

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,673	3,191	-16%	▼
	Admits	1,453	1,467	-1%	
	Discharges	1,306	1,619	-19%	▼
	Service Hours	36,428	25,110	45%	▲
	Bed Days	11,305	11,317	0%	

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

Consumer Satisfaction Survey (Based on 268 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		88%	80%	91%
✓ Overall		87%	80%	91%
✓ Access		87%	80%	88%
✓ Outcome		80%	80%	83%
✓ Recovery		80%	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	925	29.2%
	Crisis Services	509	16.0%
	Case Management	491	15.5%
	Intake	330	10.4%
	Community Support	264	8.3%
	Other	203	6.4%
	Inpatient Services	94	3.0%
	ACT	58	1.8%
	Forensic MH	Forensics Community-based	299

Client Demographics

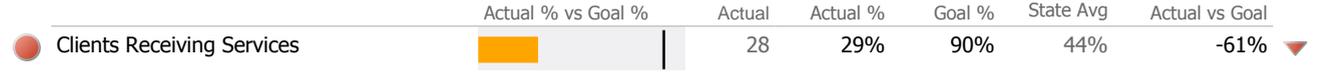
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	317	12%	13%	Male	1,495	56%	59%
26-34	453	17%	23%	Female	1,178	44%	41%
35-44	474	18%	19%	Transgender			0%
45-54	605	23%	23%				
55-64	602	23%	16%				
65+	220	8%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,798	67%	75%	White/Caucasian	981	39%	65%
Hisp-Puerto Rican	317	12%	12%	Black/African American	800	32%	17%
Hispanic-Other	307	11%	6%	Other	680	27%	13%
Unknown	207	8%	6%	Unknown	33	1%	3%
Hispanic-Mexican	33	1%	1%	Asian	21	1%	1%
Hispanic-Cuban	11	0%	0%	Multiple Races	14	1%	1%
				Hawaiian/Other Pacific Islander	8	0%	0%
				Am. Indian/Native Alaskan	2	0%	0%

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

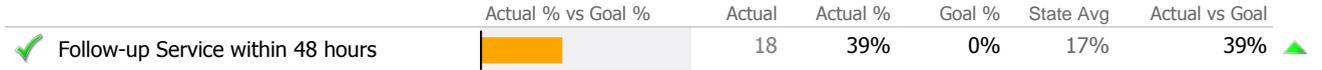
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	189	194	-3%
Admits	151	149	1%
Discharges	119	162	-27% ▼
Service Hours	129	135	-5%

Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



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	178	165	8%
Admits	11	13	-15% ▼
Discharges	7	6	17% ▲
Service Hours	1,523	807	89% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	29%	50%	51%	-21% ▼

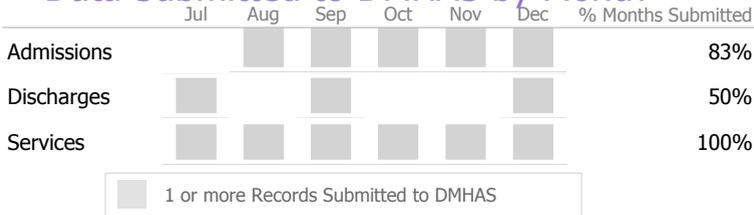
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		171	96%	80%	81%	16% ▲
Social Support		82	46%	60%	64%	-14% ▼
Employed		5	3%	20%	10%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		168	98%	90%	63%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

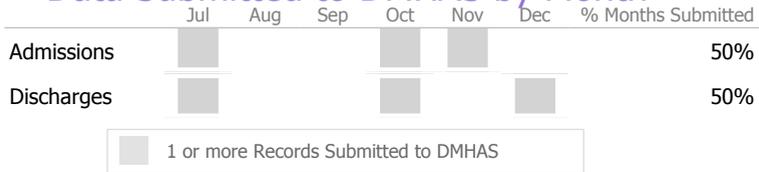
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	398	-70% ▼
Admits	116	1	11500% ▲
Discharges	3	3	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	68	-97% ▼
Admits	-	15	-100% ▼
Discharges	2	22	-91% ▼
Service Hours	2	857	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
On-Time Periodic 6 Month Updates	N/A	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	51%	50% ▲

