

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,754	1,643	7%
	Admits	1,647	1,313	25% ▲
	Discharges	1,825	1,351	35% ▲
	Service Hours	52,577	44,027	19% ▲
	Bed Days	11,167	11,059	1%

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

### Consumer Satisfaction Survey (Based on 690 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		86%	80%	88%
✓ Outcome		81%	80%	83%
● Recovery		79%	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>	Crisis Services	595	22.8%
	Outpatient	528	20.2%
	Community Support	509	19.5%
	Social Rehabilitation	262	10.0%
	Intake	258	9.9%
	Other	88	3.4%
	ACT	59	2.3%
	Residential Services	46	1.8%
	Case Management	22	0.8%
<b>Forensic MH</b>	Forensics Community-based	230	8.8%
	Crisis Services	11	0.4%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	353	20%	15%	Male	1,042	59%	60%	
26-34	310	18%	24%	Female	710	41%	40%	
35-44	257	15%	19%	Transgender	1	0%	0%	
45-54	348	20%	23%	<b>Race</b>	White/Caucasian	1,249	73%	65%
55-64	361	21%	15%		Black/African American	285	17%	17%
65+	115	7%	5%		Other	112	7%	13%
<b>Ethnicity</b>	#	%	State Avg		Unknown	30	2%	3%
Non-Hispanic	1,400	80%	75%	Multiple Races	23	1%	1%	
Hispanic-Other	150	9%	7%	Asian	18	1%	1%	
Hisp-Puerto Rican	117	7%	12%	Am. Indian/Native Alaskan	3	0%	0%	
Unknown	82	5%	5%	Hawaiian/Other Pacific Islander			0%	
Hispanic-Mexican	3	0%	1%					
Hispanic-Cuban	2	0%	0%					

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

# BHH ADULT NAE

Western Connecticut Mental Health Network  
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

## Program Activity

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

## 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%	21%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-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%	84%	N/A ▼

## 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 62%

Cooccurring	Actual	State Avg
MH Screen Complete		N/A 77%
SA Screen Complete		N/A 74%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

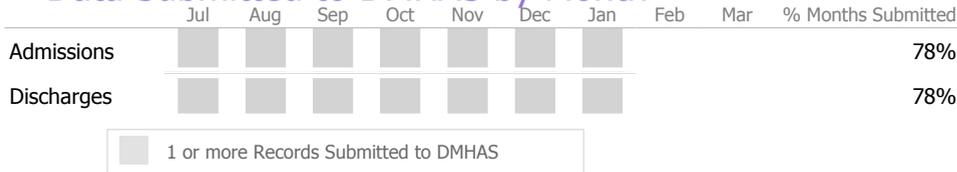
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	14	-	
Discharges	14	-	

## 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		20	100%	80%	59%	20%
Follow-up Service within 48 hours		2	100%	90%	51%	10%

## 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	69	86	-20% ▼
Admits	7	12	-42% ▼
Discharges	69	22	214% ▲
Service Hours	1,925	2,318	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic 6 Month Updates	N/A	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	97%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		67	97%	65%	69%	32% ▲

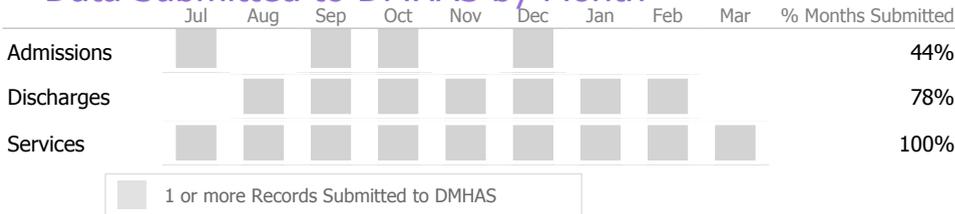
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		58	84%	60%	80%	24% ▲
Stable Living Situation		66	96%	80%	92%	16% ▲
Employed		5	7%	20%	11%	-13% ▼
Improved/Maintained Axis V GAF Score		32	46%	95%	59%	-49% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	97%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

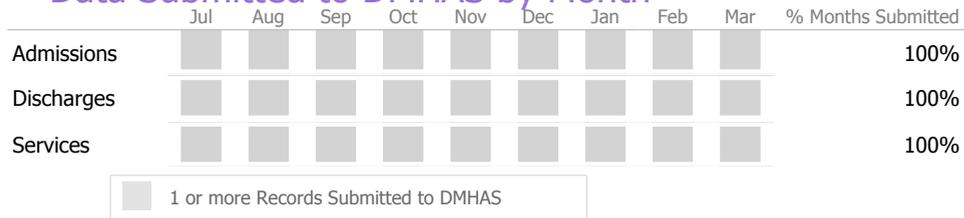
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	92	-11% ▼
Admits	26	23	13% ▲
Discharges	84	36	133% ▲
Service Hours	109	63	74% ▲

