

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	966	1,793	-46%	▼
	Admits	1,807	3,089	-42%	▼
	Discharges	1,813	3,063	-41%	▼
	Service Hours	2,650	3,473	-24%	▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	536	54.3%
	Outpatient	353	35.8%
	Case Management	69	7.0%
	IOP	29	2.9%

### Consumer Satisfaction Survey

(Based on 98 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		90%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Overall		86%	80%	91%
✓ Access		80%	80%	88%
● Outcome		77%	80%	83%
● Recovery		70%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	107	12%	14%
26-34	143	16%	24%
35-44	162	18%	20%
45-54	213	24%	22%
55-64	178	20%	16%
65+	74	8%	5%

Gender	#	%	State Avg
Female	539	56%	▲ 40%
Male	425	44%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	769	80%	74%
Hispanic-Other	157	16%	7%
Hisp-Puerto Rican	27	3%	12%
Unknown	12	1%	6%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	631	65%	65%
Other	158	16%	13%
Black/African American	153	16%	17%
Asian	11	1%	1%
Multiple Races	7	1%	1%
Am. Indian/Native Alaskan	5	1%	1%
Unknown	1	0%	3%
Hawaiian/Other Pacific Islander			0%

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

**Crisis 522-200**

Waterbury Hospital Health Center

Mental Health - Crisis Services - Mobile Crisis Team

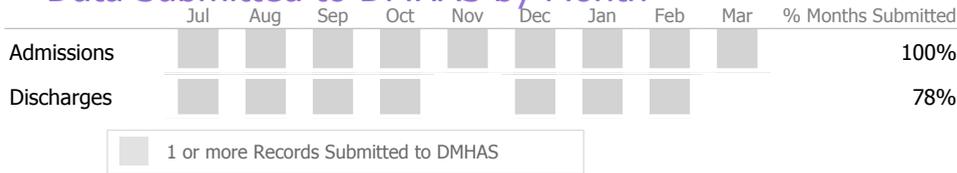
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	536	1,356	-60% ▼
Admits	541	1,734	-69% ▼
Discharges	533	1,731	-69% ▼

**Crisis**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		321	59%	75%	68%	-16% ▼
● Community Location Evaluation		0	0%	80%	75%	-80% ▼
● Follow-up Service within 48 hours		15	6%	90%	60%	-84% ▼

**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	29	39	-26% ▼
Admits	45	78	-42% ▼
Discharges	45	78	-42% ▼
Service Hours	754	1,782	-58% ▼
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	78%	-50% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		14	31%	30%	25%	1%
Social Support		0	0%	60%	60%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	77%	-75% ▼
Stable Living Situation		0	0%	95%	76%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	40%	10%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 5 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	327	393	-17% ▼
Admits	1,104	1,182	-7%
Discharges	1,104	1,182	-7%
Service Hours	1,414	1,406	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	64%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	0%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	41%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		178	16%	30%	22%	-14% ▼
Social Support		0	0%	60%	68%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	53%	-75% ▼
Stable Living Situation		0	0%	95%	85%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		101	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		90	28%	75%	64%	-47% ▼

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

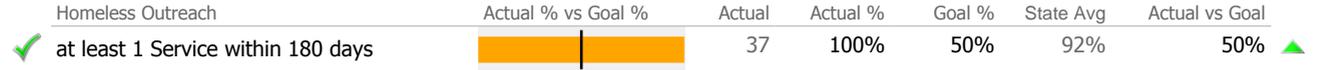
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

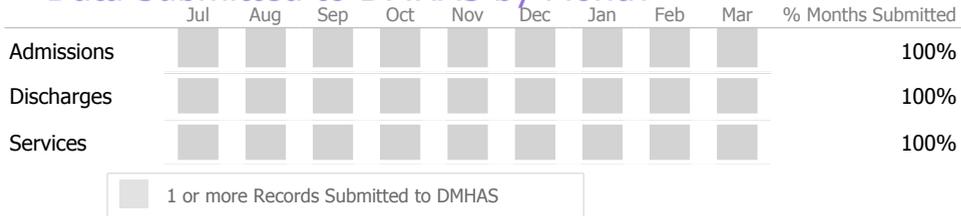
### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	25	176%	▲
Admits	37	25	48%	▲
Discharges	51	2	2450%	▲
Service Hours	460	267	72%	▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	28	-4%
Admits	80	70	14% ▲
Discharges	80	70	14% ▲
Service Hours	22	18	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	64%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	0%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	41%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	9%	30%	22%	-21% ▼
Social Support		0	0%	60%	68%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	53%	-75% ▼
Stable Living Situation		0	0%	95%	85%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	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		4	15%	75%	64%	-60% ▼

### Data Submitted to DMHAS by Month

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

■ 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	-	-	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	60%	-90%

### 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 Respite Bed Programs