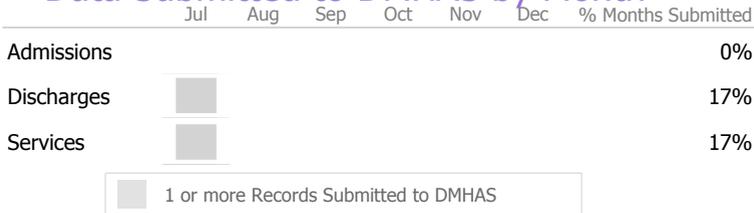
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	80%	81%	20% ▲
● Social Support		1	50%	60%	64%	-10%
● Employed		0	0%	20%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	63%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	36	61%	▲
Admits	3	15	-80%	▼
Discharges	11	2	450%	▲
Service Hours	1,783	811	120%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic		
6 Month Updates	61%	72%
Cooccurring		
MH Screen Complete	75%	82%
SA Screen Complete	75%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	50%	74%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	64%	65%	43%	-1%
✓ No Re-admit within 30 Days of Discharge		10	91%	85%	96%	6%
● Follow-up within 30 Days of Discharge		4	57%	90%	45%	-33%

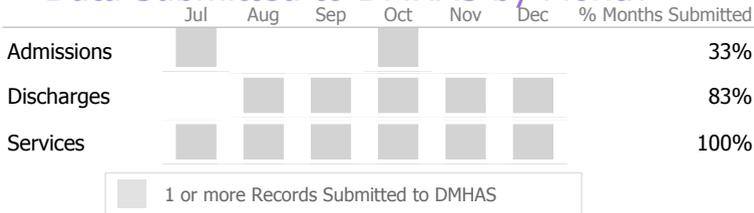
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		45	78%	60%	88%	18%
✓ Social Support		39	67%	60%	74%	7%
● Employed		1	2%	15%	8%	-13%
● Improved/Maintained Axis V GAF Score		34	62%	85%	45%	-23%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	64%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	77%
SA Screen Complete	N/A	74%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	20%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
Social Support		N/A	N/A	60%	67%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

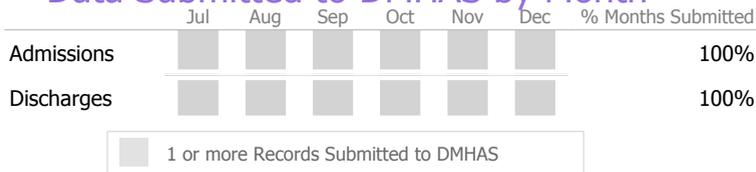
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	341	223	53% ▲
Admits	411	254	62% ▲
Discharges	412	254	62% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	64%	-75% ▼
✓ Community Location Evaluation		249	97%	80%	58%	17% ▲
● Follow-up Service within 48 hours		0	0%	90%	50%	-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	35	37	-5%
Admits	14	16	-13% ▼
Discharges	8	9	-11% ▼
Transfers - In	1	1	0%
Transfers - Out	6	8	-25% ▼
Bed Days	3,844	3,811	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	88%	95%	54%	-7%
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	88%	15% ▲
● Follow-up within 30 Days of Discharge		6	86%	90%	55%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		9	39%	95%	31%	-56% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96% / 89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 44%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 83%
✓ SA Screen Complete		100% / 68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 75%
✓ Valid Axis V GAF Score		17% / 13%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	304 days	0.4	99%	90%	104%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	32	-9%
Admits	-	-	
Discharges	8	9	-11% ▼
Transfers - In	8	12	-33% ▼
Bed Days	3,855	3,853	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	100%	95%	54%	5%
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	88%	15% ▲
● Follow-up within 30 Days of Discharge		7	88%	90%	55%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	44%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	83%
✓ SA Screen Complete	100%	68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	75%
✓ Valid Axis V GAF Score	86%	13%

Recovery

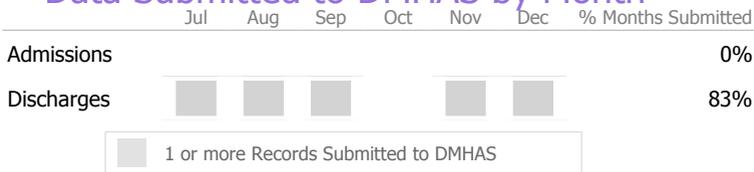
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		21	88%	95%	31%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	596 days	0.4	100%	90%	104%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

