

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,281	2,775	-18%	▼
	Admits	792	709	12%	▲
	Discharges	662	813	-19%	▼
	Service Hours	20,071	10,662	88%	▲
	Bed Days	5,635	5,665	-1%	

▲ > 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	894	34.5%
	Case Management	464	17.9%
	Crisis Services	257	9.9%
	Community Support	248	9.6%
	Intake	189	7.3%
	Other	186	7.2%
	Inpatient Services	79	3.0%
	ACT	56	2.2%
	Forensic MH	Forensics Community-based	219

Client Demographics

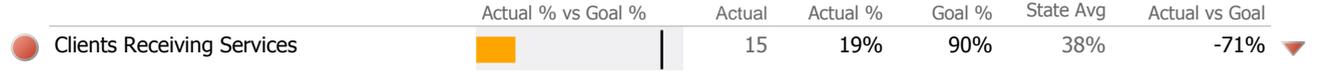
Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	246	11%	13%	Male	1,284	56%	58%	
26-34	367	16%	22%	Female	997	44%	42%	
35-44	394	17%	19%	Race	White/Caucasian	863	39%	▼ 66%
45-54	528	23%	24%		Black/African American	702	32%	▲ 16%
55-64	548	24%	17%		Other	580	26%	▲ 13%
65+	197	9%	5%		Asian	20	1%	1%
					Unknown	20	1%	3%
					Multiple Races	10	0%	1%
Ethnicity	#	%	State Avg	Hawaiian/Other Pacific Islander	8	0%	0%	
Non-Hispanic	1,591	70%	75%	Am. Indian/Native Alaskan	2	0%	0%	
Hisp-Puerto Rican	265	12%	12%					
Hispanic-Other	259	11%	6%					
Unknown	129	6%	5%					
Hispanic-Mexican	26	1%	1%					
Hispanic-Cuban	11	0%	0%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	134	-2%
Admits	76	74	3%
Discharges	65	102	-36% ▼
Service Hours	91	62	46% ▲

Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	171	161	6%
Admits	4	8	-50% ▼
Discharges	3	5	-40% ▼
Service Hours	767	285	169% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	57%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		164	96%	80%	86%	16% ▲
● Social Support		76	44%	60%	68%	-16% ▼
● Employed		5	3%	20%	11%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		158	94%	90%	77%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
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	396	-72% ▼
Admits	112	-	
Discharges	1	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█			33%
Discharges	█			33%

█ 1 or more Records Submitted to DMHAS

▲ > 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	64	-97% ▼
Admits	-	11	-100% ▼
Discharges	2	12	-83% ▼
Service Hours	2	353	-99% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
On-Time Periodic 6 Month Updates	N/A	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	57%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	80%	86%	20% ▲
● Social Support		1	50%	60%	68%	-10%
● Employed		0	0%	20%	11%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	77%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				33%

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	56	27	107% ▲
Admits	1	5	-80% ▼
Discharges	6	1	500% ▲
Service Hours	965	284	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	97%
On-Time Periodic		
6 Month Updates	87%	77%
Cooccurring		
MH Screen Complete	50%	79%
SA Screen Complete	50%	74%
Diagnosis		
Valid Axis I Diagnosis	98%	92%
Valid Axis V GAF Score	93%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	65%	43%	-15% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	93%	-2%
Follow-up within 30 Days of Discharge		0	0%	90%	32%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		41	73%	60%	88%	13% ▲
Social Support		38	68%	60%	73%	8%
Employed		0	0%	15%	7%	-15% ▼
Improved/Maintained Axis V GAF Score		26	58%	85%	46%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		50	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* 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	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	67%
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%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 93 Active Standard Outpatient Programs

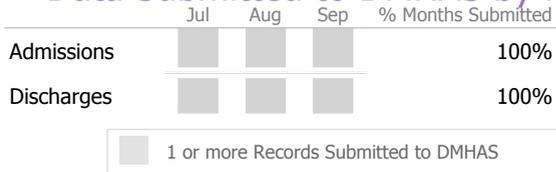
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	104	67% ▲
Admits	198	110	80% ▲
Discharges	199	111	79% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	65%	-75% ▼
✓ Community Location Evaluation		96	98%	80%	56%	18% ▲
● Follow-up Service within 48 hours		0	0%	90%	49%	-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	27	29	-7%
Admits	6	8	-25% ▼
Discharges	3	4	-25% ▼
Transfers - In	1	-	
Transfers - Out	3	4	-25% ▼
Bed Days	1,928	1,911	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	95%	56%	5%
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	87%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	48%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		7	41%	95%	32%	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93% / 86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91% / 46%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 85%
✓ SA Screen Complete		100% / 68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		85% / 64%
✓ Valid Axis V GAF Score		41% / 36%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	274 days	0.8	100%	90%	105%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%

