

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,347	1,235	9%
	Admits	544	417	30% ▲
	Discharges	593	428	39% ▲
	Service Hours	16,574	12,829	29% ▲
	Bed Days	3,582	3,878	-8%

▲ > 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	#	%
Mental Health	Community Support	458	25.9%
	Outpatient	434	24.6%
	Crisis Services	247	14.0%
	Social Rehabilitation	220	12.5%
	Intake	97	5.5%
	Other	58	3.3%
	ACT	53	3.0%
	Residential Services	38	2.2%
	Case Management	21	1.2%
	Recovery Support	3	0.2%
Forensic MH	Forensics Community-based	132	7.5%
	Crisis Services	6	0.3%

Client Demographics

Age	#	%	State Avg
18-25	259	19%	13%
26-34	238	18%	22%
35-44	186	14%	19%
45-54	272	20%	24%
55-64	301	22%	17%
65+	85	6%	5%

Gender	#	%	State Avg
Male	830	62%	58%
Female	516	38%	42%

Ethnicity	#	%	State Avg
Non-Hispanic	1,108	82%	75%
Hisp-Puerto Rican	92	7%	12%
Hispanic-Other	90	7%	6%
Unknown	53	4%	5%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
White/Caucasian	989	74%	66%
Black/African American	221	17%	16%
Other	84	6%	13%
Unknown	16	1%	3%
Asian	15	1%	1%
Multiple Races	13	1%	1%
Am. Indian/Native Alaskan	1	0%	0%
Hawaiian/Other Pacific Islander			0%

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

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%	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% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
6 Month Updates		67%

Cooccurring	Actual	State Avg
MH Screen Complete		78%
SA Screen Complete		76%

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

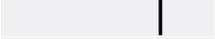
Actual Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	5	-	
Discharges	5	-	

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		6	100%	80%	56%	20% 
 Follow-up Service within 48 hours		1	100%	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	56	74	-24% ▼
Admits	5	2	150% ▲
Discharges	6	2	200% ▲
Service Hours	806	645	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	83%
SA Screen Complete	N/A	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	83%	65%	63%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		47	84%	60%	79%	24% ▲
Stable Living Situation		52	93%	80%	92%	13% ▲
Employed		4	7%	20%	11%	-13% ▼
Improved/Maintained Axis V GAF Score		26	50%	95%	53%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	98%	90%	94%	8%

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

* State Avg based on 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	33	-61% ▼
Admits	6	10	-40% ▼
Discharges	11	12	-8%
Service Hours	14	25	-43% ▼

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

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

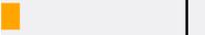
Program Quality Dashboard

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

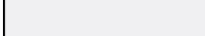
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	25	-60% ▼
Admits	3	4	-25% ▼
Discharges	-	4	-100% ▼
Service Hours		-	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		1	9%	90%	38%	-81% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Follow-up Service within 48 hours		0	0%	0%	17%	0%

Data Submitted to DMHAS by Month

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

 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	17	13	31% ▲
Admits	4	2	100% ▲
Discharges	5	2	150% ▲
Service Hours	12	11	14% ▲

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	130	102	27% ▲
Admits	9	6	50% ▲
Discharges	10	1	900% ▲
Service Hours	639	311	106% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	30%	50%	38%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		106	81%	60%	65%	21% ▲
Stable Living Situation		127	97%	95%	83%	2%
Employed		17	13%	30%	19%	-17% ▼
Improved/Maintained Axis V GAF Score		63	53%	75%	48%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		119	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		9	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	25	19	32% ▲
Admits	6	-	
Discharges	6	1	500% ▲
Service Hours	789	738	7%
Bed Days	1,572	1,664	-6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	95%	82%	5%
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		5	83%	90%	86%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		9	47%	75%	73%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	96%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	848 days	0.8	85%	90%	88%	-5%



* State Avg based on 9 Active Transitional Programs

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		86%

Cooccurring	Actual	State Avg
MH Screen Complete		89%
SA Screen Complete		89%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		79%
✓ Valid Axis V GAF Score		79%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	29	10% ▲
Admits	4	6	-33% ▼
Discharges	4	4	0%
Service Hours	456	242	89% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	57%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	94%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	63%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		28	88%	60%	79%	28% ▲
Stable Living Situation		27	84%	80%	92%	4%
Employed		4	12%	20%	11%	-8%
Improved/Maintained Axis V GAF Score		18	72%	95%	53%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	96%	90%	94%	6%