### 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

# Danbury Jail Diversion

Western Connecticut Mental Health Network

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

Connecticut Dept of Mental Health and Addiction Services

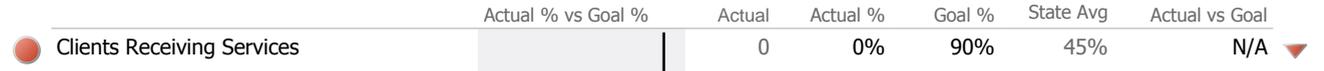
Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	31	-52% ▼
Admits	9	11	-18% ▼
Discharges	1	25	-96% ▼
Service Hours		-	

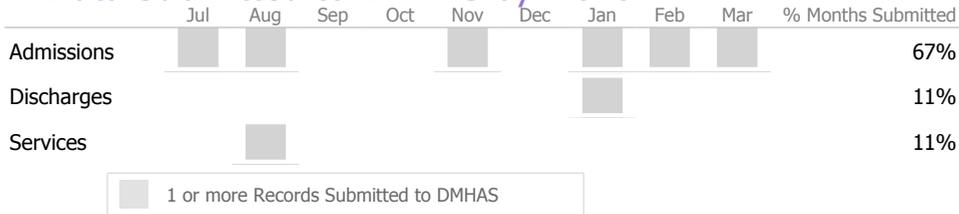
## Service Utilization



## Jail Diversion



## Data Submitted to DMHAS by Month



> 10% Over < 10% Under

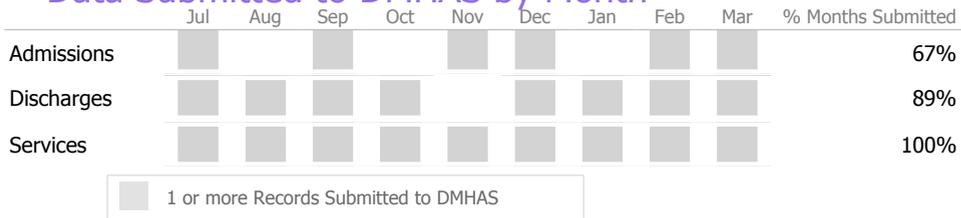
Actual | Goal Goal Met Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	26	-12% ▼
Admits	10	15	-33% ▼
Discharges	13	12	8%
Service Hours	38	54	-29% ▼

### 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	141	117	21% ▲
Admits	35	29	21% ▲
Discharges	47	12	292% ▲
Service Hours	2,218	1,146	93% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
On-Time Periodic 6 Month Updates	99%	62%
Cooccurring MH Screen Complete	93%	77%
SA Screen Complete	93%	74%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	98%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		37	79%	50%	42%	29% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		118	81%	60%	69%	21% ▲
Stable Living Situation		139	96%	95%	86%	1%
Employed		14	10%	30%	21%	-20% ▼
Improved/Maintained Axis V GAF Score		72	57%	75%	52%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		98	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		35	100%	75%	65%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		89%
Discharges	■	■	■	■	■	■		■	■	89%
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	79	1	7800% ▲
Admits	78	-	
Discharges	3	-	
Service Hours	513	26	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	62%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	77%
SA Screen Complete	77%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	97%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	42%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		64	81%	60%	69%	21% ▲
Stable Living Situation		75	95%	95%	86%	0%
Employed		7	9%	30%	21%	-21% ▼
Improved/Maintained Axis V GAF Score		4	100%	75%	52%	25% ▲

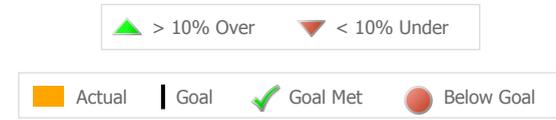
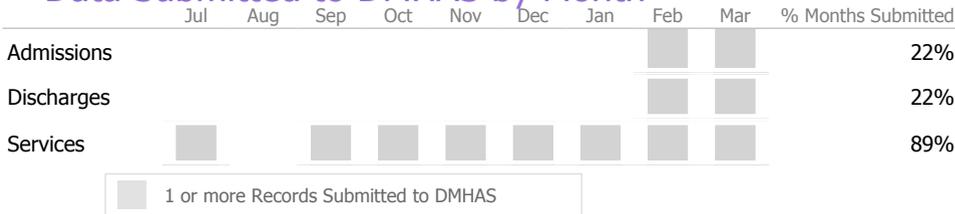
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	99%	90%	84%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		64	82%	75%	65%	7%

### Data Submitted to DMHAS by Month



\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	24	25% ▲
Admits	11	5	120% ▲
Discharges	12	4	200% ▲
Service Hours	2,799	2,624	7%
Bed Days	4,985	5,191	-4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	75%	95%	81%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		12	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		6	67%	90%	79%	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%
Cooccurring	Actual	State Avg
MH Screen Complete		97%
SA Screen Complete		97%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		69%
✓ Valid Axis V GAF Score		65%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		13	52%	75%	72%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	98%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	816 days	0.3	91%	90%	88%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■		■	■	■	■		67%
Discharges	■	■	■		■	■		■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 9 Active Transitional Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	34	15%	▲
Admits	11	12	-8%	
Discharges	7	9	-22%	▼
Service Hours	1,786	1,050	70%	▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic 6 Month Updates	84%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	28%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	65%	69%	-22% ▼

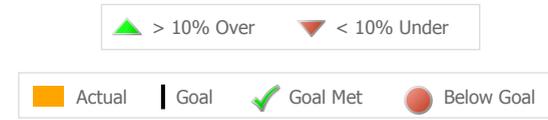
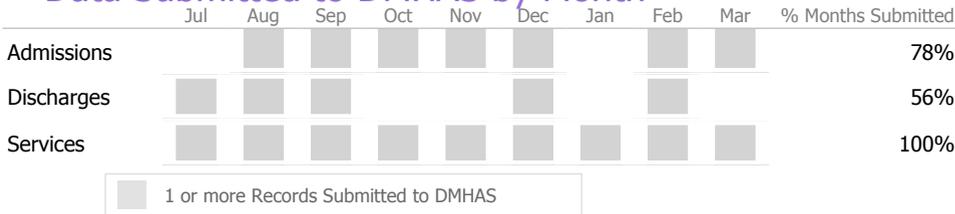
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		34	87%	60%	80%	27% ▲
Stable Living Situation		32	82%	80%	92%	2%
Employed		6	15%	20%	11%	-5%
Improved/Maintained Axis V GAF Score		21	66%	95%	59%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	100%	90%	97%	10%

### Data Submitted to DMHAS by Month

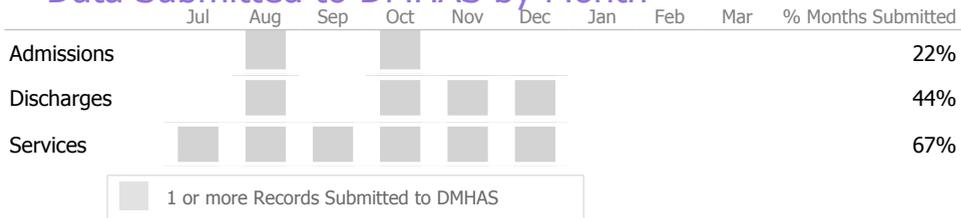


\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	3	100% ▲
Admits	5	3	67% ▲
Discharges	6	1	500% ▲
Service Hours	22	9	147% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

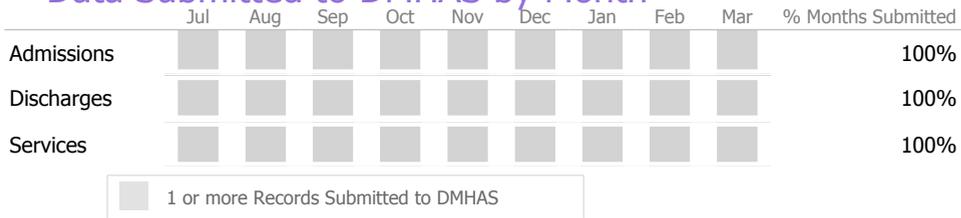
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	110	-25% ▼
Admits	51	62	-18% ▼
Discharges	74	81	-9%
Service Hours	125	146	-14% ▼

### 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	91	98	-7%
Admits	3	9	-67% ▼
Discharges	17	13	31% ▲
Service Hours	2,724	2,947	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic 6 Month Updates	99%	89%
Cooccurring MH Screen Complete	100%	80%
SA Screen Complete	100%	79%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	64%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	82%	65%	69%	17% ▲

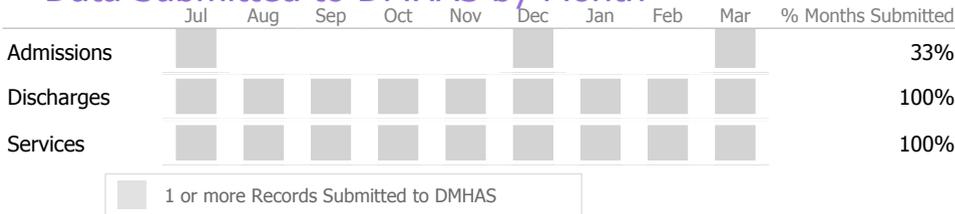
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		85	93%	60%	80%	33% ▲
Stable Living Situation		88	97%	80%	92%	17% ▲
Employed		7	8%	20%	11%	-12% ▼
Improved/Maintained Axis V GAF Score		52	58%	95%	59%	-37% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		73	99%	90%	97%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

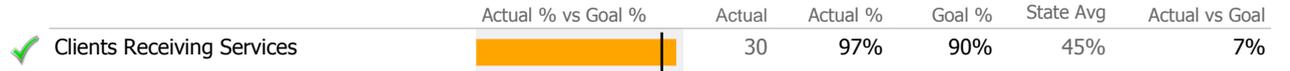
█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	58	88% ▲
Admits	76	45	69% ▲
Discharges	84	37	127% ▲
Service Hours	151	85	78% ▲

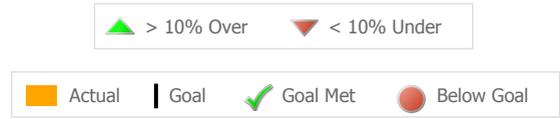
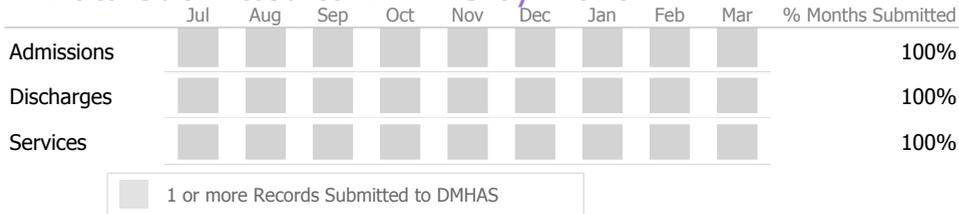
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month

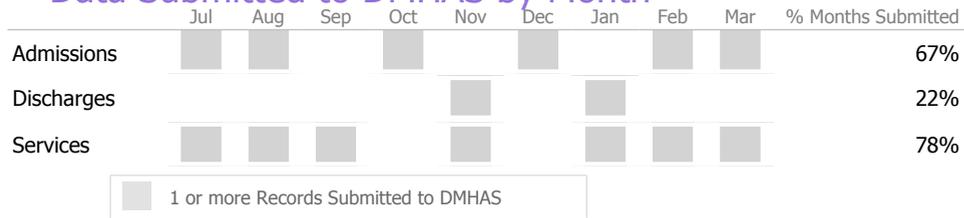


\* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	6	3	100% ▲
Discharges	2	8	-75% ▼
Service Hours	19	70	-74% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

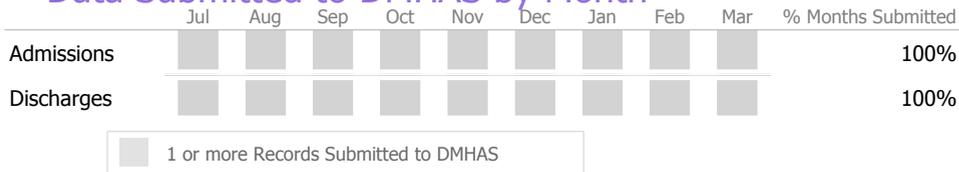
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	71	20% ▲
Admits	147	96	53% ▲
Discharges	145	98	48% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		130	61%	75%	64%	-14% ▼
✓ Community Location Evaluation		210	98%	80%	59%	18% ▲
✓ Follow-up Service within 48 hours		4	100%	90%	51%	10%

### 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	113	116	-3%
Admits	18	37	-51% ▼
Discharges	37	26	42% ▲
Service Hours	3,526	2,403	47% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic		
6 Month Updates	81%	62%
Cooccurring		
MH Screen Complete	100%	77%
SA Screen Complete	100%	74%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	74%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		31	84%	50%	42%	34% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		104	91%	60%	69%	31% ▲
Stable Living Situation		107	94%	95%	86%	-1%
Improved/Maintained Axis V GAF Score		74	73%	75%	52%	-2%
Employed		12	11%	30%	21%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		73	95%	90%	84%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	56%	75%	65%	-19% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	164	138	19% ▲
Admits	53	41	29% ▲
Discharges	53	33	61% ▲
Service Hours	4,709	3,981	18% ▲
Social Rehab/PHP/IOP Days	0	1	-100% ▼

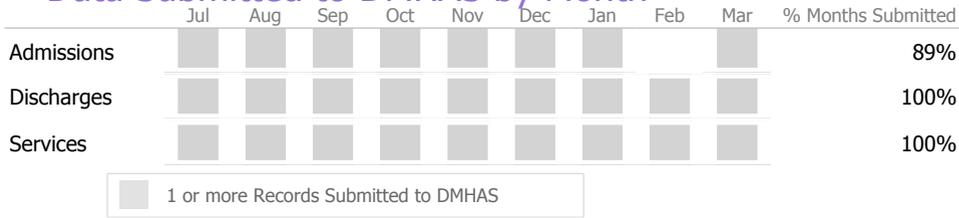
### Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	105	93%	90%	68%	3%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	3	3	0%
Discharges	4	3	33% ▲
Service Hours	1,698	1,762	-4%
Bed Days	1,449	1,560	-7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	75%	95%	81%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	93%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		97%
✓ SA Screen Complete		97%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		69%
✓ Valid Axis V GAF Score		65%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		4	57%	75%	72%	-18% ▼

### Service Utilization

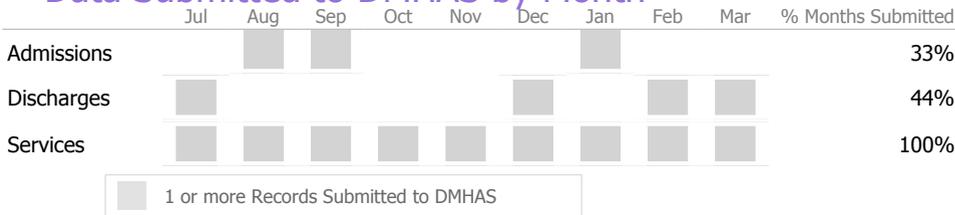
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	98%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	564 days	0.3	88%	90%	88%	-2%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

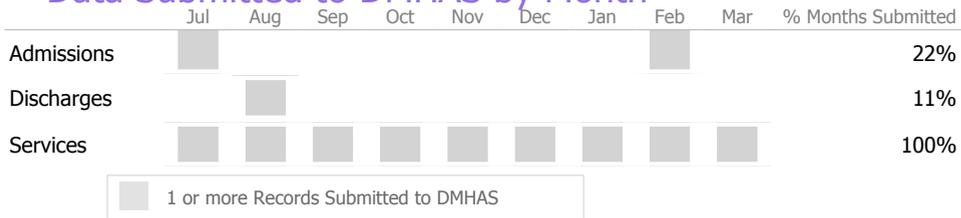
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 9 Active Transitional Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	5	-40% ▼
Admits	2	5	-60% ▼
Discharges	1	3	-67% ▼
Service Hours	36	10	

### 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	52	46	13% ▲
Admits	15	14	7%
Discharges	16	12	33% ▲
Service Hours	2,745	2,762	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic 6 Month Updates	93%	89%
Cooccurring MH Screen Complete	100%	80%
SA Screen Complete	100%	79%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	92%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	81%	65%	69%	16% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		49	94%	60%	80%	34% ▲
Stable Living Situation		45	87%	80%	92%	7%
Employed		7	13%	20%	11%	-7%
Improved/Maintained Axis V GAF Score		28	65%	95%	59%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	97%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	78%
Discharges	■	■	■	■	■	■	■	■	■	89%
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	53	51	4%
Admits	11	17	-35% ▼
Discharges	14	15	-7%
Service Hours	3,936	3,436	15% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic 6 Month Updates	88%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	92%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	93%	65%	69%	28% ▲

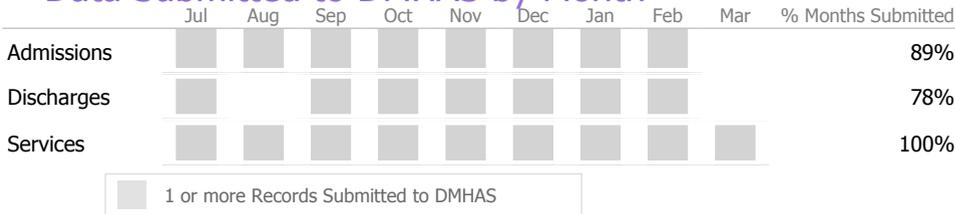
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		50	93%	60%	80%	33% ▲
Stable Living Situation		43	80%	80%	92%	0%
Employed		9	17%	20%	11%	-3%
Improved/Maintained Axis V GAF Score		27	57%	95%	59%	-38% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	100%	90%	97%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	21	5%
Admits	2	-	
Discharges	2	1	100% ▲
Service Hours	213	156	37% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	71%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	55%	0%

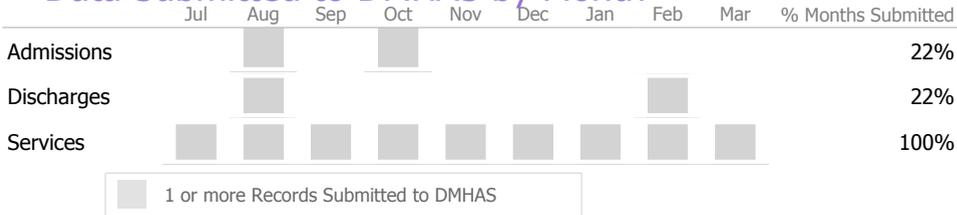
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	100%	80%	81%	20% ▲
● Social Support		13	59%	60%	64%	-1%
● Employed		0	0%	20%	10%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	90%	90%	64%	0%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

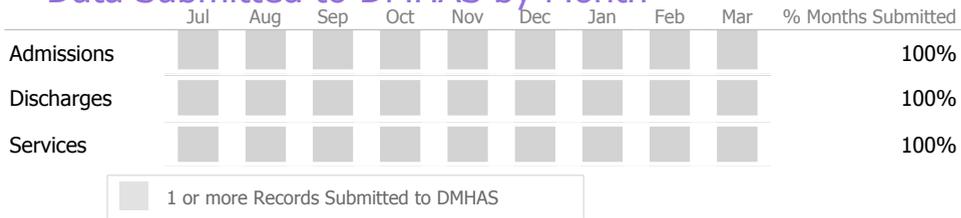
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 32 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	135	-35% ▼
Admits	51	61	-16% ▼
Discharges	82	90	-9%
Service Hours	218	188	16% ▲

### 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	59	45	31% ▲
Admits	10	29	-66% ▼
Discharges	16	5	220% ▲
Service Hours	2,234	2,048	9%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	25%	65%	45%	-40% ▼
✓ No Re-admit within 30 Days of Discharge		13	87%	85%	94%	2%
● Follow-up within 30 Days of Discharge		3	75%	90%	51%	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		74%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		80%
✓ SA Screen Complete		76%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		76%

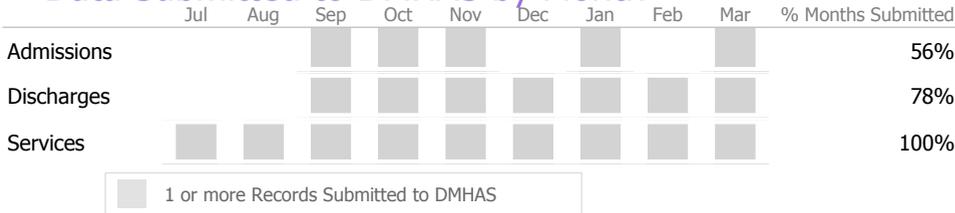
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		51	84%	60%	87%	24% ▲
✓ Social Support		49	80%	60%	74%	20% ▲
● Employed		1	2%	15%	9%	-13% ▼
● Improved/Maintained Axis V GAF Score		24	44%	85%	47%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	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

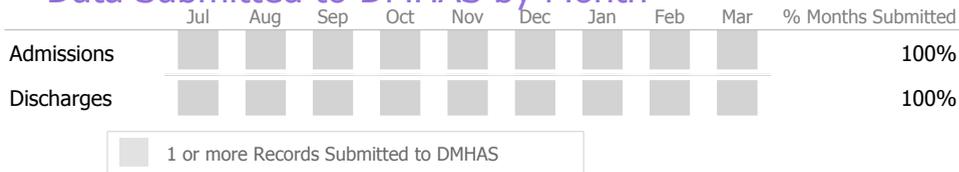
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	304	290	5%
Admits	371	329	13% ▲
Discharges	372	329	13% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		1	0%	75%	64%	-75% ▼
✓ Community Location Evaluation		538	100%	80%	59%	20% ▲
✓ Follow-up Service within 48 hours		7	100%	90%	51%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

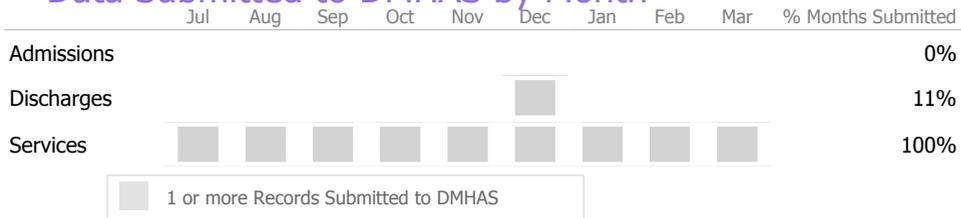
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	6	-50% ▼
Admits	-	2	-100% ▼
Discharges	1	4	-75% ▼
Service Hours	131	48	172% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	88	-18% ▼
Admits	13	20	-35% ▼
Discharges	14	21	-33% ▼
Service Hours	2,588	2,273	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	94%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	21%	65%	69%	-44% ▼

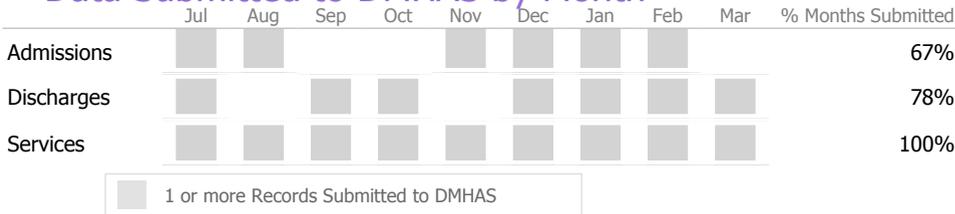
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		70	95%	60%	80%	35% ▲
Stable Living Situation		66	89%	80%	92%	9% ▲
Employed		5	7%	20%	11%	-13% ▼
Improved/Maintained Axis V GAF Score		28	44%	95%	59%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		60	98%	90%	97%	8% ▲

### 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	90	92	-2%
Admits	13	25	-48% ▼
Discharges	18	22	-18% ▼
Service Hours	2,768	2,014	37% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	98%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	33%	65%	69%	-32% ▼

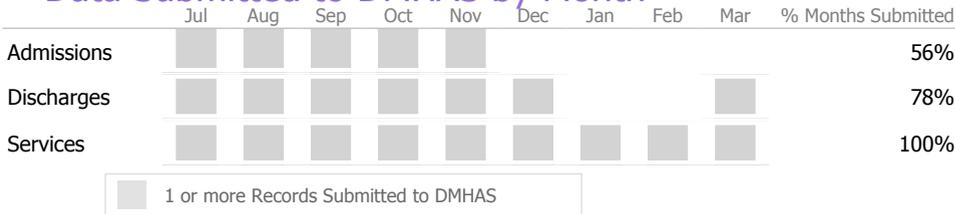
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		84	92%	60%	80%	32% ▲
Stable Living Situation		87	96%	80%	92%	16% ▲
Employed		5	5%	20%	11%	-15% ▼
Improved/Maintained Axis V GAF Score		62	72%	95%	59%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		73	100%	90%	97%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	13	-15% ▼
Admits	7	8	-13% ▼
Discharges	8	10	-20% ▼
Service Hours	440	140	
Bed Days	1,164	807	44% ▲

### Discharge Outcomes

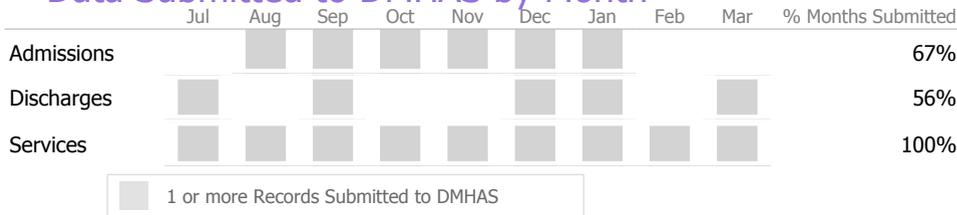
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	93%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	178 days	0.2	106%	90%	90%	16% ▲

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	71	46% ▲
Admits	86	68	26% ▲
Discharges	92	45	104% ▲
Service Hours	141	55	159% ▲

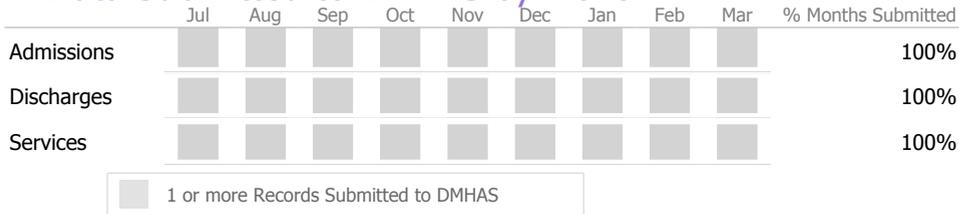
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

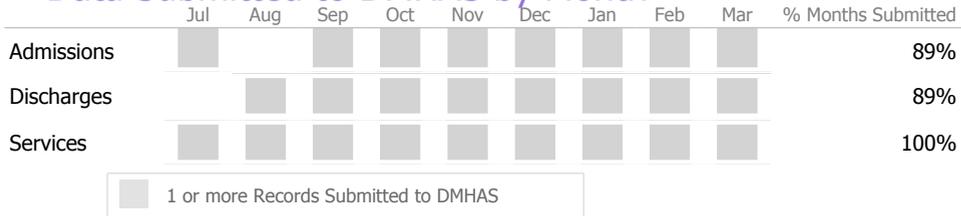
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	32	6%
Admits	14	7	100% ▲
Discharges	16	16	0%
Service Hours	189	65	193% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

# Waterbury Mentoring

Western Connecticut Mental Health Network

Mental Health - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	4		▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	-	1	-100%	▼

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 Peer Based Mentoring Programs

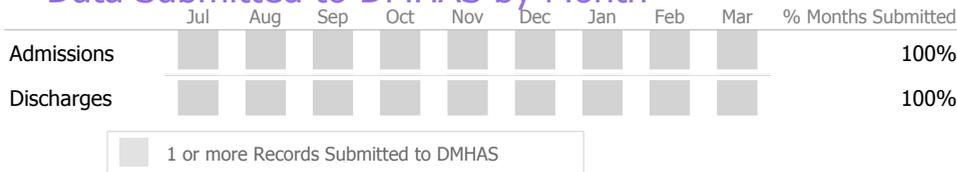
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	219	164	34% ▲
Admits	391	220	78% ▲
Discharges	391	219	79% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		383	68%	75%	64%	-7%
✓ Community Location Evaluation		555	99%	80%	59%	19% ▲
✓ Follow-up Service within 48 hours		85	100%	90%	51%	10%

### 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	227	243	-7%
Admits	28	19	47% ▲
Discharges	16	35	-54% ▼
Service Hours	3,015	2,669	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic 6 Month Updates	94%	62%
Cooccurring MH Screen Complete	100%	77%
SA Screen Complete	100%	74%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	94%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	50%	50%	42%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		197	87%	60%	69%	27% ▲
Stable Living Situation		220	97%	95%	86%	2%
Improved/Maintained Axis V GAF Score		135	66%	75%	52%	-9%
Employed		20	9%	30%	21%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		212	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		21	75%	75%	65%	0%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■			■	■	■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

