

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,846	3,008	-5%
	Admits	1,870	2,212	-15% ▼
	Discharges	2,005	2,162	-7%
	Service Hours	45,383	52,275	-13% ▼
	Bed Days	16,945	16,921	0%

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

Consumer Satisfaction Survey (Based on 195 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		92%	80%	92%
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Respect		88%	80%	91%
✓ Access		87%	80%	88%
✓ Outcome		84%	80%	83%
● Recovery		75%	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	1,087	32.6%
	Crisis Services	793	23.8%
	Case Management	301	9.0%
	Intake	289	8.7%
	Community Support	240	7.2%
	Other	171	5.1%
	Inpatient Services	107	3.2%
	ACT	50	1.5%
Forensic MH	Forensics Community-based	294	8.8%

Client Demographics

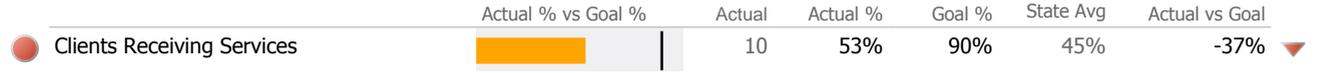
Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	353	12%	14%	Male	1,586	56%	60%	
26-34	486	17%	24%	Female	1,258	44%	40%	
35-44	492	17%	20%	Transgender	2	0%	0%	
45-54	615	22%	22%	Race	White/Caucasian	1,045	39% ▼	65%
55-64	636	22%	16%		Black/African American	840	32% ▲	17%
65+	258	9%	5%		Other	695	26% ▲	13%
					Asian	28	1%	1%
Ethnicity	Non-Hispanic	1,874	66%	74%	Unknown	23	1%	3%
	Hispanic-Other	354	12%	7%	Multiple Races	19	1%	1%
	Hisp-Puerto Rican	323	11%	12%	Hawaiian/Other Pacific Islander	7	0%	0%
	Unknown	253	9%	6%	Am. Indian/Native Alaskan	2	0%	1%
	Hispanic-Mexican	30	1%	1%				
Hispanic-Cuban	12	0%	0%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	180	212	-15% ▼
Admits	163	219	-26% ▼
Discharges	177	226	-22% ▼
Service Hours	196	136	45% ▲

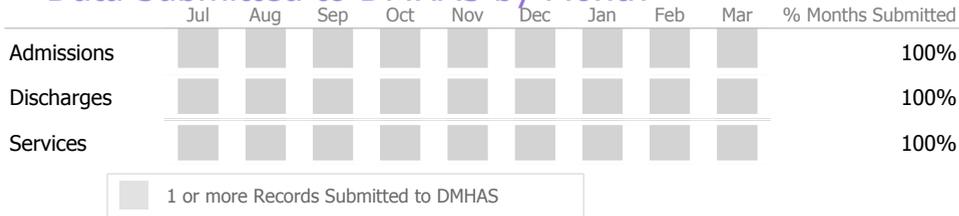
Service Utilization



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

97 Middle/Shltr Plus

Southwest Connecticut Mental Health System

Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	121	-4%
Admits	3	117	-97% ▼
Discharges	4	5	-20% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	60	-17% ▼
Admits	7	5	40% ▲
Discharges	12	16	-25% ▼
Service Hours	2,336	2,659	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	92%
SA Screen Complete	95%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	54%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	42%	65%	56%	-23% ▼
No Re-admit within 30 Days of Discharge		12	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		3	60%	90%	51%	-30% ▼

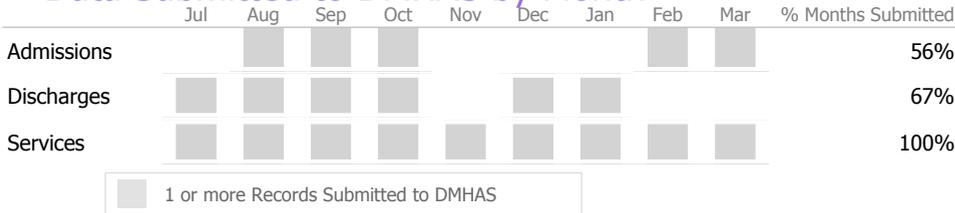
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		40	80%	60%	88%	20% ▲
Social Support		33	66%	60%	76%	6%
Employed		1	2%	15%	11%	-13% ▼
Improved/Maintained Axis V GAF Score		16	35%	85%	51%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	64%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	22%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	53%	-75% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

