

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,364	3,849	-13% ▼
	Admits	2,899	2,818	3%
	Discharges	2,894	3,708	-22% ▼
	Service Hours	69,609	55,216	26% ▲
	Bed Days	22,505	22,500	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	#	%
<b>Mental Health</b>	Outpatient	1,011	23.7%
	Crisis Services	932	21.9%
	Intake	580	13.6%
	Case Management	533	12.5%
	Community Support	313	7.3%
	Other	237	5.6%
	Inpatient Services	125	2.9%
	ACT	62	1.5%
<b>Forensic MH</b>	Forensics Community-based	471	11.0%

### Client Demographics

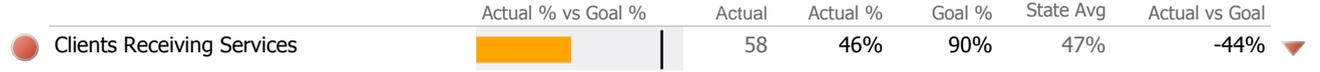
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	449	13%	15%	Male	1,874	56%	60%
26-34	590	18%	24%	Female	1,490	44%	40%
35-44	601	18%	19%	Transgender			0%
45-54	746	22%	22%				
55-64	699	21%	15%				
65+	273	8%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	2,196	65%	75%	White/Caucasian	1,215	39%	65%
Hispanic-Other	397	12%	7%	Black/African American	984	32%	16%
Hisp-Puerto Rican	381	11%	12%	Other	823	26%	13%
Unknown	339	10%	6%	Unknown	40	1%	3%
Hispanic-Mexican	39	1%	1%	Asian	29	1%	1%
Hispanic-Cuban	12	0%	0%	Multiple Races	15	0%	1%
				Hawaiian/Other Pacific Islander	9	0%	0%
				Am. Indian/Native Alaskan	5	0%	1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	295	305	-3%
Admits	285	293	-3%
Discharges	221	299	-26% ▼
Service Hours	267	244	10%

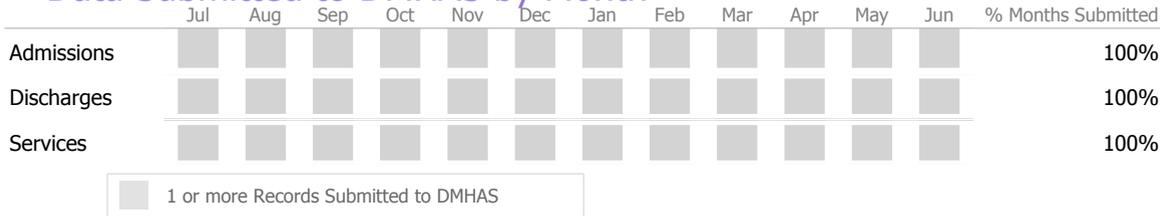
### Service Utilization



### 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	178	179	-1%
Admits	11	28	-61% ▼
Discharges	18	14	29% ▲
Service Hours	3,534	1,958	81% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	67%	50%	56%	17% ▲

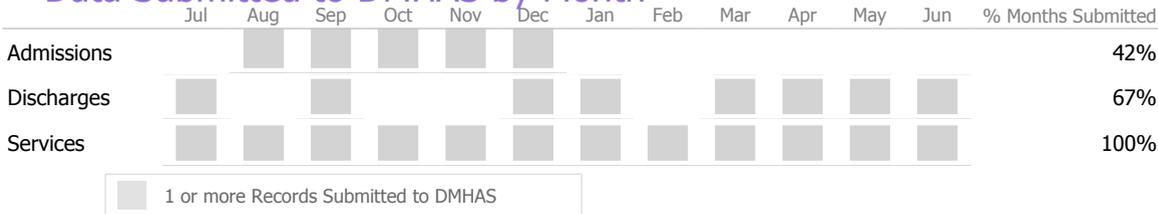
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		170	96%	80%	82%	16% ▲
● Social Support		80	45%	60%	65%	-15% ▼
● Employed		6	3%	20%	12%	-17% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		158	99%	90%	67%	9%

