

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,006	1,198	-16%	▼
	Admits	595	898	-34%	▼
	Discharges	603	986	-39%	▼
	Service Hours	13,195	13,737	-4%	
	Bed Days	2,292	2,250	2%	

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

Consumer Satisfaction Survey (Based on 271 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		92%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		89%	80%	92%
✓ Access		86%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		74%	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	339	26.5%
	Community Support	203	15.9%
	Crisis Services	167	13.1%
	ACT	161	12.6%
	Intake	84	6.6%
	Residential Services	68	5.3%
	Employment Services	17	1.3%
	Other	7	0.5%
	Forensic MH	Forensics Community-based	233

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	145	15%	12%	Male	602	60%	59%
26-34	182	18%	23%	Female	404	40%	41%
35-44	178	18%	20%	Transgender			0%
45-54	226	23%	22%				
55-64	191	19%	18%				
65+	74	7%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	799	79%	74%	White/Caucasian	674	70%	65%
Unknown	107	11%	6%	Black/African American	143	15%	16%
Hispanic-Other	49	5%	7%	Other	67	7%	13%
Hisp-Puerto Rican	49	5%	13%	Unknown	27	3%	3%
Hispanic-Cuban	2	0%	0%	Multiple Races	25	3%	1%
Hispanic-Mexican			1%	Asian	9	1%	1%
				Am. Indian/Native Alaskan	8	1%	1%
				Hawaiian/Other Pacific Islander	4	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	89	8%
Admits	27	15	80% ▲
Discharges	27	22	23% ▲
Service Hours	3,654	3,835	-5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	41%	65%	49%	-24% ▼
✓ No Re-admit within 30 Days of Discharge		24	96%	85%	93%	11% ▲
● Follow-up within 30 Days of Discharge		6	55%	90%	54%	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		93%
✓ SA Screen Complete		93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98%
Valid Axis V GAF Score		86%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		84	85%	60%	89%	25% ▲
✓ Social Support		63	64%	60%	79%	4%
● Employed		8	8%	15%	13%	-7%
● Improved/Maintained Axis V GAF Score		18	23%	85%	48%	-62% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 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	68%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	83%

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%	22%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-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	% 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 92 Active Standard Outpatient Programs

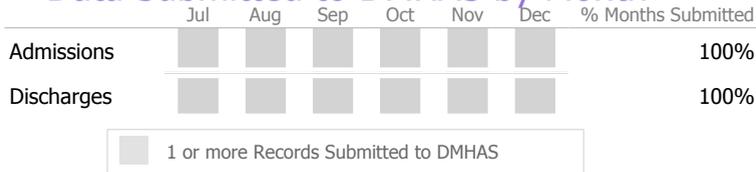
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	107	-72% ▼
Admits	37	120	-69% ▼
Discharges	36	121	-70% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		62	87%	75%	68%	12% ▲
✓ Community Location Evaluation		71	100%	80%	76%	20% ▲
● Follow-up Service within 48 hours		0	0%	90%	57%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

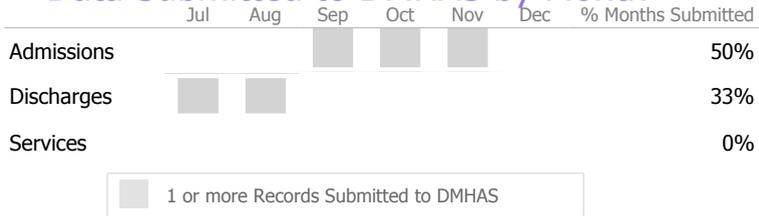
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	3	100% ▲
Admits	4	-	
Discharges	3	3	0%
Service Hours	-	-	

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	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	208	363	-43% ▼
Admits	3	107	-97% ▼
Discharges	54	106	-49% ▼
Service Hours	795	961	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	23%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	95%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	56%	50%	42%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		134	64%	60%	68%	4%
● Stable Living Situation		180	87%	95%	84%	-8%
● Improved/Maintained Axis V GAF Score		133	65%	75%	48%	-10%
● Employed		31	15%	30%	22%	-15% ▼

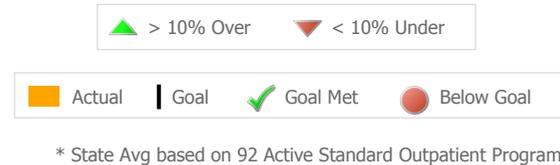
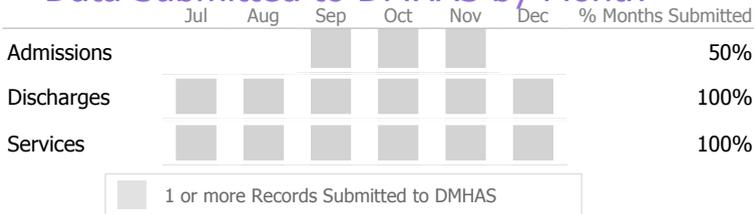
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		148	96%	90%	85%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	33%	75%	68%	-42% ▼