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	26	25	4%
Admits	-	-	
Discharges	5	4	25% ▲
Transfers - In	5	5	0%
Bed Days	1,928	1,929	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	95%	56%	5%
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	87%	15% ▲
● Follow-up within 30 Days of Discharge		4	80%	90%	48%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		18	86%	95%	32%	-9%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	537 days	0.8	100%	90%	105%	10%



* State Avg based on 29 Active Acute Psychiatric Programs

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		46%
Cooccurring	Actual	State Avg
MH Screen Complete		85%
SA Screen Complete		68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		64%
✓ Valid Axis V GAF Score		36%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				100%

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	13	20	-35% ▼
Discharges	10	16	-38% ▼
Service Hours	122	124	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	81	4%
Admits	8	11	-27% ▼
Discharges	9	6	50% ▲
Service Hours	3,379	2,780	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	96%
Valid Axis V GAF Score	88%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	56%	50%	38%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		68	81%	60%	65%	21% ▲
● Stable Living Situation		79	94%	95%	83%	-1%
● Improved/Maintained Axis V GAF Score		45	70%	75%	48%	-5%
● Employed		3	4%	30%	19%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	95%	90%	71%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	88%	75%	63%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

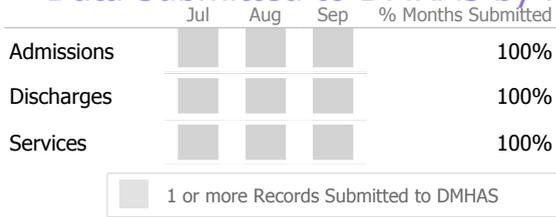
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	256	-44% ▼
Admits	84	96	-13% ▼
Discharges	84	123	-32% ▼
Service Hours	609	386	58% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

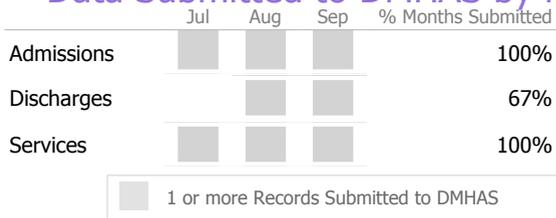
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	1	1100% ▲
Admits	5	1	400% ▲
Discharges	2	1	100% ▲
Service Hours	60	-	

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	32	0%
Admits	3	1	200% ▲
Discharges	3	2	50% ▲
Service Hours	461	243	90% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	57%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	78%	60%	68%	18% ▲
✓ Stable Living Situation		31	97%	80%	86%	17% ▲
● Employed		4	12%	20%	11%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	77%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
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	435	412	6%
Admits	30	26	15% ▲
Discharges	18	37	-51% ▼
Service Hours	4,530	1,531	196% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	85%	78%
SA Screen Complete	85%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	96%
Valid Axis V GAF Score	89%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	28%	50%	38%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		278	64%	60%	65%	4%
Stable Living Situation		415	95%	95%	83%	0%
Employed		102	23%	30%	19%	-7%
Improved/Maintained Axis V GAF Score		217	59%	75%	48%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		414	99%	90%	71%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		30	100%	75%	63%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	26	23% ▲
Admits	12	7	71% ▲
Discharges	10	6	67% ▲
Transfers - Out	3	1	200% ▲
Bed Days	1,779	1,825	-3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	80%	95%	56%	-15% ▼
✓ No Re-admit within 30 Days of Discharge		9	90%	85%	87%	5%
● Follow-up within 30 Days of Discharge		7	88%	90%	48%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	87%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	46%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	85%
✓ SA Screen Complete	100%	68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	64%
✓ Valid Axis V GAF Score	78%	36%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		13	72%	95%	32%	-23% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				20	199 days	0.6	97%	90%	105%	7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	% 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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	13	15% ▲
Admits	16	10	60% ▲
Discharges	13	12	8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		6	38%	75%	65%	-37% ▼
✓ Community Location Evaluation		14	88%	80%	56%	8%
● Follow-up Service within 48 hours		0	0%	90%	49%	-90% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

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	92	101	-9%
Admits	8	5	60% ▲
Discharges	4	17	-76% ▼
Service Hours	975	608	60% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	97%
On-Time Periodic		
6 Month Updates	89%	92%
Cooccurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis		
Valid Axis I Diagnosis	95%	96%
Valid Axis V GAF Score	86%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	63%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		82	88%	80%	92%	8%
Social Support		62	67%	60%	79%	7%
Employed		3	3%	20%	11%	-17% ▼
Improved/Maintained Axis V GAF Score		11	15%	95%	53%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		85	96%	90%	94%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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	155	135	15% ▲
Admits	22	18	22% ▲
Discharges	7	15	-53% ▼
Service Hours	4,862	1,152	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	87%	92%