### 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

**97 Middle/Shltr Plus**

Southwest Connecticut Mental Health System

Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	401	-70% ▼
Admits	117	2	5750% ▲
Discharges	8	397	-98% ▼

**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	69	-97% ▼
Admits	-	16	-100% ▼
Discharges	2	67	-97% ▼
Service Hours	2	1,168	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic 6 Month Updates	N/A	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	56%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	80%	82%	20% ▲
● Social Support		1	50%	60%	65%	-10%
● Employed		0	0%	20%	12%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	67%	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	62	62	0%
Admits	7	41	-83% ▼
Discharges	19	8	138% ▲
Service Hours	3,640	2,645	38% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic		
6 Month Updates	92%	81%
Cooccurring		
MH Screen Complete	88%	84%
SA Screen Complete	88%	82%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	50%	78%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	47%	65%	46%	-18% ▼
No Re-admit within 30 Days of Discharge		18	95%	85%	93%	10%
Follow-up within 30 Days of Discharge		5	56%	90%	44%	-34% ▼

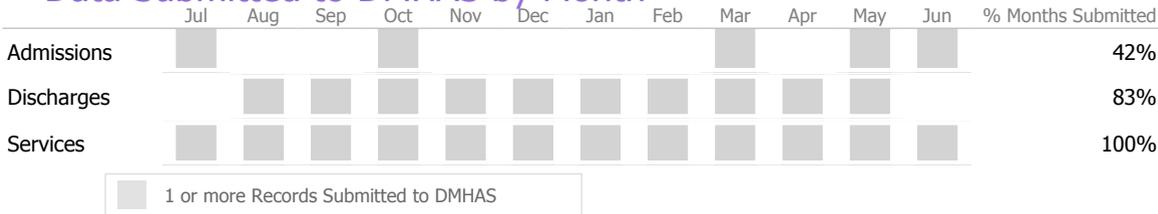
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		47	76%	60%	87%	16% ▲
Social Support		42	68%	60%	76%	8%
Employed		2	3%	15%	11%	-12% ▼
Improved/Maintained Axis V GAF Score		37	64%	85%	51%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 14 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	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	22%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	53%	-75% ▼
Social Support		N/A	N/A	60%	69%	-60% ▼
Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	86%	N/A ▼

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

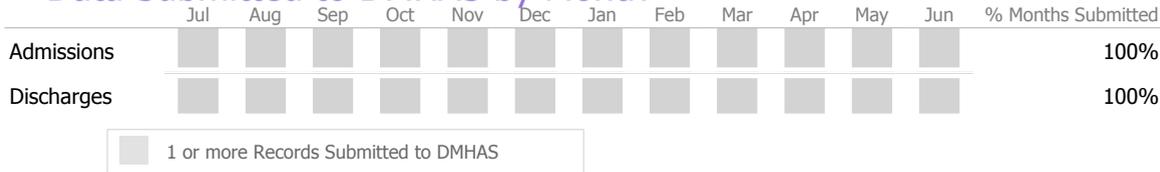
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	549	507	8%
Admits	798	628	27% ▲
Discharges	799	629	27% ▲

### 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		482	98%	80%	64%	18% ▲
● Follow-up Service within 48 hours		0	0%	90%	53%	-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	50	51	-2%
Admits	26	27	-4%
Discharges	19	18	6%
Transfers - In	5	4	25% ▲
Transfers - Out	12	14	-14% ▼
Bed Days	7,643	7,593	1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	95%	95%	57%	0%
✓ No Re-admit within 30 Days of Discharge		19	100%	85%	90%	15% ▲
● Follow-up within 30 Days of Discharge		12	67%	90%	54%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		11	28%	95%	28%	-67% ▼