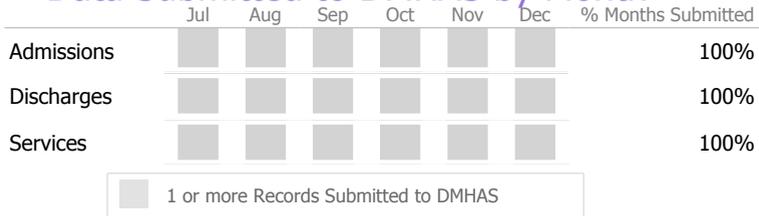
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	44	-14% ▼
Admits	19	29	-34% ▼
Discharges	17	27	-37% ▼
Service Hours	263	241	9%

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	86	8%
Admits	17	16	6%
Discharges	13	16	-19% ▼
Service Hours	7,875	6,671	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	77%
SA Screen Complete	96%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	30%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	38%	50%	45%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		75	81%	60%	67%	21% ▲
Stable Living Situation		87	94%	95%	85%	-1%
Improved/Maintained Axis V GAF Score		54	69%	75%	52%	-6%
Employed		5	5%	30%	20%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	100%	90%	80%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	94%	75%	62%	19% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

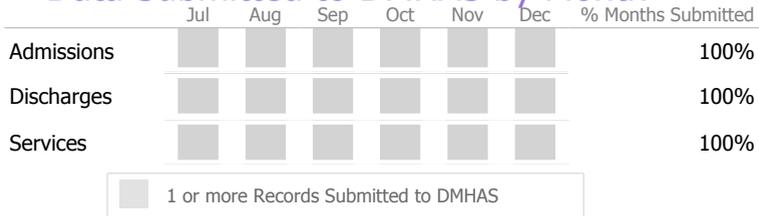
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	238	358	-34% ▼
Admits	170	200	-15% ▼
Discharges	165	230	-28% ▼
Service Hours	1,232	906	36% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

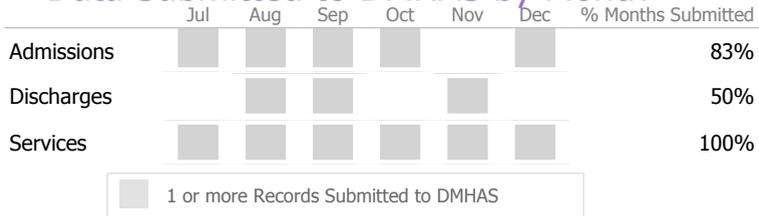
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	7	13	-46% ▼
Discharges	4	5	-20% ▼
Service Hours	113	39	192% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	33	3%
Admits	5	2	150% ▲
Discharges	7	5	40% ▲
Service Hours	738	563	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	29%	50%	51%	-21% ▼

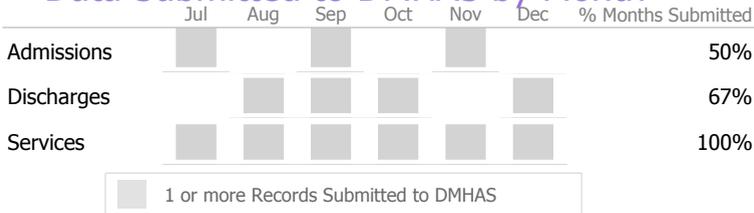
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		27	79%	60%	64%	19% ▲
✓ Stable Living Situation		33	97%	80%	81%	17% ▲
● Employed		4	12%	20%	10%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	63%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	456	439	4%
Admits	51	53	-4%
Discharges	40	56	-29% ▼
Service Hours	7,360	3,616	104% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	79%	77%
SA Screen Complete	79%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	95%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	22%	50%	45%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		295	65%	60%	67%	5%
Stable Living Situation		437	96%	95%	85%	1%
Employed		102	22%	30%	20%	-8%
Improved/Maintained Axis V GAF Score		261	64%	75%	52%	-11% ▼

