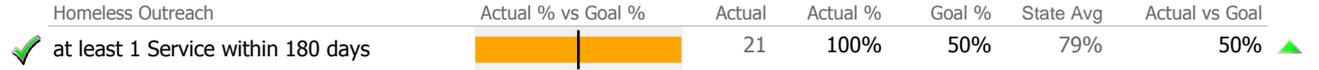


* State Avg based on 39 Active Outreach & Engagement Programs

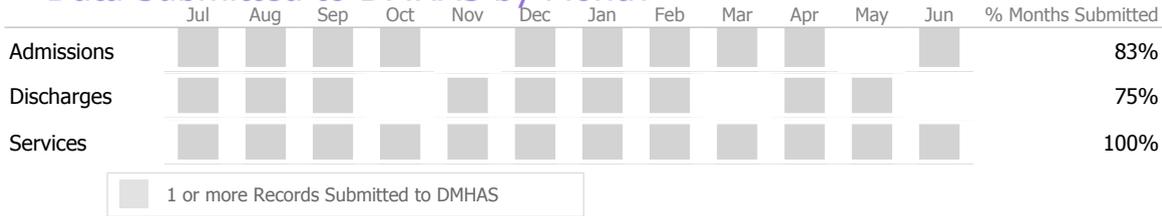
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	41	12%	▲
Admits	21	30	-30%	▼
Discharges	15	17	-12%	▼
Service Hours	1,304	1,139	14%	▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	15	20% ▲
Admits	6	3	100% ▲
Discharges	8	3	167% ▲
Service Hours	827	719	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	90%	9%

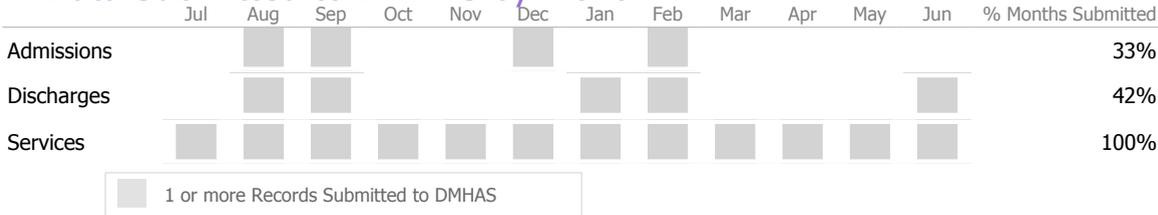
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		72%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	194	-39% ▼
Admits	2	50	-96% ▼
Discharges	119	79	51% ▲
Service Hours	484	2,253	-79% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	86%
On-Time Periodic 6 Month Updates	N/A	0%
Cooccurring MH Screen Complete	0%	36%
SA Screen Complete	0%	67%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	82%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		116	97%	50%	74%	47% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		101	85%	60%	58%	25% ▲
Stable Living Situation		108	91%	85%	84%	6% ▲
Employed		13	11%	25%	10%	-14% ▼
Improved/Maintained Axis V GAF Score		78	66%	95%	77%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	100%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 24 Active Recovery Pathways Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	44	-25% ▼
Admits	9	19	-53% ▼
Discharges	7	21	-67% ▼
Service Hours	-	1	-100% ▼
Social Rehab/PHP/IOP Days	1,281	1,542	-17% ▼

Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	26	100%	90%	82%	10%

Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	101	-13% ▼
Admits	35	44	-20% ▼
Discharges	34	48	-29% ▼
Service Hours	1,909	2,052	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	43%	35%	31%	8%

Service Utilization

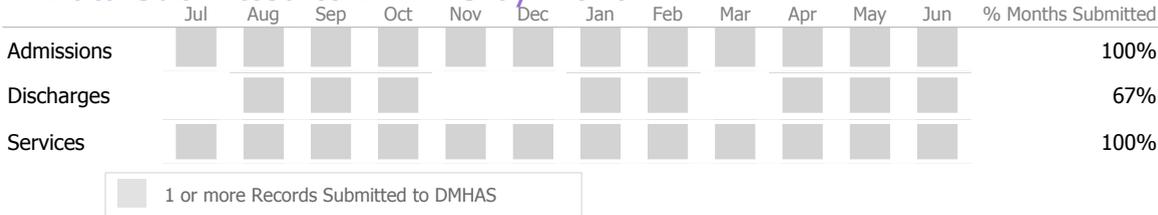
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		58	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		73%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 | Goal
 Goal Met
 Below Goal

* State Avg based on 40 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	55	-11% ▼
Admits	17	25	-32% ▼
Discharges	23	22	5%
Service Hours	3,232	4,397	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	35%	50%	43%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		48	96%	60%	38%	36% ▲
Stable Living Situation		45	90%	80%	60%	10%
Employed		6	12%	20%	7%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	100%	90%	68%	10%

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 37 Active Standard Case Management Programs