### Data Submission Quality

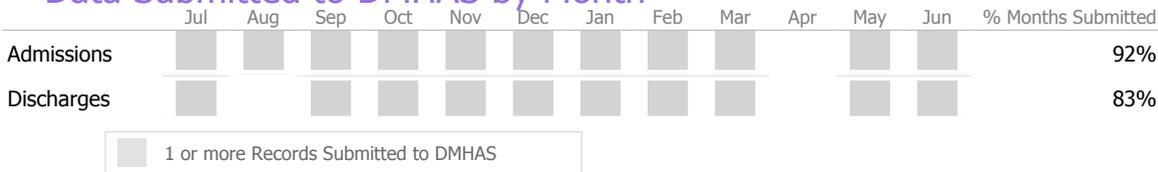
Data Entry	Actual	State Avg
✓ Valid NOMS Data		91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		64%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		88%
✓ SA Screen Complete		76%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		72%
✓ Valid Axis V GAF Score		11%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	315 days	0.2	99%	90%	104%	9%

■ < 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	39	38	3%
Admits	-	-	
Discharges	15	14	7%
Transfers - In	19	18	6%
Transfers - Out	4	3	33% ▲
Bed Days	7,674	7,652	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		13	87%	95%	57%	-8%
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	90%	8%
● Follow-up within 30 Days of Discharge		10	77%	90%	54%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		24	83%	95%	28%	-12% ▼

### Bed Utilization

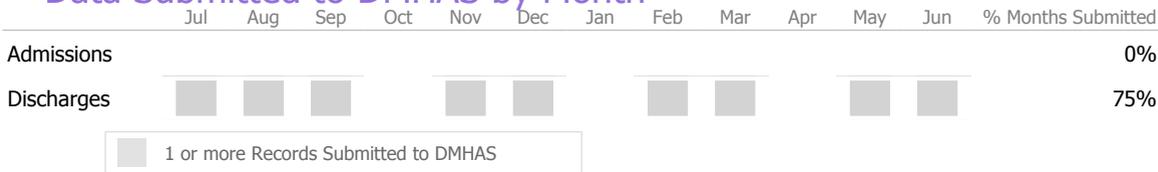
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	624 days	0.2	100%	90%	104%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		64%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		88%
✓ SA Screen Complete		76%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		72%
✓ Valid Axis V GAF Score		11%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

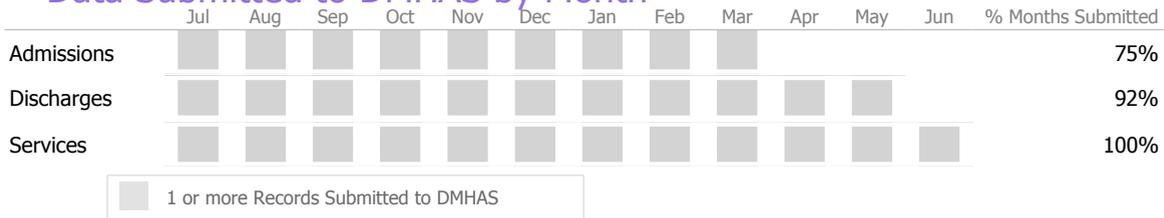
■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	61	-28% ▼
Admits	26	48	-46% ▼
Discharges	44	45	-2%
Service Hours	542	426	27% ▲

### 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	108	105	3%
Admits	32	35	-9%
Discharges	28	29	-3%
Service Hours	16,521	14,482	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	78%
SA Screen Complete	98%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	41%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	43%	50%	42%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		88	81%	60%	69%	21% ▲
Stable Living Situation		103	95%	95%	86%	0%
Improved/Maintained Axis V GAF Score		61	65%	75%	53%	-10%
Employed		11	10%	30%	22%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	100%	90%	86%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		31	97%	75%	65%	22% ▲

### 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

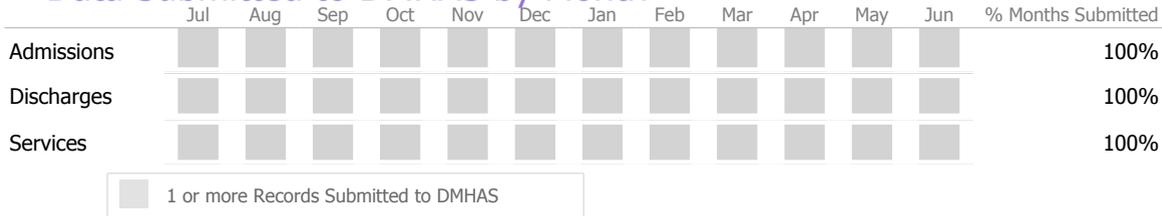
Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	399	522	-24% ▼
Admits	315	363	-13% ▼
Discharges	341	459	-26% ▼
Service Hours	2,363	1,816	30% ▲