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

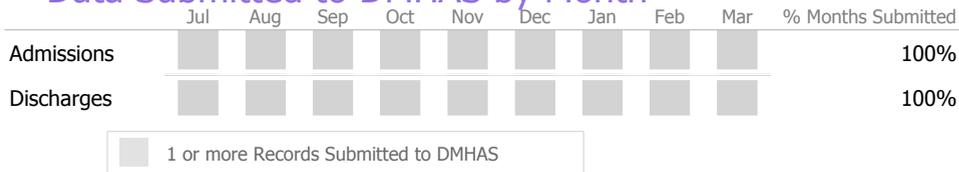
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	462	443	4%
Admits	650	606	7%
Discharges	649	607	7%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		0	0%	75%	68%	-75%
Community Location Evaluation		177	98%	80%	75%	18%
Follow-up Service within 48 hours		0	0%	90%	60%	-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	49	43	14% ▲
Admits	26	22	18% ▲
Discharges	16	15	7%
Transfers - In	5	2	150% ▲
Transfers - Out	14	8	75% ▲
Bed Days	5,726	5,742	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	88%	95%	62%	-7%
✓ No Re-admit within 30 Days of Discharge		14	88%	85%	91%	3%
● Follow-up within 30 Days of Discharge		9	64%	90%	68%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		12	33%	95%	20%	-62% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		59%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		91%
✓ SA Screen Complete		84%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		89%
✓ Valid Axis V GAF Score		19%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	259 days	0.2	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	34	21%	▲
Admits	-	-		
Discharges	17	11	55%	▲
Transfers - In	23	14	64%	▲
Transfers - Out	6	3	100%	▲
Bed Days	5,770	5,765	0%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	59%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	91%
SA Screen Complete	90%	84%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	89%
Valid Axis V GAF Score	59%	19%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	94%	95%	62%	-1%
No Re-admit within 30 Days of Discharge		16	94%	85%	91%	9%
Follow-up within 30 Days of Discharge		10	62%	90%	68%	-28%

Recovery

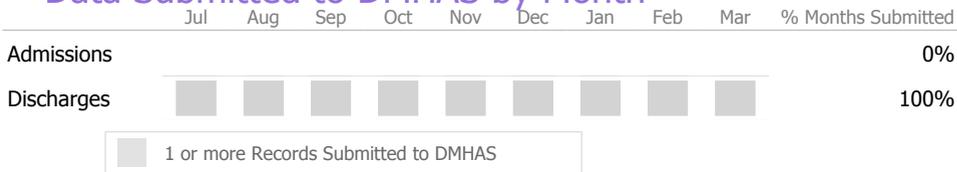
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		14	41%	95%	20%	-54%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	482 days	0.3	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	170	177	-4%
Admits	11	11	0%
Discharges	21	11	91% ▲
Service Hours	2,794	2,506	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	64%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	33%	50%	59%	-17% ▼

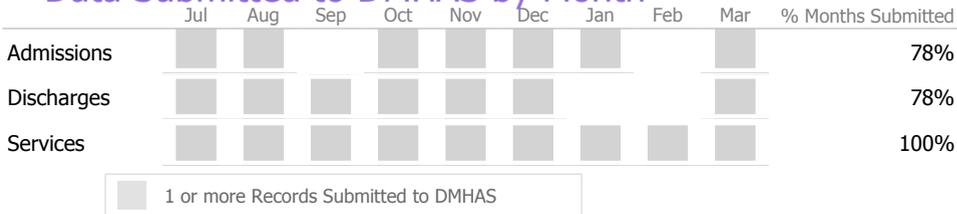
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		164	96%	80%	80%	16% ▲
Social Support		82	48%	60%	62%	-12% ▼
Employed		8	5%	20%	11%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		149	100%	90%	68%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	100	7%
Admits	27	24	13% ▲
Discharges	30	20	50% ▲
Service Hours	13,090	11,627	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	88%	82%
SA Screen Complete	88%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	86%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	63%	50%	41%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	83%	60%	68%	23% ▲
Stable Living Situation		102	95%	95%	85%	0%
Improved/Maintained Axis V GAF Score		65	68%	75%	53%	-7%
Employed		14	13%	30%	22%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		77	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		27	100%	75%	64%	25% ▲