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

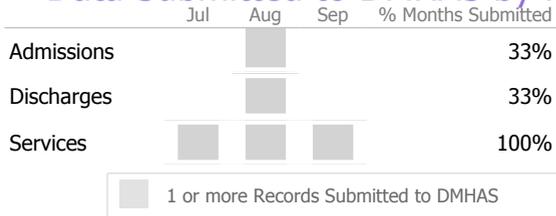
Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	1	-	
Discharges	2	-	
Service Hours	13	-	

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	42	64	-34% ▼
Admits	21	19	11% ▲
Discharges	30	14	114% ▲
Service Hours	54	31	77% ▲

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	89	93	-4%
Admits	1	3	-67% ▼
Discharges	5	4	25% ▲
Service Hours	946	863	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic 6 Month Updates	99%	92%
Cooccurring MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	100%	65%	63%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		84	94%	60%	79%	34% ▲
Stable Living Situation		86	97%	80%	92%	17% ▲
Employed		6	7%	20%	11%	-13% ▼
Improved/Maintained Axis V GAF Score		47	55%	95%	53%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		84	100%	90%	94%	10%

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

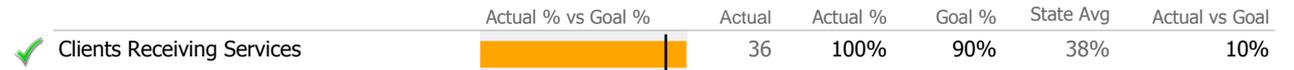
Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active CSP Programs

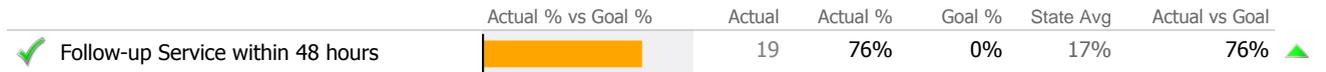
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	24	154% ▲
Admits	23	10	130% ▲
Discharges	27	12	125% ▲
Service Hours	55	20	178% ▲

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	5	9	-44% ▼
Admits	2	1	100% ▲
Discharges	-	2	-100% ▼
Service Hours	3	38	-92% ▼

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	24	50% ▲
Admits	55	25	120% ▲
Discharges	54	27	100% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		49	60%	75%	65%	-15% ▼
✓ Community Location Evaluation		81	99%	80%	56%	19% ▲
✓ Follow-up Service within 48 hours		3	100%	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	100	89	12%	▲
Admits	4	9	-56%	▼
Discharges	15	8	88%	▲
Service Hours	1,116	667	67%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	96%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	73%	50%	38%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		94	94%	60%	65%	34% ▲
Stable Living Situation		94	94%	95%	83%	-1%
Improved/Maintained Axis V GAF Score		66	73%	75%	48%	-2%
Employed		11	11%	30%	19%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		84	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		2	50%	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

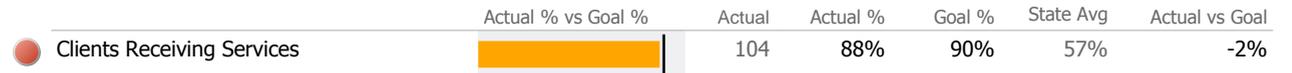
Actual | Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

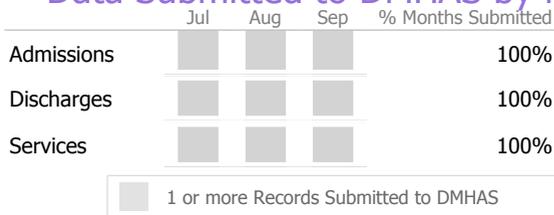
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	109	20% ▲
Admits	19	11	73% ▲
Discharges	13	11	18% ▲
Service Hours	1,502	1,258	19% ▲
Social Rehab/PHP/IOP Days	0	0	

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	7	7	0%
Admits	2	1	100% ▲
Discharges	1	3	-67% ▼
Service Hours	630	298	112% ▲
Bed Days	436	522	-16% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	95%	82%	5%
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		89%
✓ SA Screen Complete		89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		79%
✓ Valid Axis V GAF Score		79%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		2	50%	75%	73%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	96%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	450 days	0.9	79%	90%	88%	-11% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

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

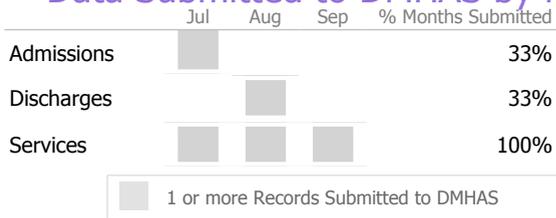
Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 9 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	1	-	
Discharges	1	-	
Service Hours	24	-	

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	37	16% ▲
Admits	6	4	50% ▲
Discharges	5	3	67% ▲
Service Hours	795	783	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	77%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	95%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	100%	65%	63%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		43	100%	60%	79%	40% ▲
Stable Living Situation		37	86%	80%	92%	6%
Employed		9	21%	20%	11%	1%
Improved/Maintained Axis V GAF Score		21	68%	95%	53%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	97%	90%	94%	7%

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	46	41	12% ▲
Admits	3	7	-57% ▼
Discharges	3	7	-57% ▼
Service Hours	1,284	973	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	65%	63%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		43	93%	60%	79%	33% ▲
Stable Living Situation		41	89%	80%	92%	9%
Employed		5	11%	20%	11%	-9%
Improved/Maintained Axis V GAF Score		22	63%	95%	53%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	100%	90%	94%	10%

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	21	21	0%
Admits	1	-	
Discharges	1	-	
Service Hours	64	36	75% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	72%

Discharge Outcomes

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

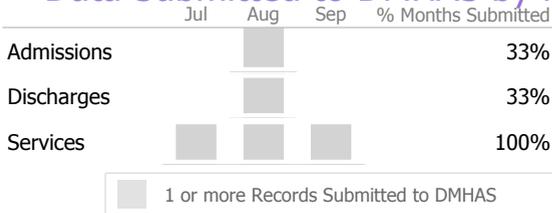
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	100%	80%	86%	20% ▲
Social Support		13	62%	60%	68%	2%
Employed		0	0%	20%	11%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	85%	90%	77%	-5%

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	37	92	-60% ▼
Admits	17	27	-37% ▼
Discharges	23	42	-45% ▼
Service Hours	43	70	-38% ▼

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	53	31	71% ▲
Admits	2	15	-87% ▼
Discharges	1	-	
Service Hours	610	566	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	43%	-65% ▼
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	32%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	82%	77%
Cooccurring		
MH Screen Complete	100%	79%
SA Screen Complete	100%	74%
Diagnosis		
Valid Axis I Diagnosis	96%	92%
Valid Axis V GAF Score	94%	85%

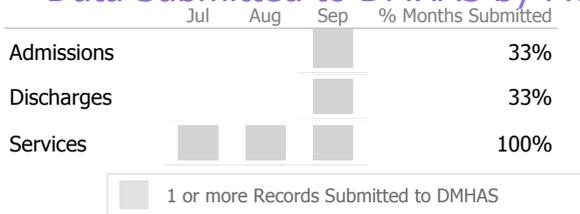
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		51	96%	60%	88%	36% ▲
Social Support		49	92%	60%	73%	32% ▲
Employed		2	4%	15%	7%	-11% ▼
Improved/Maintained Axis V GAF Score		17	42%	85%	46%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	98%	90%	97%	8%

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	116	90	29% ▲
Admits	133	98	36% ▲
Discharges	133	97	37% ▲

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		187	100%	80%	56%	20% ▲
✓ Follow-up Service within 48 hours		3	100%	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	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	102	17	

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	63	77	-18% ▼
Admits	2	8	-75% ▼
Discharges	3	12	-75% ▼
Service Hours	838	713	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	98%	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
Social Support		60	95%	60%	79%	35% ▲
Stable Living Situation		58	92%	80%	92%	12% ▲
Employed		6	10%	20%	11%	-10% ▼
Improved/Maintained Axis V GAF Score		35	58%	95%	53%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		60	100%	90%	94%	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 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	80	6%
Admits	8	13	-38% ▼
Discharges	7	10	-30% ▼
Service Hours	870	580	50% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	14%	65%	63%	-51% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		76	88%	60%	79%	28% ▲
Stable Living Situation		77	90%	80%	92%	10%
Employed		4	5%	20%	11%	-15% ▼
Improved/Maintained Axis V GAF Score		51	80%	95%	53%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	96%	90%	94%	6%

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 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	2	1	100% ▲
Discharges	3	2	50% ▲
Service Hours	95	79	20% ▲
Bed Days	239	381	-37% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	107 days	0.7	65%	90%	74%	-25% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

* State Avg based on 4 Active Respite Bed Programs

Waterbury Jail Diversion

Western Connecticut Mental Health Network

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

Connecticut Dept of Mental Health and Addiction Services

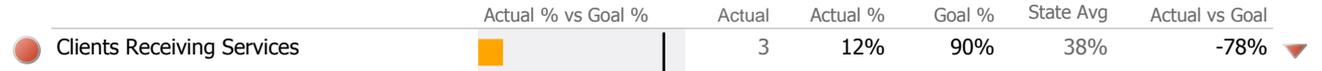
Program Quality Dashboard

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	27	111% ▲
Admits	27	22	23% ▲
Discharges	34	15	127% ▲
Service Hours	8	25	-68% ▼

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

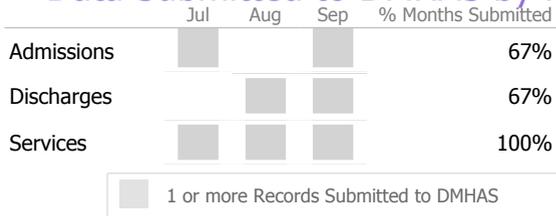
Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	27	-11% ▼
Admits	3	1	200% ▲
Discharges	2	6	-67% ▼
Service Hours	44	15	193% ▲

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	1	1	0%

Data Submitted to DMHAS by Month



* State Avg based on 2 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	66	45% ▲
Admits	135	76	78% ▲
Discharges	135	76	78% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		140	69%	75%	65%	-6%
✓ Community Location Evaluation		200	98%	80%	56%	18% ▲
✓ Follow-up Service within 48 hours		27	100%	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	205	233	-12% ▼
Admits	6	9	-33% ▼
Discharges	8	14	-43% ▼
Service Hours	821	934	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic 6 Month Updates	91%	67%
Cooccurring MH Screen Complete	100%	78%
SA Screen Complete	100%	76%
Diagnosis Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	75%	50%	38%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		173	84%	60%	65%	24% ▲
Stable Living Situation		196	96%	95%	83%	1%
Improved/Maintained Axis V GAF Score		145	74%	75%	48%	-1%
Employed		21	10%	30%	19%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		192	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		6	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

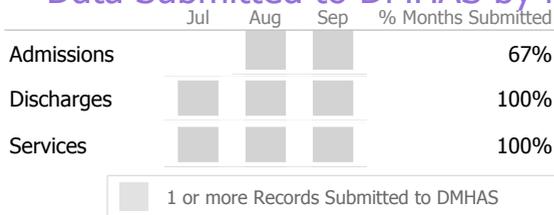
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	90	-1%
Admits	5	12	-58% ▼
Discharges	8	15	-47% ▼
Service Hours	1,311	844	55% ▲
Social Rehab/PHP/IOP Days	0	1	-100% ▼

Service Utilization



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	22	18	22% ▲
Admits	13	9	44% ▲
Discharges	12	8	50% ▲
Service Hours	276	144	92% ▲
Bed Days	809	870	-7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		12	100%	85%	92%	15% ▲
✓ Follow-up within 30 Days of Discharge		8	100%	90%	74%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	83 days	0.5	80%	90%	86%	-10%

■ < 90%
 ■ 90-110%
 ■ >110%

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 9 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	54	-11% ▼
Admits	6	3	100% ▲
Discharges	8	3	167% ▲
Service Hours	1,735	1,706	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	96%
Valid Axis V GAF Score	96%	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
Social Support		44	92%	60%	79%	32% ▲
Stable Living Situation		43	90%	80%	92%	10%
Employed		6	12%	20%	11%	-8%
Improved/Maintained Axis V GAF Score		26	67%	95%	53%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	100%	90%	94%	10%

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

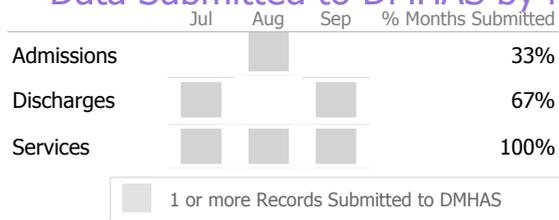
Actual | Goal Goal Met Below Goal

* State Avg based on 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	1	700% ▲
Admits	3	1	200% ▲
Discharges	6	1	500% ▲
Service Hours	37	-	

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	6	7	-14% ▼
Admits	1	-	
Discharges	1	3	-67% ▼
Service Hours	582	198	194% ▲
Bed Days	526	441	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	86%
Cooccurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis		
Valid Axis I Diagnosis	100%	79%
Valid Axis V GAF Score	100%	79%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	95%	82%	-95% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		4	80%	75%	73%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	96%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	363 days	1.0	95%	90%	88%	5%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 9 Active Transitional Programs