### Data Submitted to DMHAS by Month

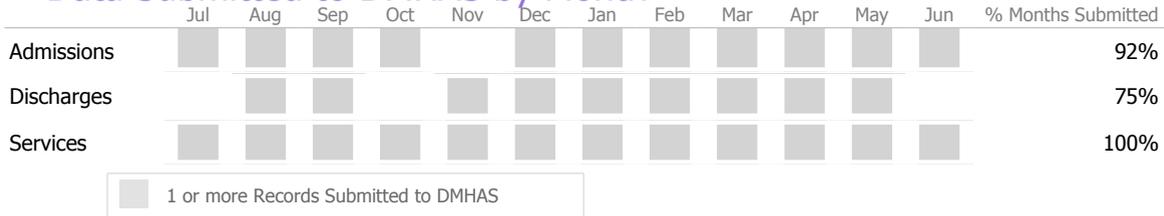


\* State Avg based on 10 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	19	74% ▲
Admits	26	20	30% ▲
Discharges	13	13	0%
Service Hours	297	73	

### 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	39	-13% ▼
Admits	5	8	-38% ▼
Discharges	34	10	240% ▲
Service Hours	750	1,249	-40% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic 6 Month Updates	N/A	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	85%	50%	56%	35% ▲

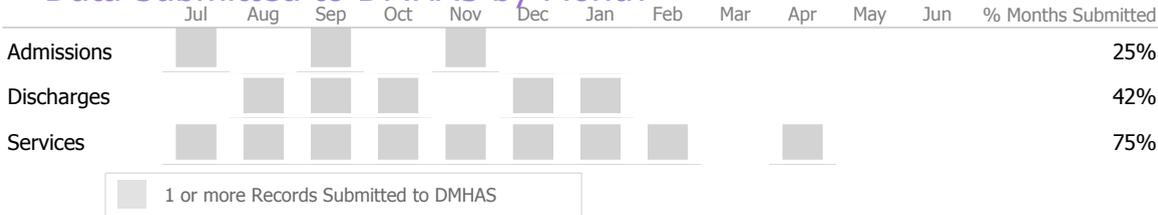
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		27	79%	60%	65%	19% ▲
✓ Stable Living Situation		32	94%	80%	82%	14% ▲
● Employed		4	12%	20%	12%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	67%	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	524	509	3%
Admits	121	128	-5%
Discharges	91	109	-17% ▼
Service Hours	12,787	8,841	45% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	73%	78%
SA Screen Complete	75%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	94%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	21%	50%	42%	-29% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		344	65%	60%	69%	5%
Stable Living Situation		504	96%	95%	86%	1%
Employed		114	22%	30%	22%	-8%
Improved/Maintained Axis V GAF Score		298	65%	75%	53%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		432	99%	90%	86%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		107	88%	75%	65%	13% ▲

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	51	20% ▲
Admits	41	27	52% ▲
Discharges	34	22	55% ▲
Transfers - In	3	6	-50% ▼
Transfers - Out	11	11	0%
Bed Days	7,188	7,255	-1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		29	85%	95%	57%	-10% ▼
✔ No Re-admit within 30 Days of Discharge		32	94%	85%	90%	9%
● Follow-up within 30 Days of Discharge		20	69%	90%	54%	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		34	67%	95%	28%	-28% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	93%	91%
On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	100%	64%
Cooccurring	Actual	State Avg
✔ MH Screen Complete	93%	88%
✔ SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	72%
✔ Valid Axis V GAF Score	67%	11%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		20	237 days	0.2	98%	90%	104%	8%

Legend: ■ < 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	■	■	■	■	■		■	■	■	■	■	■	92%
Discharges	■	■	■	■	■		■	■	■	■	■	■	92%

