

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,247	4,162	2%
	Admits	4,035	3,657	10%
	Discharges	4,026	3,898	3%
	Service Hours	58,132	67,101	-13% ▼
	Bed Days	22,321	22,307	0%

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

Consumer Satisfaction Survey (Based on 382 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		89%	80%	91%
✓ Outcome		89%	80%	83%
✓ Recovery		87%	80%	79%
✓ Access		87%	80%	88%

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	1,230	29.0%
	Crisis Services	1,124	26.5%
	Case Management	1,099	25.9%
	Intake	975	23.0%
	Community Support	521	12.3%
	Inpatient Services	117	2.8%
	Residential Services	110	2.6%
	Social Rehabilitation	1	0.0%
Forensic MH	Forensics Community-based	457	10.8%
Pre-Admit	Intake	158	3.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	538	13%	17%	Male	2,306	54%	60%		
26-34	750	18%	22%	Female	1,939	46%	40%		
35-44	801	19%	20%	Race	White/Caucasian	1,824	43% ▼	64%	
45-54	1,088	26%	24%		Black/African American	1,235	29% ▲	17%	
55-64	769	18%	13%		Other	1,089	26% ▲	15%	
65+	285	7%	4%		Unknown	43	1%	2%	
Ethnicity	Non-Hispanic	2,977	70%		74%	Asian	37	1%	1%
	Hisp-Puerto Rican	559	13%		12%	Hawaiian/Other Pacific Islander	14	0%	0%
	Hispanic-Other	471	11%	7%	Am. Indian/Native Alaskan	5	0%	1%	
	Unknown	190	4%	7%	Multiple Races			1%	
	Hispanic-Mexican	34	1%	0%					
Hispanic-Cuban	16	0%	0%						

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

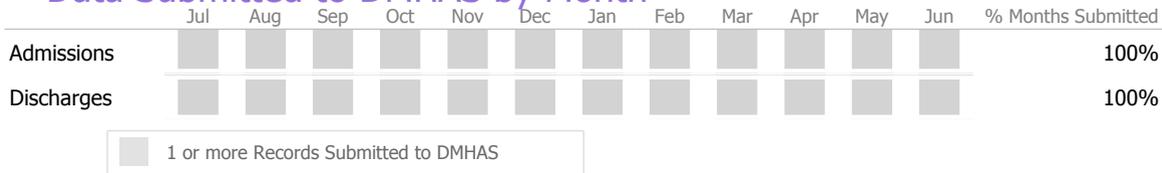
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	236	304	-22% ▼
Admits	237	314	-25% ▼
Discharges	232	323	-28% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		15	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	171	160	7%
Admits	19	25	-24% ▼
Discharges	23	8	188% ▲
Service Hours	1,515	2,227	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic 6 Month Updates	33%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	71%	50%	43%	21% ▲

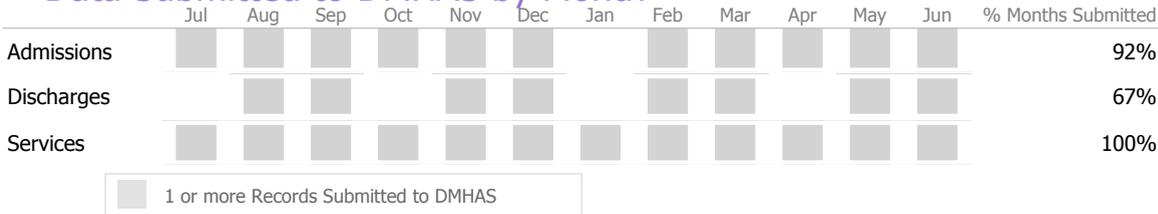
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		130	76%	80%	60%	-4%
● Employed		5	3%	20%	7%	-17% ▼
● Social Support		53	31%	60%	38%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		145	98%	90%	68%	8%

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	336	370	-9%
Admits	-	-	
Discharges	3	34	-91% ▼
Service Hours	2	9	-82% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic 6 Month Updates	7%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	43%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	1%	20%	7%	-19% ▼
Social Support		20	6%	60%	38%	-54% ▼
Stable Living Situation		42	12%	80%	60%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	2%	90%	68%	-88% ▼

