

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,660	1,833	-9%
	Admits	1,357	1,810	-25% ▼
	Discharges	1,081	1,661	-35% ▼
	Service Hours	49,622	52,154	-5%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	850	51.2%
	Outpatient	400	24.1%
	Residential Services	196	11.8%
	Community Support	188	11.3%
	ACT	174	10.5%
	Case Management	129	7.8%
Forensic MH	Forensics Community-based	459	27.7%

Consumer Satisfaction Survey

(Based on 145 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Overall		87%	80%	91%
✓ Respect		84%	80%	91%
✓ Access		83%	80%	88%
✓ Outcome		80%	80%	83%
● Recovery		70%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	308	19%	17%	Male	1,035	62%	60%
26-34	323	20%	22%	Female	625	38%	40%
35-44	303	19%	20%				
45-54	383	23%	24%				
55-64	248	15%	13%				
65+	67	4%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,271	77%	74%	White/Caucasian	1,267	76%	▲ 64%
Unknown	259	16%	7%	Black/African American	208	13%	17%
Hispanic-Other	75	5%	7%	Other	125	8%	15%
Hisp-Puerto Rican	51	3%	12%	Unknown	30	2%	2%
Hispanic-Mexican	3	0%	0%	Asian	14	1%	1%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	12	1%	1%
				Hawaiian/Other Pacific Islander	4	0%	0%
				Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	77	23% ▲
Admits	33	24	38% ▲
Discharges	37	14	164% ▲
Service Hours	7,506	5,801	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	74%	75%
Cooccurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	78%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	84%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	73%	65%	59%	8%
No Re-admit within 30 Days of Discharge		37	100%	85%	100%	15% ▲
Follow-up within 30 Days of Discharge		19	70%	90%	39%	-20% ▼

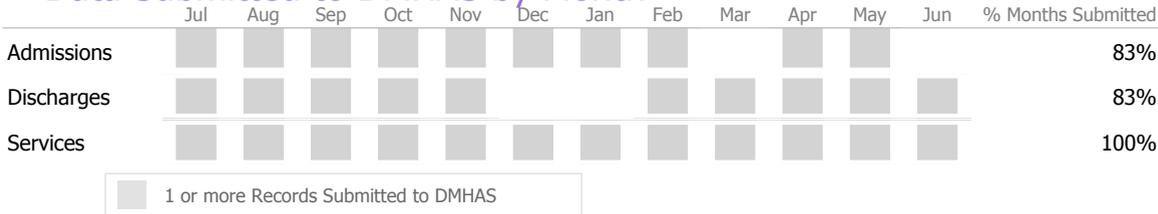
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		83	86%	60%	79%	26% ▲
Social Support		60	62%	60%	57%	2%
Employed		5	5%	15%	8%	-10%
Improved/Maintained Axis V GAF Score		19	21%	85%	34%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		59	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

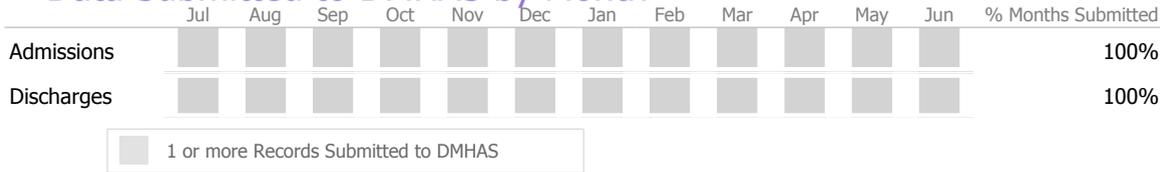
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176	229	-23% ▼
Admits	140	144	-3%
Discharges	126	194	-35% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	76%	-75% ▼
● Community Location Evaluation		0	0%	80%	42%	-80% ▼
● Follow-up Service within 48 hours		0	0%	90%	19%	-90% ▼

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	106	95	12% ▲
Admits	23	15	53% ▲
Discharges	28	12	133% ▲
Service Hours	7,958	7,237	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	32%	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	96%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	28%	50%	57%	-22% ▼

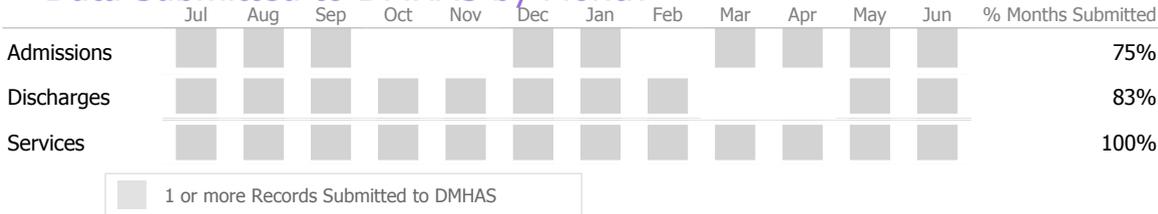
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		98	92%	85%	93%	7%
● Social Support		51	48%	60%	79%	-12% ▼
● Employed		0	0%	25%	10%	-25% ▼
● Improved/Maintained Axis V GAF Score		60	64%	95%	53%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		76	97%	90%	96%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

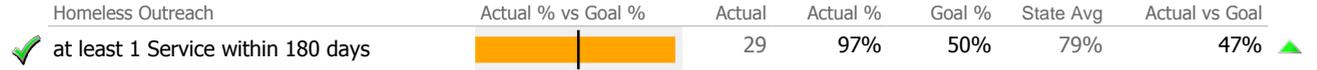
Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 54 Active Residential Support Programs

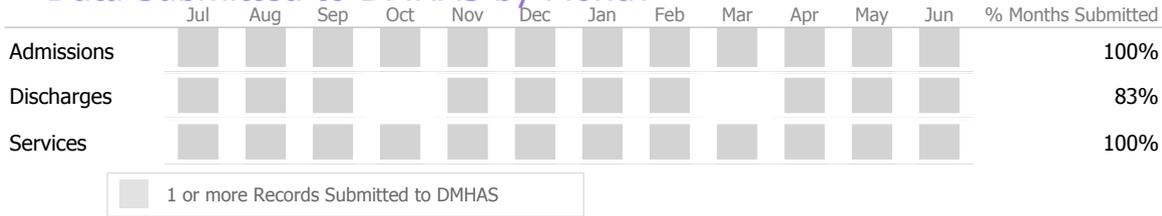
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	63	-6%
Admits	31	38	-18% ▼
Discharges	41	34	21% ▲
Service Hours	1,484	2,290	-35% ▼

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	725	755	-4%
Admits	261	428	-39% ▼
Discharges	28	322	-91% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	76%	-75% ▼
● Community Location Evaluation		0	0%	80%	42%	-80% ▼
● Follow-up Service within 48 hours		0	0%	90%	19%	-90% ▼

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	23	21	10%
Admits	10	15	-33% ▼
Discharges	13	8	63% ▲
Service Hours	515	567	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic 6 Month Updates	0%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	38%	50%	43%	-12% ▼

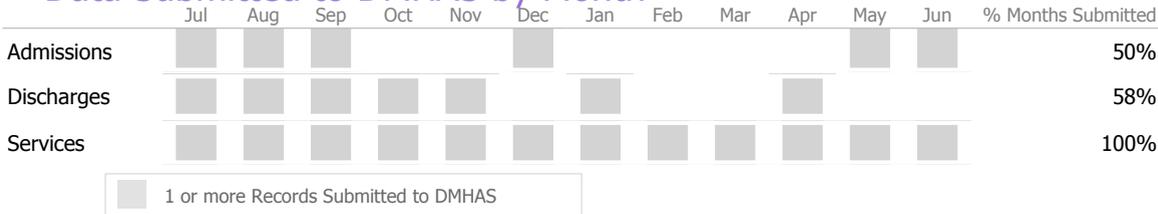
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	9%	20%	7%	-11% ▼
Social Support		5	22%	60%	38%	-38% ▼
Stable Living Situation		8	35%	80%	60%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	90%	90%	68%	0%

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

SMHA Jail Diversion

Southeastern Mental Health Authority

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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

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

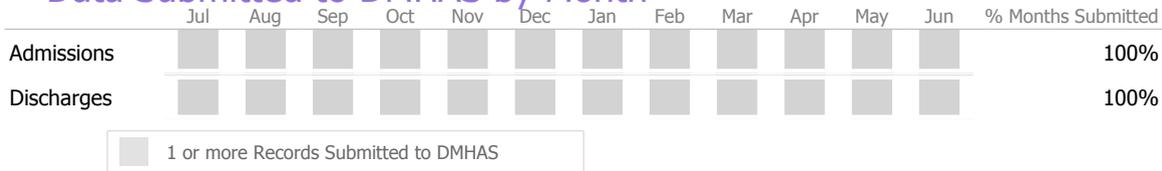
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	348	452	-23% ▼
Admits	344	453	-24% ▼
Discharges	318	457	-30% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		39	25%	0%	21%	25% ▲

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	118	128	-8%
Admits	138	142	-3%
Discharges	140	141	-1%
Service Hours	1,721	914	88% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Treatment Completed Successfully		64	46%	95%	46%	-49% ▼
✓ No Re-admit within 30 Days of Discharge		124	89%	85%	89%	4%
✓ Follow-up within 30 Days of Discharge		60	94%	90%	94%	4%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	100%
✓ SA Screen Complete		100%	100%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		86%	86%

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 1 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	400	316	27% ▲
Admits	225	210	7%
Discharges	158	146	8%
Service Hours	2,852	3,120	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	79%
On-Time Periodic 6 Month Updates	16%	43%
Cooccurring MH Screen Complete	100%	60%
SA Screen Complete	100%	60%
Diagnosis Valid Axis I Diagnosis	93%	99%
Valid Axis V GAF Score	90%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	22%	50%	54%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		184	46%	60%	49%	-14% ▼
Employed		43	11%	30%	17%	-19% ▼
Stable Living Situation		268	66%	95%	74%	-29% ▼
Improved/Maintained Axis V GAF Score		43	16%	75%	39%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		239	97%	90%	90%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		169	75%	75%	60%	0%

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

Veterans Jail Diversion Initiative

Southeastern Mental Health Authority

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

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	114	218	-48% ▼
Admits	84	209	-60% ▼
Discharges	100	219	-54% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		1	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	85	15% ▲
Admits	30	25	20% ▲
Discharges	19	17	12% ▲
Service Hours	6,524	6,806	-4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	88%	65%	49%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		88	89%	80%	86%	9%
● Employed		8	8%	20%	10%	-12% ▼
● Social Support		24	24%	60%	61%	-36% ▼
● Improved/Maintained Axis V GAF Score		52	58%	95%	49%	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	66%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	64%
✓ SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	99%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	99%	90%	97%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	■	■	■	92%
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 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	94	-3%
Admits	17	31	-45% ▼
Discharges	23	25	-8%
Service Hours	5,701	6,113	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	64%
SA Screen Complete	N/A	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	52%	65%	49%	-13% ▼

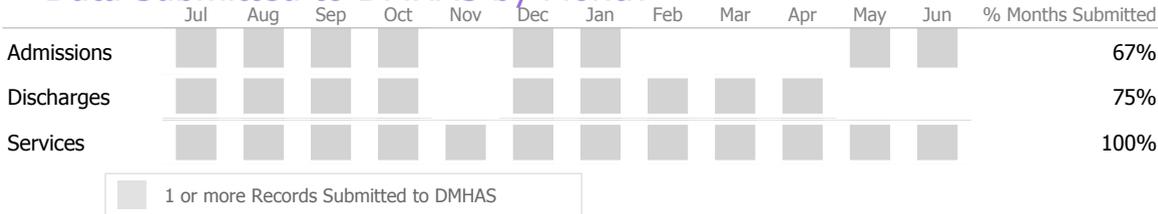
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		82	90%	80%	86%	10%
Employed		6	7%	20%	10%	-13% ▼
Social Support		28	31%	60%	61%	-29% ▼
Improved/Maintained Axis V GAF Score		40	46%	95%	49%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		68	100%	90%	97%	10%

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	81	82	-1%
Admits	21	40	-48% ▼
Discharges	24	23	4%
Service Hours	11,851	12,826	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	100%	75%
Cooccurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	78%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	85%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	71%	65%	59%	6%
No Re-admit within 30 Days of Discharge		24	100%	85%	100%	15%
Follow-up within 30 Days of Discharge		5	29%	90%	39%	-61%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		66	81%	60%	79%	21%
Social Support		47	58%	60%	57%	-2%
Employed		4	5%	15%	8%	-10%
Improved/Maintained Axis V GAF Score		23	33%	85%	34%	-52%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	96%	90%	98%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■		■	■		■	■	83%
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 11 Active Assertive Community Treatment Programs