Data Submitted to DMHAS by Month



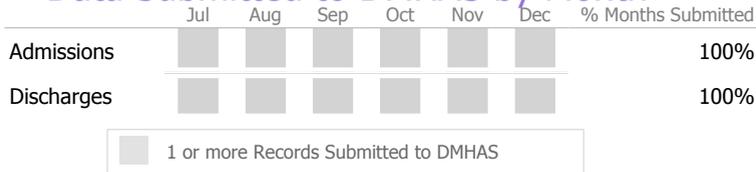
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	141	136	4%
Admits	185	164	13% ▲
Discharges	183	163	12% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		233	66%	75%	68%	-9%
✓ Community Location Evaluation		341	97%	80%	76%	17% ▲
● Follow-up Service within 48 hours		30	42%	90%	57%	-48% ▼

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	17	34	-50% ▼
Admits	-	4	-100% ▼
Discharges	5	2	150% ▲
Service Hours	108	97	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	24%	35%	45%	-11% ▼

Service Utilization

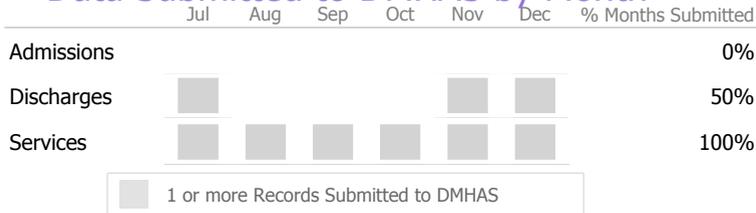
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	42%	90%	96%	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	83%	92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

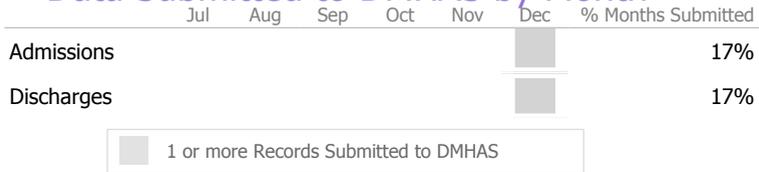
Actual | Goal Goal Met Below Goal

* State Avg based on 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	28	-29% ▼
Admits	1	5	-80% ▼
Discharges	1	8	-88% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Outreach & Engagement 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	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

 > 10% Over
  < 10% Under

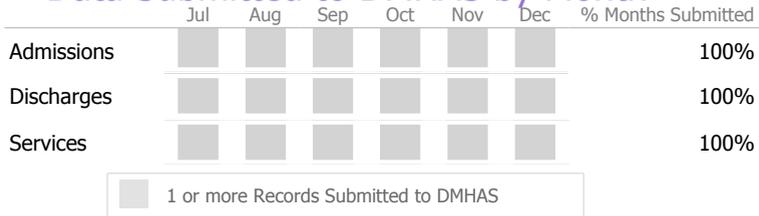
Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	168	-50% ▼
Admits	85	155	-45% ▼
Discharges	85	164	-48% ▼
Service Hours	172	365	-53% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	158	127	24% ▲
Admits	88	69	28% ▲
Discharges	71	77	-8%
Service Hours	2	1	

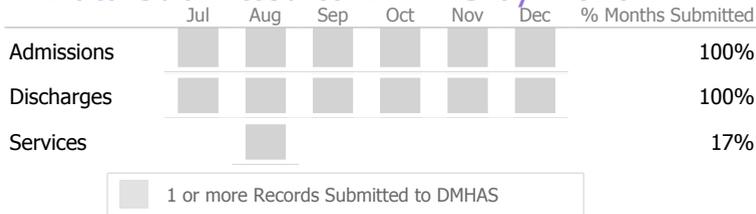
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	50%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		12	1%	0%	3%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

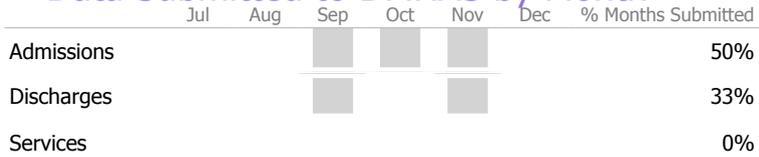
■ Actual | Goal ✔ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	3	-	
Discharges	2	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month



■ 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	68	79	-14% ▼
Admits	58	85	-32% ▼
Discharges	57	90	-37% ▼
Bed Days	2,292	2,250	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic 6 Month Updates	N/A	100%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	76%	79%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		49	86%	95%	87%	-9%
No Re-admit within 30 Days of Discharge		55	96%	85%	90%	11% ▲
Follow-up within 30 Days of Discharge		49	100%	90%	96%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		18	32%	95%	38%	-63% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	57 days	0.2	83%	90%	83%	-7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	154	168	-8%
Admits	49	40	23% ▲
Discharges	19	69	-72% ▼
Service Hours	1,420	1,369	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	95%	88%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		114	74%	60%	68%	14% ▲
Stable Living Situation		143	93%	95%	84%	-2%
Employed		23	15%	30%	22%	-15% ▼
Improved/Maintained Axis V GAF Score		60	56%	75%	48%	-19% ▼

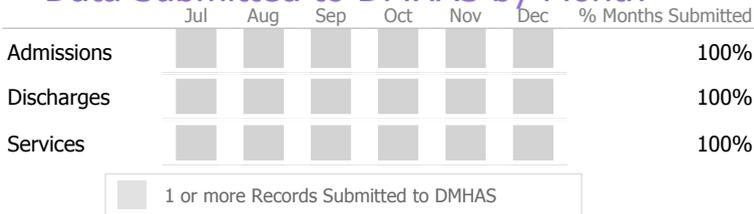
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		133	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		32	65%	75%	68%	-10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Veterans Jail Diversion Initiative

Southeastern Mental Health Authority

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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	47	6%
Admits	19	18	6%
Discharges	17	19	-11% ▼
Service Hours	-	-	

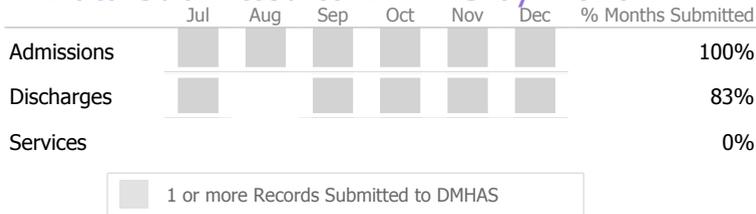
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 0%;"></div>	0	0%	90%	50%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div style="width: 1%;"></div>	1	1%	0%	3%	1%

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	203	218	-7%
Admits	25	93	-73% ▼
Discharges	25	52	-52% ▼
Service Hours	3,932	2,870	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	32%	91%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	88%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	91%	98%
Valid Axis V GAF Score	85%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	60%	65%	67%	-5%

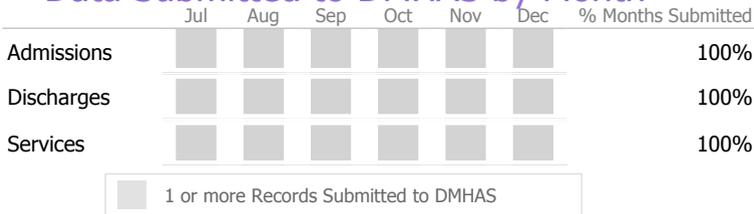
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		180	89%	80%	92%	9%
Social Support		126	62%	60%	81%	2%
Employed		15	7%	20%	13%	-13% ▼
Improved/Maintained Axis V GAF Score		51	28%	65%	61%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		177	99%	90%	98%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

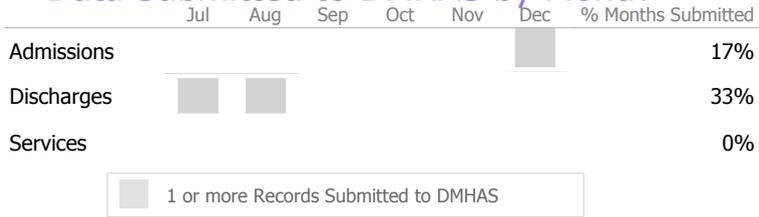
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	9	-67% ▼
Admits	1	7	-86% ▼
Discharges	2	6	-67% ▼
Service Hours	-	-	

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	66	68	-3%
Admits	10	15	-33% ▼
Discharges	16	13	23% ▲
Service Hours	3,112	2,442	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	85%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	44%	65%	49%	-21% ▼
✓ No Re-admit within 30 Days of Discharge		14	88%	85%	93%	3%
● Follow-up within 30 Days of Discharge		4	57%	90%	54%	-33% ▼

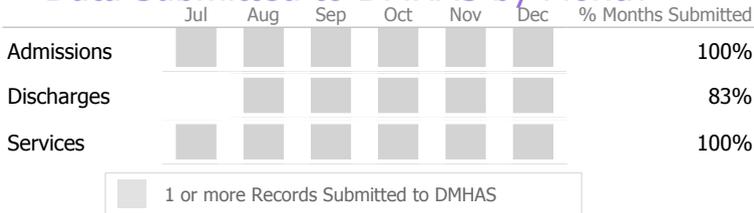
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		61	92%	60%	89%	32% ▲
✓ Social Support		43	65%	60%	79%	5%
✓ Employed		12	18%	15%	13%	3%
● Improved/Maintained Axis V GAF Score		27	47%	85%	48%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	98%	90%	99%	8%

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