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

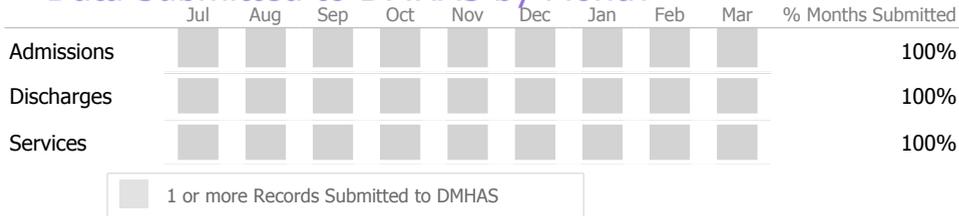
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	171	332	-48% ▼
Admits	99	241	-59% ▼
Discharges	137	259	-47% ▼
Service Hours	1,044	1,771	-41% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

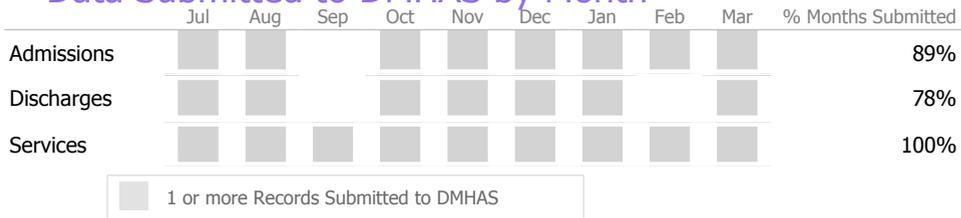
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	26	42% ▲
Admits	19	20	-5%
Discharges	24	10	140% ▲
Service Hours	90	175	-48% ▼

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	487	490	-1%
Admits	52	87	-40% ▼
Discharges	75	67	12% ▲
Service Hours	7,384	10,125	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	68%	82%
SA Screen Complete	76%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	97%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	39%	50%	41%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		315	65%	60%	68%	5%
Stable Living Situation		473	97%	95%	85%	2%
Employed		120	25%	30%	22%	-5%
Improved/Maintained Axis V GAF Score		278	60%	75%	53%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		411	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		50	96%	75%	64%	21% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	89%
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	46	51	-10%
Admits	25	30	-17% ▼
Discharges	16	25	-36% ▼
Transfers - In	5	3	67% ▲
Transfers - Out	13	8	63% ▲
Bed Days	5,449	5,414	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	59%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	91%
SA Screen Complete	95%	84%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	89%
Valid Axis V GAF Score	76%	19%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	75%	95%	62%	-20% ▼
No Re-admit within 30 Days of Discharge		15	94%	85%	91%	9%
Follow-up within 30 Days of Discharge		7	58%	90%	68%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		26	72%	95%	20%	-23% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	20	221 days	0.2	99%	90%	91%	9%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ 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	77	130	-41% ▼
Admits	8	47	-83% ▼
Discharges	27	24	13% ▲
Service Hours	2,505	3,719	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	81%	65%	68%	16% ▲

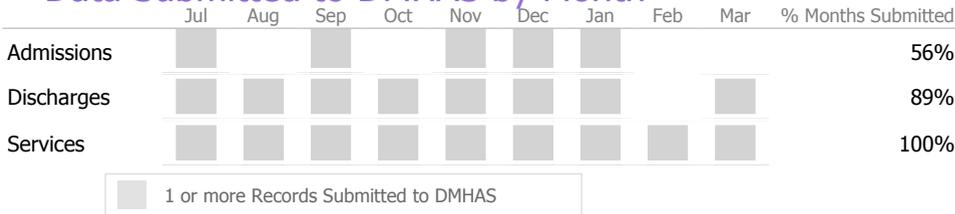
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		64	82%	60%	81%	22% ▲
Stable Living Situation		75	96%	80%	93%	16% ▲
Employed		4	5%	20%	12%	-15% ▼
Improved/Maintained Axis V GAF Score		49	67%	95%	66%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	178	-8%
Admits	29	46	-37% ▼
Discharges	29	28	4%
Service Hours	4,371	8,408	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	88%
SA Screen Complete	91%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	72%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	38%	65%	68%	-27% ▼