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	79	83	-5%
Admits	23	21	10%
Discharges	18	27	-33% ▼
Service Hours	1,039	2,932	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	30%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	38%	50%	43%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		37	47%	60%	38%	-13% ▼
Employed		3	4%	20%	7%	-16% ▼
Stable Living Situation		48	61%	80%	60%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		60	98%	90%	68%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■				■	■	■	■	75%
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

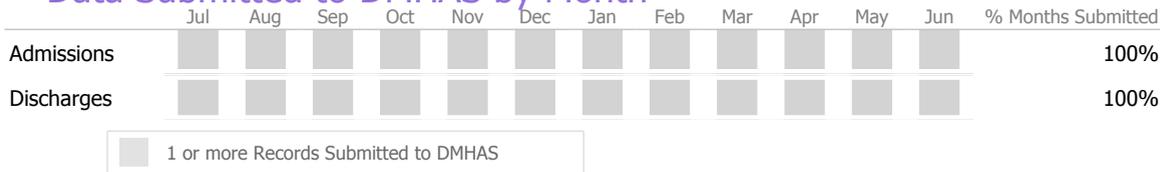
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	675	321	110% ▲
Admits	928	391	137% ▲
Discharges	926	391	137% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		869	94%	75%	76%	19% ▲
✓ Community Location Evaluation		827	89%	80%	42%	9%
● Follow-up Service within 48 hours		41	4%	90%	19%	-86% ▼

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	50	59	-15% ▼
Admits	34	39	-13% ▼
Discharges	25	28	-11% ▼
Transfers - Out	9	-	
Service Hours	450	622	-28% ▼
Bed Days	7,550	7,562	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	80%	95%	69%	-15% ▼
No Re-admit within 30 Days of Discharge		20	80%	85%	86%	-5%
Follow-up within 30 Days of Discharge		12	60%	90%	42%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		18	44%	95%	54%	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	73%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	48%
Valid Axis V GAF Score	98%	47%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	341 days	0.4	98%	90%	111%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 26 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	33	-12% ▼
Admits	1	12	-92% ▼
Discharges	10	23	-57% ▼
Transfers - In	9	-	
Service Hours	416	274	52% ▲
Bed Days	7,639	7,553	1%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	70%	95%	69%	-25% ▼
No Re-admit within 30 Days of Discharge		8	80%	85%	86%	-5%
Follow-up within 30 Days of Discharge		4	57%	90%	42%	-33% ▼

Recovery

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		17	55%	95%	54%	-40% ▼

Bed Utilization

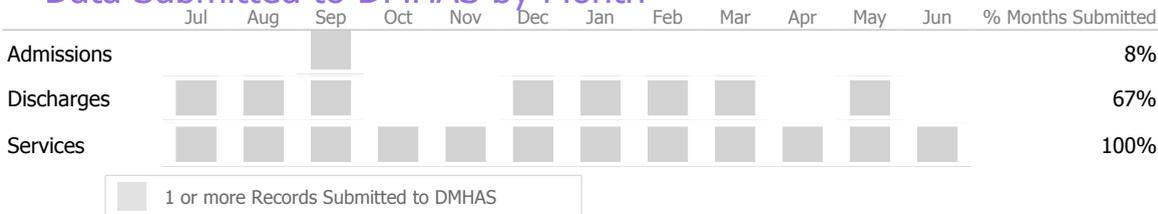
Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	785 days	0.7	100%	90%	111%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submission Quality

Measure	Actual	State Avg
Valid NOMS Data	100%	96%
6 Month Updates	81%	58%
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Valid Axis I Diagnosis	100%	48%
Valid Axis V GAF Score	100%	47%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 26 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	94	-10%
Admits	76	89	-15% ▼
Discharges	71	90	-21% ▼
Service Hours	20	91	-78% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Treatment Completed Successfully		33	46%	95%	61%	-49% ▼
✓ No Re-admit within 30 Days of Discharge		63	89%	85%	83%	4%
✓ Follow-up within 30 Days of Discharge		32	97%	90%	89%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
✓ SA Screen Complete	100%	78%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	83%
✓ Valid Axis V GAF Score	100%	82%