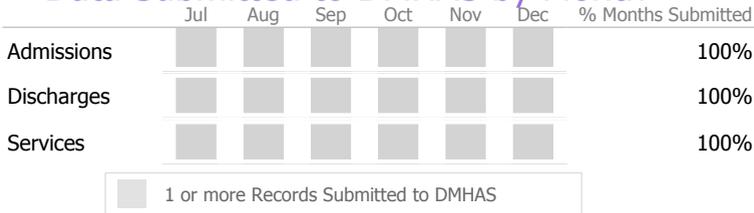
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		415	100%	90%	80%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		50	98%	75%	62%	23% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	34	15% ▲
Admits	19	14	36% ▲
Discharges	16	11	45% ▲
Transfers - In	1	1	0%
Transfers - Out	4	4	0%
Bed Days	3,606	3,653	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	88%	95%	54%	-7%
✓ No Re-admit within 30 Days of Discharge		15	94%	85%	88%	9%
● Follow-up within 30 Days of Discharge		10	71%	90%	55%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		17	71%	95%	31%	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		91% / 89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 44%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 83%
✓ SA Screen Complete		100% / 68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 75%
✓ Valid Axis V GAF Score		59% / 13%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	211 days	0.3	98%	90%	104%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 2 Active Re-entry Programs 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	67	30	123% ▲
Admits	72	27	167% ▲
Discharges	70	30	133% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		35	51%	75%	64%	-24% ▼
✓ Community Location Evaluation		61	90%	80%	58%	10%
● Follow-up Service within 48 hours		6	67%	90%	50%	-23% ▼

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 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	96	104	-8%
Admits	12	8	50% ▲
Discharges	18	26	-31% ▼
Service Hours	2,188	1,367	60% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	94%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	4%	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	28%	65%	70%	-37% ▼

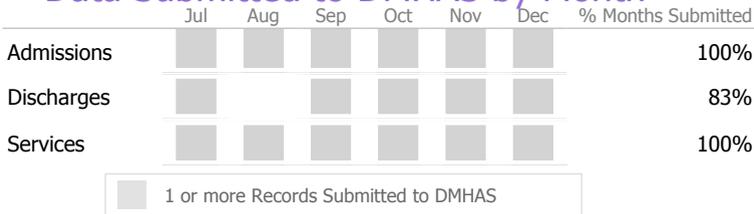
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		86	89%	80%	92%	9%
Social Support		66	68%	60%	79%	8%
Employed		6	6%	20%	11%	-14% ▼
Improved/Maintained Axis V GAF Score		13	15%	95%	58%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		79	100%	90%	96%	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	167	143	17%	▲
Admits	35	26	35%	▲
Discharges	15	27	-44%	▼
Service Hours	6,600	2,597	154%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	90%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	82%
SA Screen Complete	97%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	71%	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	60%	65%	70%	-5%

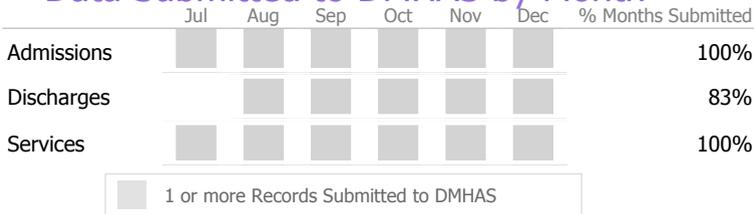
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		152	90%	80%	92%	10%
Social Support		118	70%	60%	79%	10%
Employed		8	5%	20%	11%	-15%
Improved/Maintained Axis V GAF Score		95	70%	95%	58%	-25%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		153	99%	90%	96%	9%

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	150	244	-39% ▼
Admits	5	31	-84% ▼
Discharges	23	62	-63% ▼
Service Hours	2,059	1,715	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	51%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	61%	50%	45%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		124	86%	75%	52%	11% ▲
Employed		50	33%	30%	20%	3%
Stable Living Situation		136	91%	95%	85%	-4%
Social Support		72	48%	60%	67%	-12% ▼

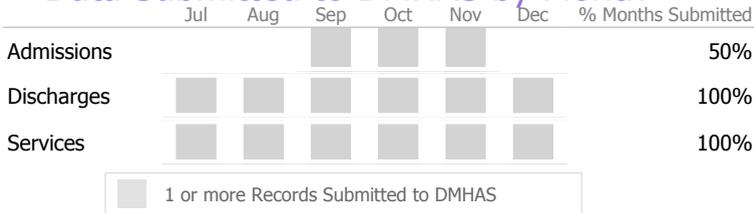
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		128	100%	90%	80%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	100%	75%	62%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	94	51% ▲
Admits	41	94	-56% ▼
Discharges	41	11	273% ▲
Service Hours	1,154	180	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	29%	50%	51%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		135	94%	80%	81%	14% ▲
✓ Employed		40	28%	20%	10%	8%
● Social Support		85	59%	60%	64%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		102	99%	90%	63%	9%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