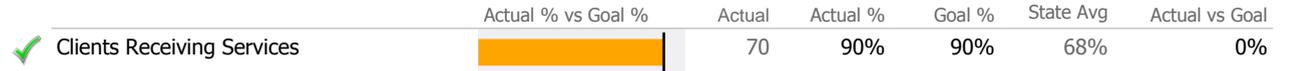
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

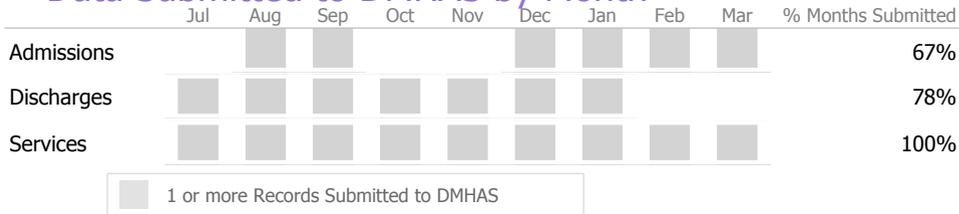
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	104	-6%
Admits	17	29	-41% ▼
Discharges	22	33	-33% ▼
Service Hours	3,559	2,842	25% ▲
Social Rehab/PHP/IOP Days	0	1	-100% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	38	-5%
Admits	29	31	-6%
Discharges	28	32	-13% ▼
Service Hours	770	562	37% ▲
Bed Days	2,416	2,380	2%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		28	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		19	100%	90%	74%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	128 days	0.2	80%	90%	86%	-10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■	■	■	■	■	■	■		■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 9 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	58	-10% ▼
Admits	11	7	57% ▲
Discharges	17	15	13% ▲
Service Hours	5,457	5,307	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	65%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	94%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	18%	65%	69%	-47% ▼

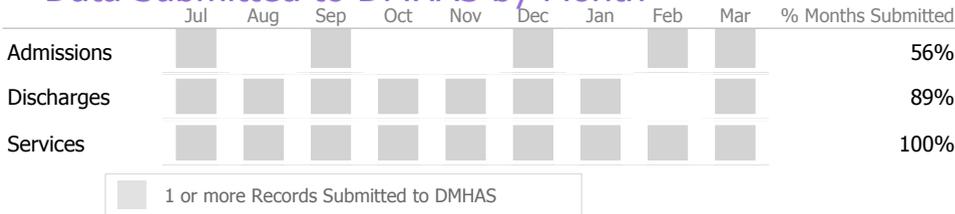
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		48	91%	60%	80%	31% ▲
Stable Living Situation		48	91%	80%	92%	11% ▲
Employed		8	15%	20%	11%	-5%
Improved/Maintained Axis V GAF Score		28	58%	95%	59%	-37% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	97%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

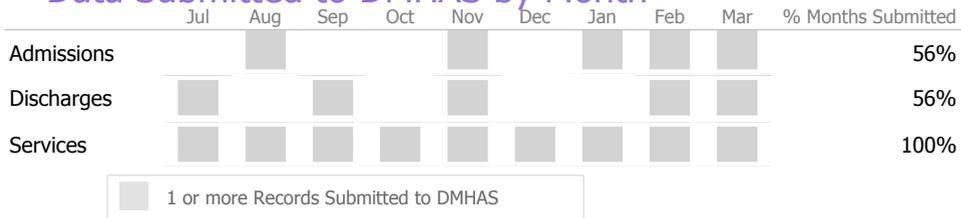
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	7	100% ▲
Admits	9	8	13% ▲
Discharges	12	5	140% ▲
Service Hours	82	20	

### 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	9	10	-10%
Admits	4	4	0%
Discharges	5	6	-17% ▼
Service Hours	1,690	737	129% ▲
Bed Days	1,153	1,121	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	69%
Valid Axis V GAF Score	89%	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	95%	81%	-75% ▼
No Re-admit within 30 Days of Discharge		4	80%	85%	93%	-5%
Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		2	33%	75%	72%	-42% ▼

### Service Utilization

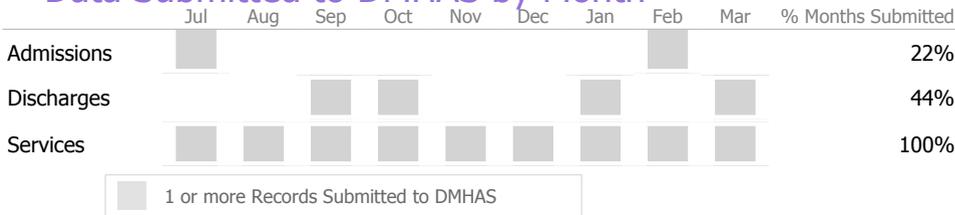
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	98%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	393 days	0.4	70%	90%	88%	-20% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 9 Active Transitional Programs