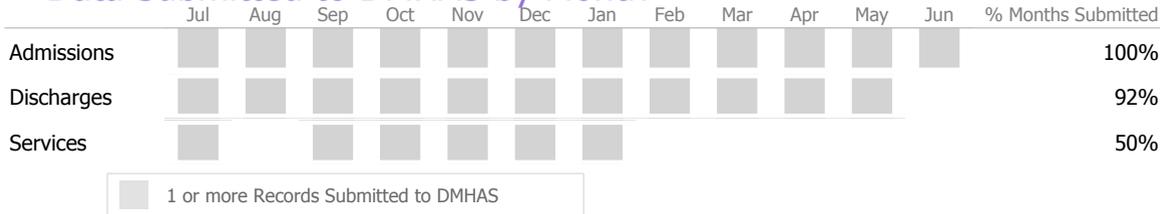
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Improved/Maintained Axis V GAF Score		27	36%	75%	53%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Clients Receiving Services		0	0%	90%	67%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ⊘ Below Goal

* State Avg based on 10 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	113	5%
Admits	45	43	5%
Discharges	42	37	14% ▲
Service Hours	11,386	13,097	-13% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		16	38%	50%	54%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		93	76%	60%	49%	16% ▲
✔ Stable Living Situation		116	95%	95%	74%	0%
● Employed		13	11%	30%	17%	-19% ▼
● Improved/Maintained Axis V GAF Score		56	55%	75%	39%	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	100%	79%
✔ On-Time Periodic	68%	43%
✔ Cooccurring	100%	60%
✔ MH Screen Complete	100%	60%
✔ SA Screen Complete	100%	60%
✔ Diagnosis	100%	99%
✔ Valid Axis I Diagnosis	100%	99%
✔ Valid Axis V GAF Score	97%	90%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		80	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		43	96%	75%	60%	21% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

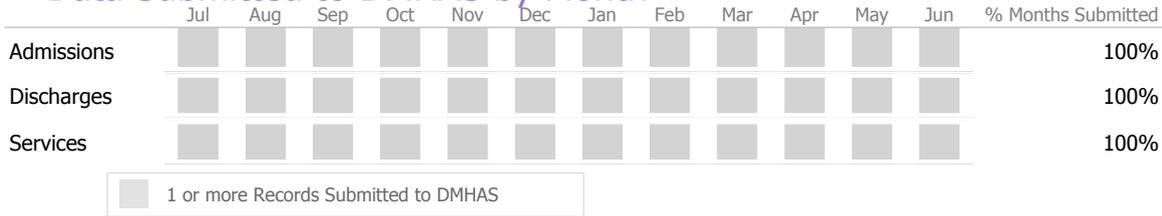
Actual
 |
 Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	603	678	-11% ▼
Admits	466	561	-17% ▼
Discharges	540	553	-2%
Service Hours	3,631	2,966	22% ▲

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	268	287	-7%
Admits	28	37	-24% ▼
Discharges	31	50	-38% ▼
Service Hours	1,839	2,649	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	79%
On-Time Periodic 6 Month Updates	70%	43%
Cooccurring MH Screen Complete	100%	60%
SA Screen Complete	100%	60%
Diagnosis 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		14	47%	50%	54%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		164	61%	60%	49%	1%
Stable Living Situation		257	96%	95%	74%	1%
Employed		69	26%	30%	17%	-4%
Improved/Maintained Axis V GAF Score		145	56%	75%	39%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		235	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	32%	75%	60%	-43% ▼

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 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	96	-22% ▼
Admits	14	26	-46% ▼
Discharges	38	35	9%
Service Hours	1,665	1,472	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	55%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		33	92%	50%	43%	42% ▲

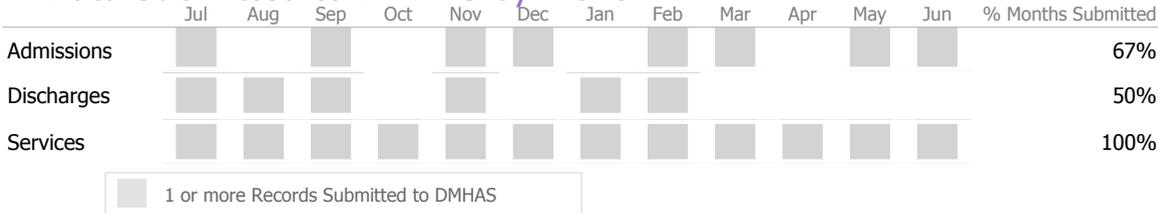
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		61	80%	80%	60%	0%
Employed		5	7%	20%	7%	-13% ▼
Social Support		16	21%	60%	38%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	100%	90%	68%	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	498	485	3%
Admits	131	126	4%
Discharges	118	125	-6%
Service Hours	7,276	9,230	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	79%
On-Time Periodic 6 Month Updates	75%	43%
Cooccurring MH Screen Complete	100%	60%
SA Screen Complete	100%	60%
Diagnosis 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		36	33%	50%	54%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		466	94%	95%	74%	-1%
Social Support		286	57%	60%	49%	-3%
Employed		123	25%	30%	17%	-5%
Improved/Maintained Axis V GAF Score		252	57%	75%	39%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		380	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		118	90%	75%	60%	15% ▲