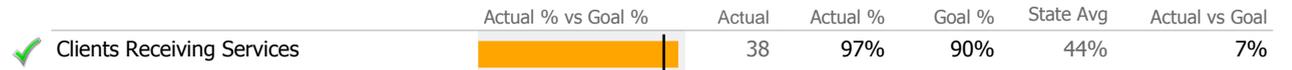
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	132	-15% ▼
Admits	80	91	-12% ▼
Discharges	75	79	-5%
Service Hours	258	367	-30% ▼

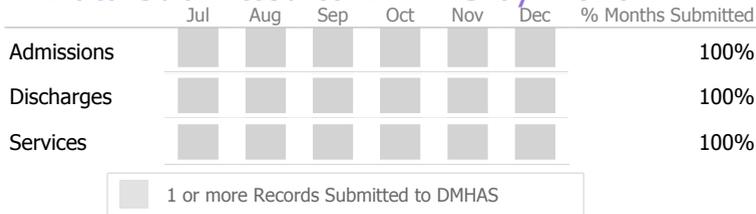
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

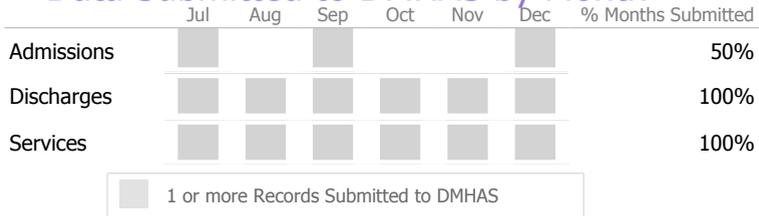
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	31	-32% ▼
Admits	4	28	-86% ▼
Discharges	8	11	-27% ▼
Service Hours	348	124	181% ▲

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

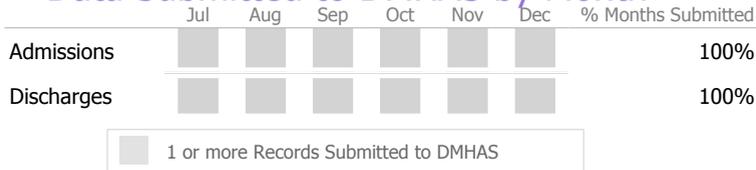
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	205	-44% ▼
Admits	119	220	-46% ▼
Discharges	114	218	-48% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		76	62%	75%	64%	-13% ▼
✓ Community Location Evaluation		115	94%	80%	58%	14% ▲
● Follow-up Service within 48 hours		11	85%	90%	50%	-5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

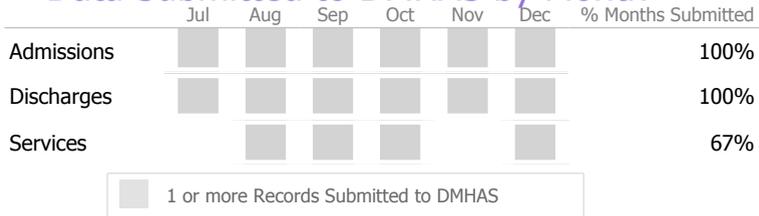
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	10	8	25% ▲
Discharges	8	8	0%
Service Hours	9	10	-10%

Data Submitted to DMHAS by Month

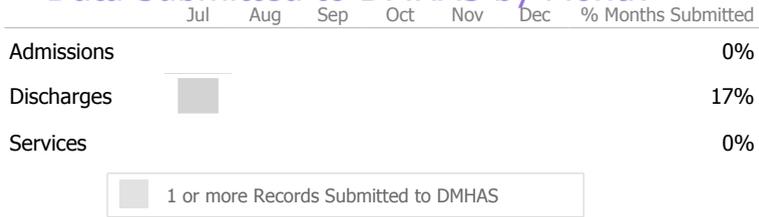


* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	112	-99% ▼
Admits	-	-	
Discharges	1	1	0%
Service Hours	-		-100% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

FSD Triage Program

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

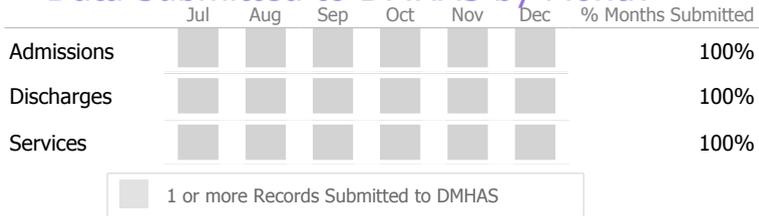
Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73		
Admits	72	-	
Discharges	66	-	
Service Hours	321	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	23	-17% ▼
Admits	4	4	0%
Discharges	5	4	25% ▲
Service Hours	589	737	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	95%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	45%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		17	89%	60%	67%	29% ▲
Improved/Maintained Axis V GAF Score		13	81%	75%	52%	6% ▲
Stable Living Situation		16	84%	95%	85%	-11% ▼
Employed		3	16%	30%	20%	-14% ▼