Legend: ■ 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

**CORP Post-Release**

Southwest Connecticut Mental Health System

Forensic MH - Forensics Community-based - Re-entry Programs

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

### 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	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

 > 10% Over     < 10% Under

 Actual     Goal     Goal Met     Below Goal

\* State Avg based on 2 Active Re-entry Programs Programs

# Crisis Outreach

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

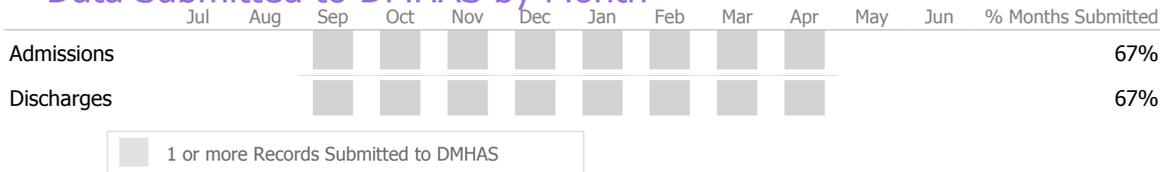
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	186	33	464% ▲
Admits	217	30	623% ▲
Discharges	217	33	558% ▲

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		117	55%	75%	64%	-20% ▼
✓ Community Location Evaluation		203	96%	80%	64%	16% ▲
✓ Follow-up Service within 48 hours		42	93%	90%	53%	3%

## 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	134	124	8%
Admits	51	33	55% ▲
Discharges	66	44	50% ▲
Service Hours	5,171	3,256	59% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	96%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	82%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		43	65%	65%	69%	0%

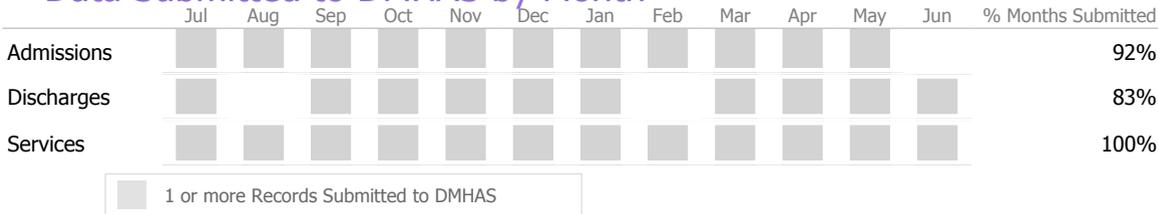
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		123	90%	80%	92%	10%
✓ Social Support		97	71%	60%	80%	11% ▲
● Employed		8	6%	20%	12%	-14% ▼
● Improved/Maintained Axis V GAF Score		57	45%	95%	60%	-50% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		70	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    |    Goal    
 ✓ Goal Met    
 ● Below Goal

\* State Avg based on 44 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	179	179	0%
Admits	47	62	-24% ▼
Discharges	46	46	0%
Service Hours	9,911	6,129	62% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	83%
SA Screen Complete	96%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	71%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	54%	65%	69%	-11% ▼

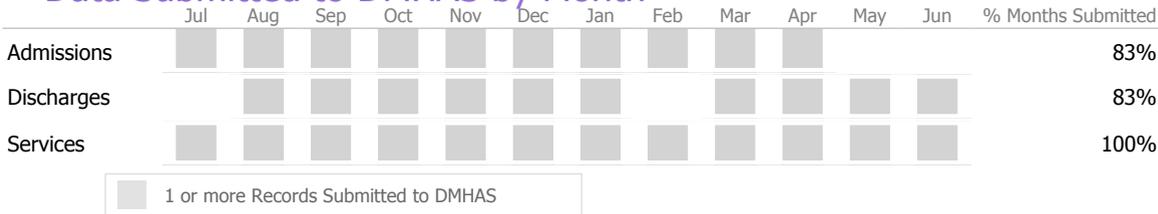
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		131	73%	60%	80%	13% ▲
Stable Living Situation		164	91%	80%	92%	11% ▲
Employed		14	8%	20%	12%	-12% ▼
Improved/Maintained Axis V GAF Score		118	70%	95%	60%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		134	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 44 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	245	-32% ▼
Admits	24	33	-27% ▼
Discharges	46	102	-55% ▼
Service Hours	4,241	3,357	26% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	88%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	55%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		33	72%	50%	42%	22% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		58	34%	30%	22%	4%
Improved/Maintained Axis V GAF Score		126	83%	75%	53%	8%
Stable Living Situation		158	93%	95%	86%	-2%
Social Support		87	51%	60%	69%	-9%

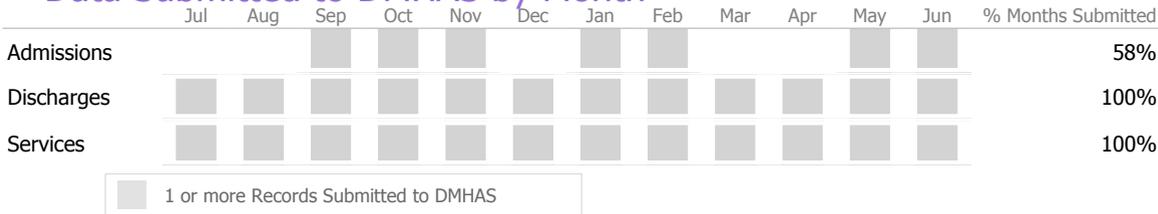
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		121	98%	90%	86%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		21	88%	75%	65%	13% ▲

### 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	194	158	23% ▲
Admits	96	160	-40% ▼
Discharges	91	57	60% ▲
Service Hours	2,775	1,393	99% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		32	35%	50%	56%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		182	91%	80%	82%	11% ▲
✓ Employed		57	29%	20%	12%	9%
● Social Support		115	58%	60%	65%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		107	98%	90%	67%	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

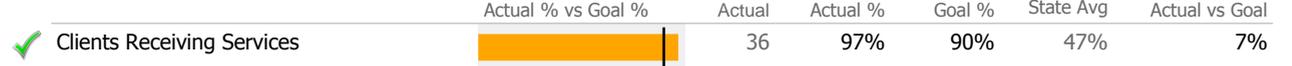
■ Actual    |    Goal    
 ✓ Goal Met    
 ● Below Goal

\* State Avg based on 31 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	181	196	-8%
Admits	153	162	-6%
Discharges	151	170	-11% ▼
Service Hours	501	735	-32% ▼

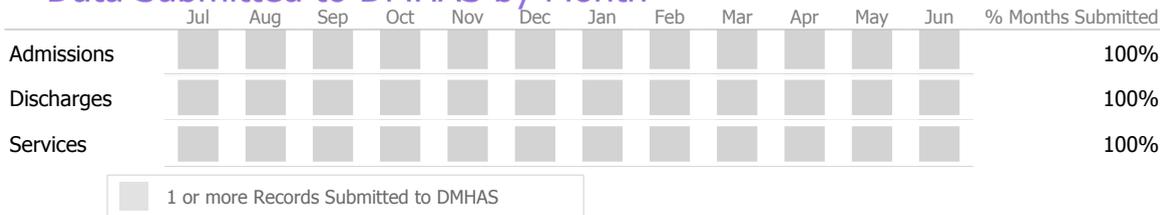
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

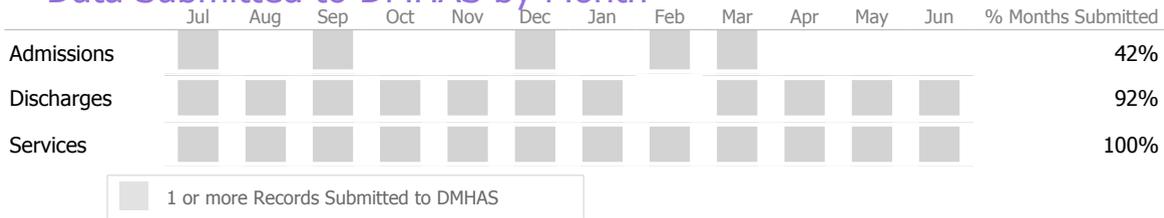
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	67	-64% ▼
Admits	7	65	-89% ▼
Discharges	18	52	-65% ▼
Service Hours	619	359	72% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

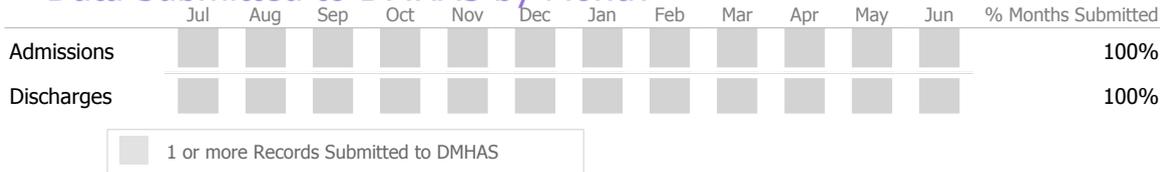
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	245	318	-23% ▼
Admits	280	371	-25% ▼
Discharges	281	373	-25% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		179	64%	75%	64%	-11% ▼
✓ Community Location Evaluation		263	94%	80%	64%	14% ▲
✓ Follow-up Service within 48 hours		46	96%	90%	53%	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

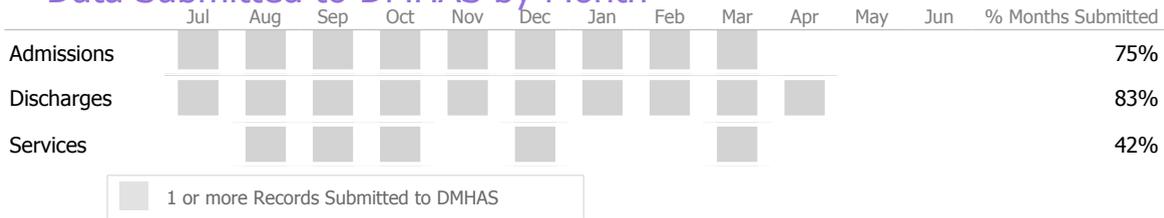
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	25	-20% ▼
Admits	15	18	-17% ▼
Discharges	20	20	0%
Service Hours	15	12	26% ▲

### 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 Shelter CM

Southwest Connecticut Mental Health System

Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	112	-99% ▼
Admits	-	-	
Discharges	1	111	-99% ▼
Service Hours	-	1	-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

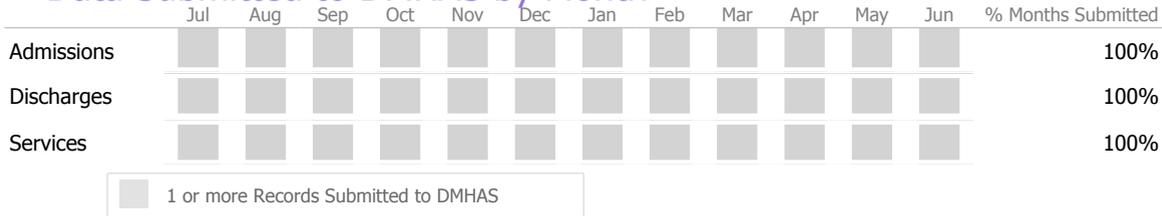
Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	46	237% ▲
Admits	155	46	237% ▲
Discharges	154	42	267% ▲
Service Hours	616	148	

## 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	31	28	11% ▲
Admits	18	10	80% ▲
Discharges	15	14	7%
Service Hours	1,481	1,544	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	99%
Valid Axis V GAF Score	81%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	47%	50%	42%	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		30	91%	60%	69%	31% ▲
Employed		9	27%	30%	22%	-3%
Stable Living Situation		29	88%	95%	86%	-7%
Improved/Maintained Axis V GAF Score		14	67%	75%	53%	-8%

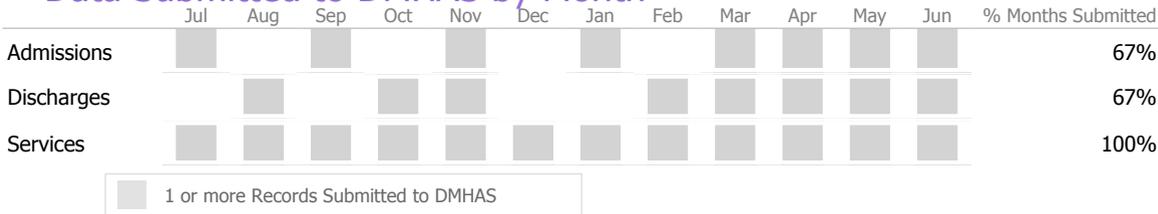
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	86%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		17	100%	75%	65%	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	0	2	▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over
 < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	175	-89% ▼
Admits	-	88	-100% ▼
Discharges	20	160	-88% ▼
Service Hours	-	580	-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

# 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 2015 - June 2016 (Data as of Sep 12, 2016)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	43	▼
Admits	-	-	
Discharges	-	43	-100% ▼
Service Hours	-	208	-100% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic 6 Month Updates	N/A	65%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	12%	-20% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	67%	N/A ▼

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 31 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	223	253	-12% ▼
Admits	9	23	-61% ▼
Discharges	51	38	34% ▲
Service Hours	1,736	1,718	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	77%	78%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	87%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	63%	50%	42%	13% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		222	99%	95%	86%	4%
Social Support		143	64%	60%	69%	4%
Improved/Maintained Axis V GAF Score		158	72%	75%	53%	-3%
Employed		37	17%	30%	22%	-13% ▼

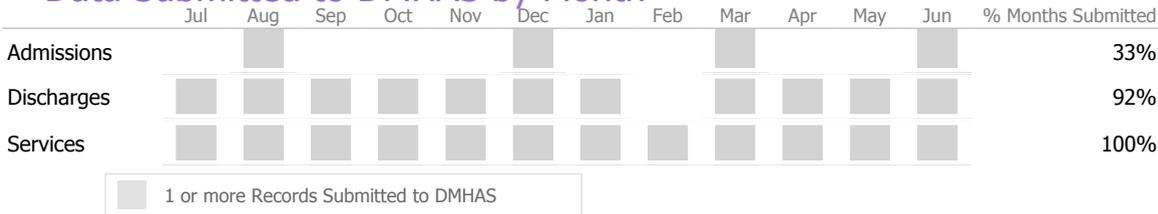
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	100%	90%	86%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	33%	75%	65%	-42% ▼

### 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 - June 2016 (Data as of Sep 12, 2016)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	10	-90% ▼
Admits	1	10	-90% ▼
Discharges	1	10	-90% ▼
Service Hours	-	3	-100% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								■					8%
Discharges								■					8%
Services													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	149	170	-12% ▼
Admits	16	18	-11% ▼
Discharges	20	36	-44% ▼
Service Hours	1,839	1,542	19% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic		
6 Month Updates	99%	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	40%	50%	56%	-10% ▼

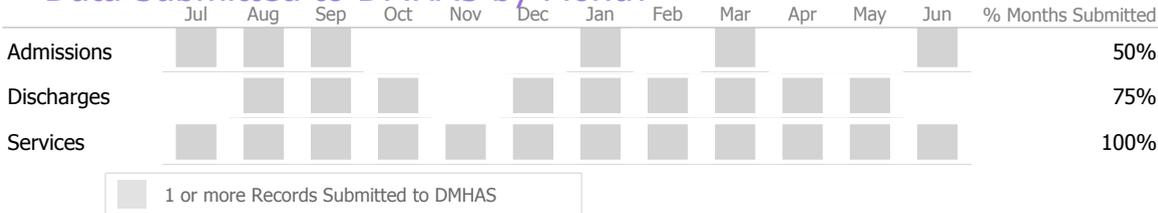
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		126	84%	60%	65%	24% ▲
Employed		60	40%	20%	12%	20% ▲
Stable Living Situation		149	99%	80%	82%	19% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		129	99%	90%	67%	9%

### 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