Cooccurring	Actual	State Avg
MH Screen Complete	90%	83%
SA Screen Complete	95%	82%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	96%
Valid Axis V GAF Score	96%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges		■	■	67%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	29%	65%	63%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		109	70%	60%	79%	10%
Stable Living Situation		140	90%	80%	92%	10%
Employed		5	3%	20%	11%	-17% ▼
Improved/Maintained Axis V GAF Score		76	64%	95%	53%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		146	99%	90%	94%	9%

▲ > 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	147	244	-40% ▼
Admits	2	30	-93% ▼
Discharges	13	34	-62% ▼
Service Hours	925	743	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	97%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			█	33%
Discharges	█	█	█	100%
Services	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	46%	50%	38%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		50	34%	30%	19%	4%
Improved/Maintained Axis V GAF Score		113	78%	75%	48%	3%
Stable Living Situation		136	93%	95%	83%	-2%
Social Support		70	48%	60%	65%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		130	97%	90%	71%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	63%	25% ▲

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124		
Admits	21	-	
Discharges	21	-	
Service Hours	617	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	96%
On-Time Periodic		
6 Month Updates	97%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	43%	50%	57%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		118	95%	80%	86%	15% ▲
✓ Employed		33	27%	20%	11%	7%
● Social Support		70	56%	60%	68%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		101	98%	90%	77%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	89	86	3%
Admits	55	43	28% ▲
Discharges	59	38	55% ▲
Service Hours	160	153	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	38%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		16	84%	0%	17%	84% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	4	375% ▲
Admits	2	-	
Discharges	4	-	
Service Hours	171	21	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■		■	67%
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 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	105	-33% ▼
Admits	67	107	-37% ▼
Discharges	64	104	-38% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		42	64%	75%	65%	-11% ▼
✓ Community Location Evaluation		62	94%	80%	56%	14% ▲
● Follow-up Service within 48 hours		8	80%	90%	49%	-10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

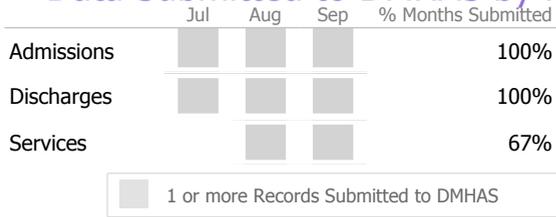
Actual | Goal Goal Met Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	7	4	75% ▲
Discharges	4	3	33% ▲
Service Hours	7	7	6%

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	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	■			33%
Services				0%

■ 1 or more Records Submitted to DMHAS

▲ > 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36		
Admits	34	-	
Discharges	34	-	
Service Hours	161	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	20	-15% ▼
Admits	2	1	100% ▲
Discharges	1	1	0%
Service Hours	293	263	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	88%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	38%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		15	88%	60%	65%	28% ▲
Employed		4	24%	30%	19%	-6%
Stable Living Situation		15	88%	95%	83%	-7%
Improved/Maintained Axis V GAF Score		3	25%	75%	48%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	71%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	63%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 93 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%	65%	-75% ▼
● Community Location Evaluation		0	0%	80%	56%	-80% ▼
● Follow-up Service within 48 hours		0	0%	90%	49%	-90% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	5	145	-97% ▼
Admits	-	70	-100% ▼
Discharges	3	65	-95% ▼
Service Hours	-	348	-100% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	■		■	67%
Services			■	33%

■ 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	0	43	▼
Admits	-	-	
Discharges	-	21	-100% ▼
Service Hours	-	102	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	11%	-20% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	80%	86%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	77%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	215	231	-7%
Admits	1	1	0%
Discharges	5	7	-29% ▼
Service Hours	465	368	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	95%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	50%	38%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		178	87%	75%	48%	12% ▲
Social Support		140	65%	60%	65%	5%
Stable Living Situation		212	98%	95%	83%	3%
Employed		37	17%	30%	19%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		206	98%	90%	71%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	63%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 93 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	9		▼
Admits	-	9	-100%	▼
Discharges	-	8	-100%	▼
Service Hours	-	3	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	136	162	-16% ▼
Admits	3	11	-73% ▼
Discharges	3	10	-70% ▼
Service Hours	425	309	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	57%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		115	85%	60%	68%	25% ▲
Employed		54	40%	20%	11%	20% ▲
Stable Living Situation		135	99%	80%	86%	19% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		134	99%	90%	77%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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