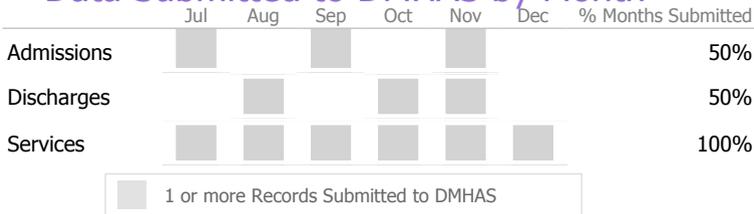
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	80%	10% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	100%	75%	62%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	3	-67% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	64%	-75% ▼
● Community Location Evaluation		0	0%	80%	58%	-80% ▼
● Follow-up Service within 48 hours		0	0%	90%	50%	-90% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

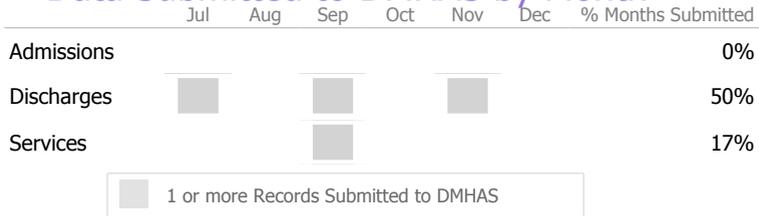
Actual Goal Goal Met Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	167	-92% ▼
Admits	-	87	-100% ▼
Discharges	5	145	-97% ▼
Service Hours	-	601	-100% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	43	▼
Admits	-	-	
Discharges	-	37	-100% ▼
Service Hours	-	196	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	10%	-20% ▼
Social Support		N/A	N/A	60%	64%	-60% ▼
Stable Living Situation		N/A	N/A	80%	81%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	63%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	216	236	-8%
Admits	2	6	-67% ▼
Discharges	11	17	-35% ▼
Service Hours	890	802	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic 6 Month Updates	82%	64%
Cooccurring MH Screen Complete	100%	77%
SA Screen Complete	100%	74%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	84%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	45%	50%	45%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		138	64%	60%	67%	4%
Stable Living Situation		212	98%	95%	85%	3%
Improved/Maintained Axis V GAF Score		160	74%	75%	52%	-1%
Employed		36	17%	30%	20%	-13% ▼

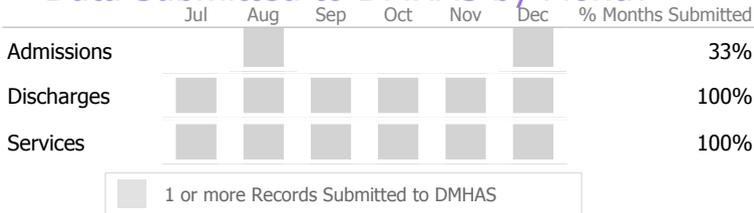
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		205	100%	90%	80%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	50%	75%	62%	-25% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

New SWMHS Preadmit

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	10		▼
Admits	-	10	-100%	▼
Discharges	-	9	-100%	▼
Service Hours	-	3	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	164	-16% ▼
Admits	3	12	-75% ▼
Discharges	7	16	-56% ▼
Service Hours	954	704	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic		
6 Month Updates	98%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	14%	50%	51%	-36% ▼

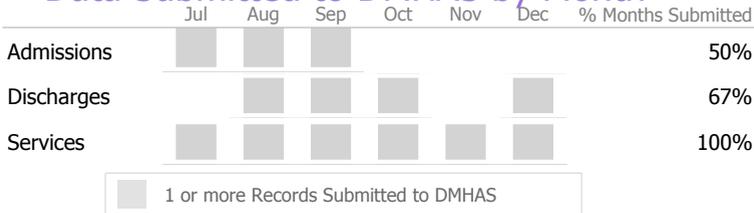
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		115	84%	60%	64%	24% ▲
Employed		54	39%	20%	10%	19% ▲
Stable Living Situation		136	99%	80%	81%	19% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		130	100%	90%	63%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs