

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	684	896	-24% ▼
	Admits	742	1,056	-30% ▼
	Discharges	652	1,054	-38% ▼
	Service Hours	838	943	-11% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

	Crisis Services	357	51.3%
	Outpatient	275	39.5%
	Case Management	49	7.0%
	IOP	15	2.2%

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	66	10%	12%
26-34	102	16%	22%
35-44	116	18%	19%
45-54	166	26%	23%
55-64	139	22%	18%
65+	48	8%	6%

Gender	#	%	State Avg
Female	373	55%	▲ 42%
Male	310	45%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	540	79%	75%
Hispanic-Other	112	16%	7%
Hisp-Puerto Rican	20	3%	12%
Unknown	11	2%	6%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	451	66%	65%
Other	112	16%	13%
Black/African American	106	15%	16%
Asian	5	1%	1%
Multiple Races	5	1%	1%
Am. Indian/Native Alaskan	4	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	357	628	-43% ▼
Admits	320	694	-54% ▼
Discharges	318	693	-54% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		125	56%	75%	67%	-19% ▼
● Community Location Evaluation		0	0%	80%	81%	-80% ▼
● Follow-up Service within 48 hours		8	5%	90%	54%	-85% ▼

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	15	14	7%
Admits	18	26	-31% ▼
Discharges	18	26	-31% ▼
Service Hours	343	575	-40% ▼
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	3%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	84%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	91%

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%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	11%	30%	20%	-19% ▼
Social Support		0	0%	60%	60%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	71%	-75% ▼
Stable Living Situation		0	0%	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	100%	90%	41%	10%

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 5 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	256	245	4%
Admits	365	316	16% ▲
Discharges	272	316	-14% ▼
Service Hours	334	356	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	58%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	83%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	0%	86%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		54	15%	30%	19%	-15% ▼
Social Support		0	0%	60%	64%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	45%	-75% ▼
Stable Living Situation		0	0%	95%	80%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	69%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		53	21%	75%	64%	-54% ▼

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

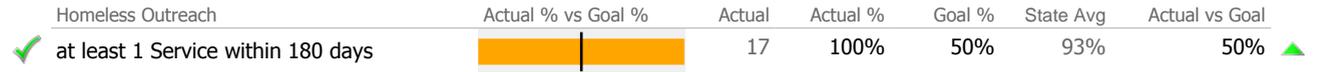
Actual | Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

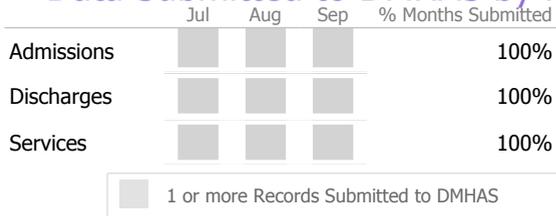
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	1	4800% ▲
Admits	17	1	1600% ▲
Discharges	22	-	
Service Hours	155	8	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	22	19	16% ▲
Discharges	22	19	16% ▲
Service Hours	6	5	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	58%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	83%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	0%	86%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	9%	30%	19%	-21% ▼
Social Support		0	0%	60%	64%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	45%	-75% ▼
Stable Living Situation		0	0%	95%	80%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	69%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	64%	-75% ▼

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 94 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%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	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%	61%	-90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 9 Active Respite Bed Programs