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	51	47	9%
Admits	33	33	0%
Discharges	33	32	3%
Transfers - In	3	-	
Transfers - Out	3	-	
Service Hours	511	670	-24% ▼
Bed Days	7,132	7,192	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	81%	95%	69%	-14% ▼
No Re-admit within 30 Days of Discharge		25	78%	85%	86%	-7%
Follow-up within 30 Days of Discharge		23	88%	90%	42%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		29	66%	95%	54%	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	48%
Valid Axis V GAF Score	100%	47%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	328 days	0.4	98%	90%	111%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 26 Active Acute Psychiatric Programs

Crisis Outreach

Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

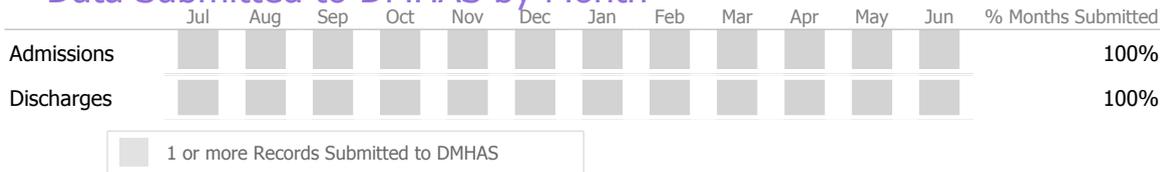
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	314	-71% ▼
Admits	90	394	-77% ▼
Discharges	91	391	-77% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		57	64%	75%	76%	-11% ▼
● Community Location Evaluation		13	15%	80%	42%	-65% ▼
● Follow-up Service within 48 hours		19	21%	90%	19%	-69% ▼

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	159	110	45% ▲
Admits	104	66	58% ▲
Discharges	68	65	5%
Service Hours	4,463	2,689	66% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		57	85%	65%	49%	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		136	85%	80%	86%	5%
● Social Support		81	51%	60%	61%	-9%
● Employed		15	9%	20%	10%	-11% ▼
● Improved/Maintained Axis V GAF Score		61	44%	95%	49%	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	92%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	68%	66%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	64%
✓ SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	99%
✓ Valid Axis V GAF Score	99%	99%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		92	100%	90%	97%	10%

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	215	305	-30% ▼
Admits	101	112	-10%
Discharges	84	200	-58% ▼
Service Hours	2,707	4,288	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic 6 Month Updates	65%	66%
Cooccurring MH Screen Complete	100%	64%
SA Screen Complete	100%	67%
Diagnosis 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		40	49%	65%	49%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		200	90%	80%	86%	10%
Employed		28	13%	20%	10%	-7%
Social Support		115	52%	60%	61%	-8%
Improved/Maintained Axis V GAF Score		110	56%	95%	49%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		132	89%	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	152	138	10%
Admits	25	23	9%
Discharges	23	11	109% ▲
Service Hours	6,901	9,280	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic 6 Month Updates	63%	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%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	67%	65%	49%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		143	94%	80%	86%	14% ▲
Social Support		110	72%	60%	61%	12% ▲
Employed		7	5%	20%	10%	-15% ▼
Improved/Maintained Axis V GAF Score		65	46%	95%	49%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		129	100%	90%	97%	10%

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 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	338	140	141% ▲
Admits	262	17	1441% ▲
Discharges	153	41	273% ▲
Service Hours	5,265	2,296	129% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	79%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	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	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		119	80%	50%	54%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		109	30%	30%	17%	0%
Stable Living Situation		319	88%	95%	74%	-7%
Social Support		161	45%	60%	49%	-15% ▼
Improved/Maintained Axis V GAF Score		136	54%	75%	39%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		207	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		173	68%	75%	60%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
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	228	219	4%
Admits	193	200	-4%
Discharges	179	193	-7%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		13	20%	0%	21%	20% ▲

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	181	130	39% ▲
Admits	76	25	204% ▲
Discharges	30	25	20% ▲
Service Hours	1,274	1,024	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic		
6 Month Updates	91%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	37%	50%	43%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		79	43%	20%	7%	23% ▲
Stable Living Situation		175	96%	80%	60%	16% ▲
Social Support		21	12%	60%	38%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		150	99%	90%	68%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
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 37 Active Standard Case Management Programs

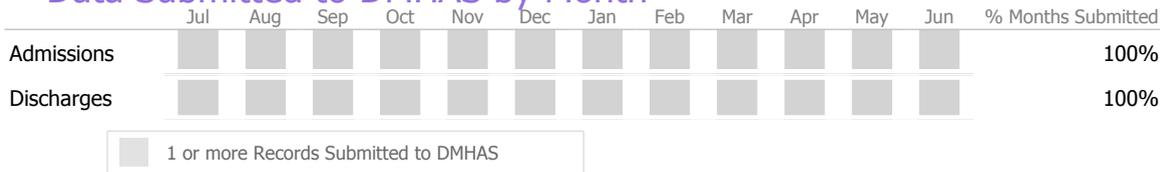
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	341	323	6%
Admits	375	360	4%
Discharges	376	355	6%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		186	54%	75%	76%	-21% ▼
Community Location Evaluation		238	69%	80%	42%	-11% ▼
Follow-up Service within 48 hours		137	39%	90%	19%	-51% ▼

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	26	30	-13% ▼
Admits	22	30	-27% ▼
Discharges	23	29	-21% ▼
Service Hours	8	2	210% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic 6 Month Updates	N/A	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	100%	78%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	83%
Valid Axis V GAF Score	92%	82%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	57%	95%	61%	-38% ▼
No Re-admit within 30 Days of Discharge		18	78%	85%	83%	-7%
Follow-up within 30 Days of Discharge		10	77%	90%	89%	-13% ▼

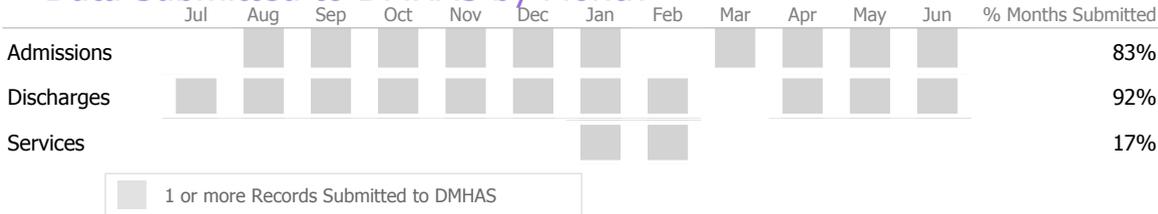
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		9	39%	75%	53%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	67%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46		
Admits	46	-	
Discharges	3	-	
Service Hours	72	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	79%
On-Time Periodic 6 Month Updates	N/A	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	98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	50%	54%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		32	70%	60%	49%	10%
Stable Living Situation		44	96%	95%	74%	1%
Employed		13	28%	30%	17%	-2%
Improved/Maintained Axis V GAF Score		2	67%	75%	39%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	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		27	59%	75%	60%	-16% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													17%
Discharges													17%
Services													17%

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	112	117	-4%
Admits	-	-	
Discharges	-	5	-100% ▼
Service Hours	2	2	27% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	7%	-20% ▼
Social Support		4	4%	60%	38%	-56% ▼
Stable Living Situation		10	9%	80%	60%	-71% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	4%	90%	68%	-86% ▼

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

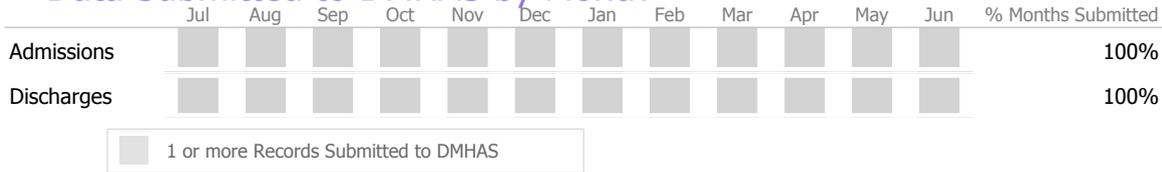
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	26	62% ▲
Admits	45	29	55% ▲
Discharges	45	28	61% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		15	35%	75%	76%	-40% ▼
✓ Community Location Evaluation		36	84%	80%	42%	4%
● Follow-up Service within 48 hours		19	44%	90%	19%	-46% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

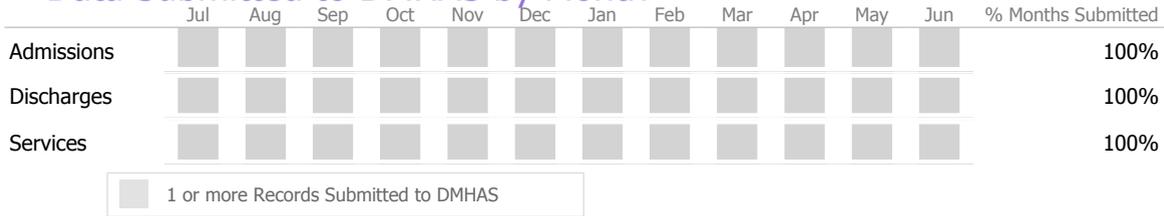
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	375	346	8%
Admits	345	315	10%
Discharges	369	317	16% ▲
Service Hours	3,198	3,874	-17% ▼

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Central Intake Programs

Main Access CM

Southwest Connecticut Mental Health System

Mental Health - Case Management - Standard Case Management

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	117	72	63% ▲
Admits	101	56	80% ▲
Discharges	78	55	42% ▲
Service Hours	974	790	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	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		15	19%	50%	43%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	6%	20%	7%	-14% ▼
Social Support		36	30%	60%	38%	-30% ▼
Stable Living Situation		40	33%	80%	60%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	98%	90%	68%	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 37 Active Standard Case Management Programs

Office-Based Services (de-activated 11/14/2012)

Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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	130	151	-14% ▼
Admits	14	25	-44% ▼
Discharges	130	36	261% ▲
Service Hours	946	2,707	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	79%
On-Time Periodic 6 Month Updates	N/A	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	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		125	96%	50%	54%	46% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		58	45%	30%	17%	15% ▲
Stable Living Situation		120	92%	95%	74%	-3%
Improved/Maintained Axis V GAF Score		81	62%	75%	39%	-13% ▼
Social Support		41	32%	60%	49%	-28% ▼

Service Utilization

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	86%	75%	60%	11% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■								33%
Discharges	■	■	■	■	■								42%
Services	■	■	■	■	■	■							50%

■ 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	59	165	-64% ▼
Admits	1	32	-97% ▼
Discharges	59	109	-46% ▼
Service Hours	270	1,185	-77% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	36%
SA Screen Complete	100%	67%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		59	100%	50%	74%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		52	88%	85%	84%	3%
Employed		9	15%	25%	10%	-10% ▼
Social Support		23	39%	60%	58%	-21% ▼
Improved/Maintained Axis V GAF Score		19	32%	95%	77%	-63% ▼

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

SWMHS UM Screening

Southwest Connecticut Mental Health System

Pre-Admit - Intake - UM Screening

Connecticut Dept of Mental Health and Addiction Services

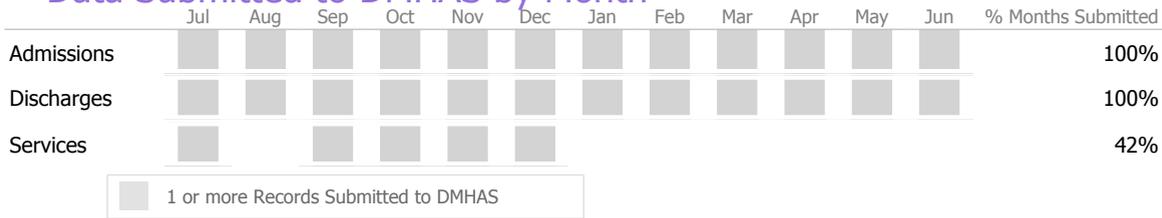
Program Quality Dashboard

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	158	193	-18% ▼
Admits	200	235	-15% ▼
Discharges	202	229	-12% ▼
Service Hours	7	7	9%

Data Submitted to DMHAS by Month



* State Avg based on 4 Active UM Screening Programs