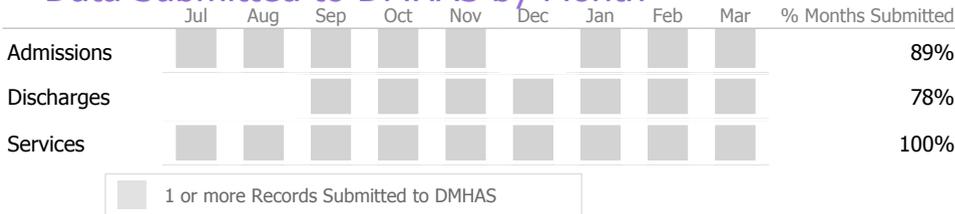
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		149	91%	80%	93%	11% ▲
Social Support		114	70%	60%	81%	10%
Employed		10	6%	20%	12%	-14% ▼
Improved/Maintained Axis V GAF Score		84	55%	95%	66%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		134	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	153	-1%
Admits	30	8	275% ▲
Discharges	25	33	-24% ▼
Service Hours	3,489	3,053	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	75%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	88%	50%	41%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		47	31%	30%	22%	1%
Stable Living Situation		143	93%	95%	85%	-2%
Social Support		82	54%	60%	68%	-6%
Improved/Maintained Axis V GAF Score		86	65%	75%	53%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		128	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		27	90%	75%	64%	15% ▲

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	159	165	-4%
Admits	52	65	-20% ▼
Discharges	21	70	-70% ▼
Service Hours	3,313	1,898	74% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic 6 Month Updates	93%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	82%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	92%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	43%	50%	41%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		150	94%	95%	85%	-1%
Social Support		87	54%	60%	68%	-6%
Employed		40	25%	30%	22%	-5%
Improved/Maintained Axis V GAF Score		92	67%	75%	53%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		139	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		49	94%	75%	64%	19% ▲

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

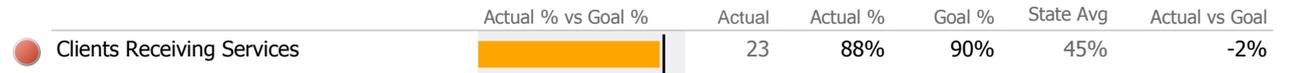
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

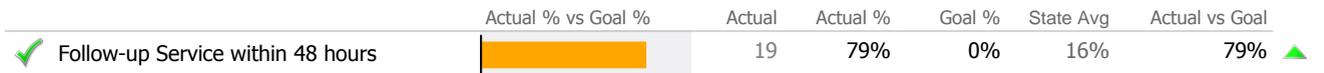
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	150	-22% ▼
Admits	83	117	-29% ▼
Discharges	93	118	-21% ▼
Service Hours	366	391	-7%

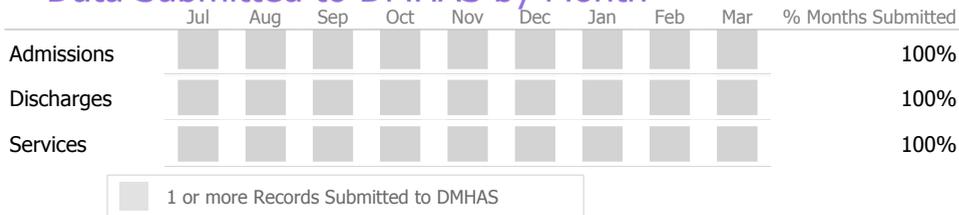
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

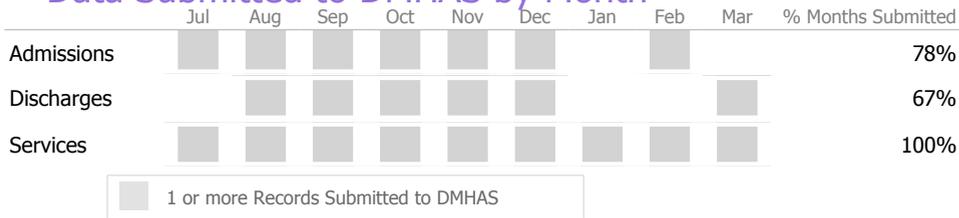
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	24	-25% ▼
Admits	12	7	71% ▲
Discharges	12	12	0%
Service Hours	58	524	-89% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

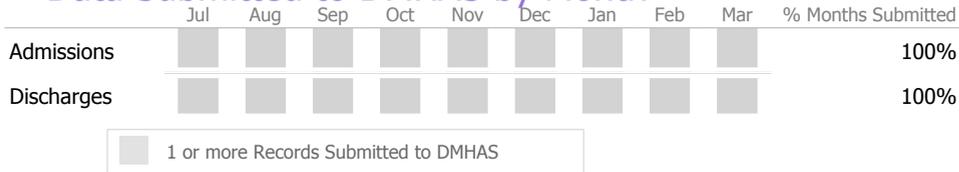
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	354	159	123% ▲
Admits	426	174	145% ▲
Discharges	423	175	142% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		270	64%	75%	68%	-11% ▼
✓ Community Location Evaluation		405	96%	80%	75%	16% ▲
✓ Follow-up Service within 48 hours		67	93%	90%	60%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

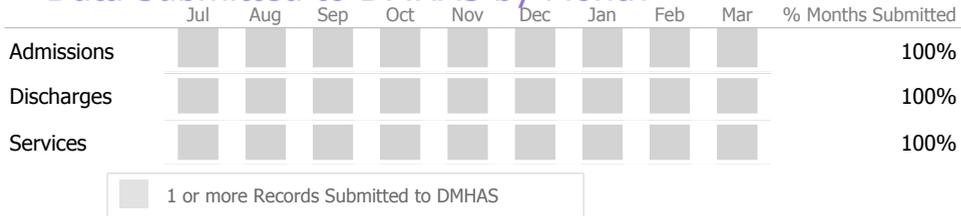
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	114	4%
Admits	115	111	4%
Discharges	115	109	6%
Service Hours	509	476	7%

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	44	25	76% ▲
Admits	26	10	160% ▲
Discharges	12	10	20% ▲
Service Hours	1,365	990	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	33%	50%	41%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		40	91%	60%	68%	31% ▲
Employed		11	25%	30%	22%	-5%
Stable Living Situation		37	84%	95%	85%	-11% ▼
Improved/Maintained Axis V GAF Score		19	70%	75%	53%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	100%	75%	64%	25% ▲

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	0		
Admits	-	-	
Discharges	-	-	

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 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	179	221	-19% ▼
Admits	6	7	-14% ▼
Discharges	48	19	153% ▲
Service Hours	1,222	1,271	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	74%	82%
SA Screen Complete	68%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	94%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		33	69%	50%	41%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		117	65%	60%	68%	5%
Stable Living Situation		177	99%	95%	85%	4%
Employed		38	21%	30%	22%	-9%
Improved/Maintained Axis V GAF Score		117	67%	75%	53%	-8%

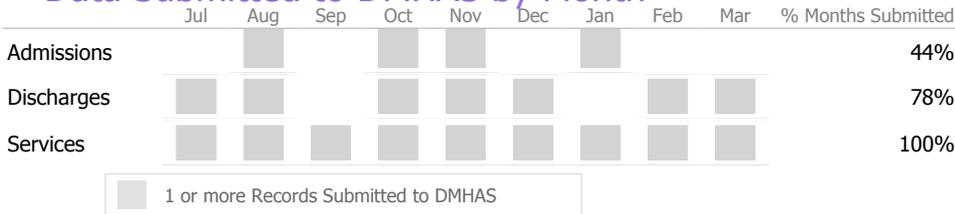
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		131	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	33%	75%	64%	-42% ▼

Data Submitted to DMHAS by Month



▲ > 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 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

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

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 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	143	-8%
Admits	1	9	-89% ▼
Discharges	16	17	-6%
Service Hours	1,252	1,378	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	88%	50%	59%	38% ▲

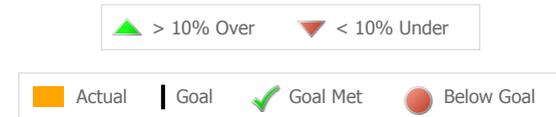
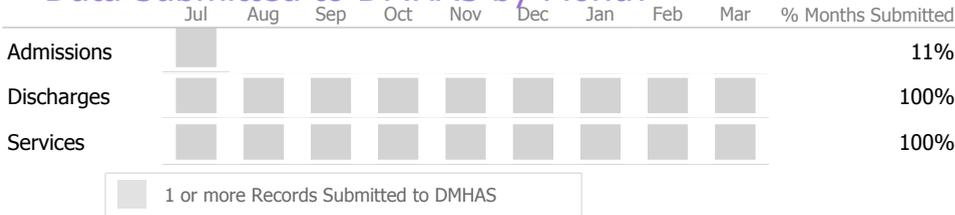
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		111	85%	60%	62%	25% ▲
✓ Stable Living Situation		130	99%	80%	80%	19% ▲
✓ Employed		50	38%	20%	11%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		115	100%	90%	68%	10%

Data Submitted to DMHAS by Month



* State Avg based on 31 Active Standard Case Management Programs