

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,107	3,174	-2%
	Admits	2,553	2,530	1%
	Discharges	2,584	2,693	-4%
	Service Hours	49,782	59,182	-16% ▼
	Bed Days	22,511	22,567	0%

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

### Consumer Satisfaction Survey

(Based on 81 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		87%	80%	93%
✓ Respect		87%	80%	91%
✓ Participation in Treatment		86%	80%	92%
✓ Overall		83%	80%	91%
✓ Outcome		81%	80%	83%
● Access		79%	80%	88%
● General Satisfaction		77%	80%	92%
● Recovery		72%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,282	35.5%
	Crisis Services	1,163	32.2%
	Intake	257	7.1%
	Other	218	6.0%
	Community Support	208	5.8%
	Inpatient Services	113	3.1%
	ACT	66	1.8%
<b>Forensic MH</b>	Forensics Community-based	304	8.4%

### Client Demographics

Age	#	%	State Avg
18-25	402	13%	13%
26-34	513	17%	24%
35-44	590	19%	20%
45-54	635	21%	21%
55-64	656	21%	16%
65+	299	10%	5%

Gender	#	%	State Avg
Male	1,702	55%	60%
Female	1,398	45%	40%
Transgender	6	0%	0%

Race	#	%	State Avg
White/Caucasian	1,016	38%	64% ▼
Black/African American	926	34%	17% ▲
Other	679	25%	13% ▲
Unknown	28	1%	4%
Asian	27	1%	1%
Multiple Races	18	1%	1%
Hawaiian/Other Pacific Islander	5	0%	0%
Am. Indian/Native Alaskan	2	0%	1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	226	-12% ▼
Admits	214	221	-3%
Discharges	219	237	-8%
Service Hours	165	266	-38% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	44%	1%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		32	7%	0%	4%	7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

**97 Middle/Shltr Plus**

Southwest Connecticut Mental Health System

Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services

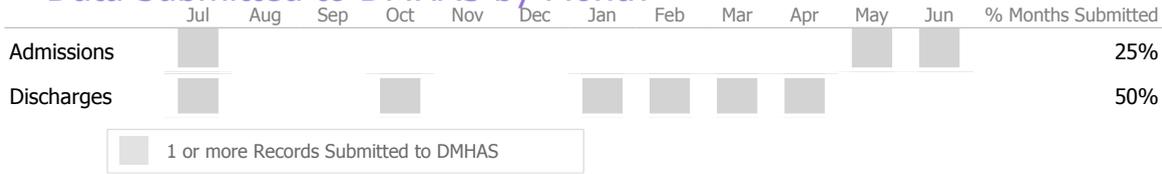
Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	172	112	54% ▲
Admits	77	5	1440% ▲
Discharges	16	13	23% ▲

**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	66	53	25%	▲
Admits	25	12	108%	▲
Discharges	15	14	7%	
Service Hours	2,471	3,000	-18%	▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	27%	65%	50%	-38% ▼
✓ No Re-admit within 30 Days of Discharge		13	87%	85%	94%	2%
● Follow-up within 30 Days of Discharge		1	25%	90%	55%	-65% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	93%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	97%	95%
✓ SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	98%	98%
✓ Valid Axis V GAF Score	97%	88%

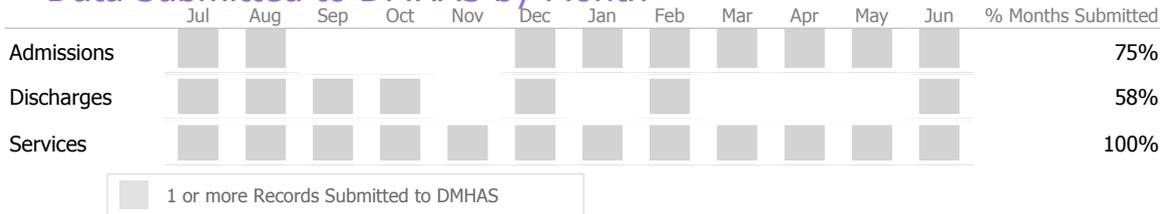
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		57	86%	60%	90%	26% ▲
● Social Support		37	56%	60%	80%	-4%
● Employed		3	5%	15%	14%	-10%
● Improved/Maintained Axis V GAF Score		33	69%	85%	54%	-16% ▼

### 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 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	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	69%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	24%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼
Social Support		N/A	N/A	60%	69%	-60% ▼
Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	89%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

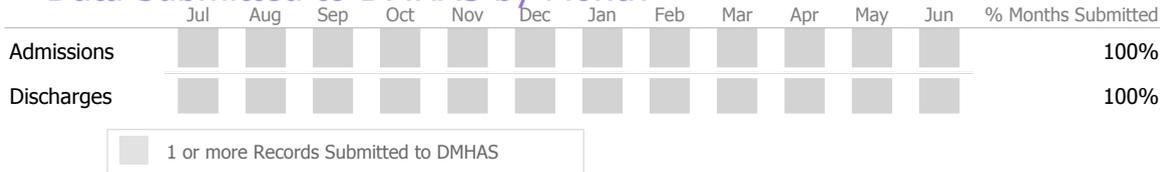
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	792	626	27% ▲
Admits	1,175	926	27% ▲
Discharges	1,176	925	27% ▲

### 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		302	99%	80%	80%	19% ▲
● Follow-up Service within 48 hours		0	NA	90%	65%	-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	53	56	-5%
Admits	29	33	-12% ▼
Discharges	25	18	39% ▲
Transfers - In	3	6	-50% ▼
Transfers - Out	9	20	-55% ▼
Bed Days	7,619	7,624	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		17	68%	95%	54%	-27% ▼
✓ No Re-admit within 30 Days of Discharge		22	88%	85%	91%	3%
● Follow-up within 30 Days of Discharge		14	82%	90%	78%	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		17	41%	95%	17%	-54% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93% / 89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 12%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		95% / 91%
✓ SA Screen Complete		100% / 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 99%
✓ Valid Axis V GAF Score		87% / 22%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	336 days	0.2	99%	90%	91%	9%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													83%

Legend: Grey box = 1 or more Records Submitted to DMHAS

▲ > 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	38	47	-19% ▼
Admits	8	-	
Discharges	16	23	-30% ▼
Transfers - In	9	30	-70% ▼
Transfers - Out	1	7	-86% ▼
Bed Days	7,636	7,682	-1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		13	81%	95%	54%	-14% ▼
✓ No Re-admit within 30 Days of Discharge		15	94%	85%	91%	9%
● Follow-up within 30 Days of Discharge		10	77%	90%	78%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		18	56%	95%	17%	-39% ▼

### Data Submission Quality

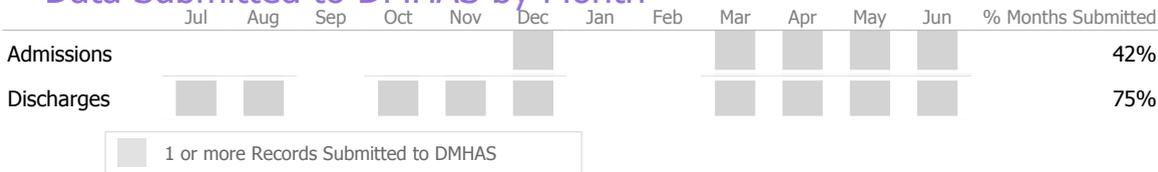
Data Entry	Actual	State Avg
✓ Valid NOMS Data		97% / 89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80% / 12%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 91%
✓ SA Screen Complete		100% / 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 99%
✓ Valid Axis V GAF Score		87% / 22%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	554 days	0.2	100%	90%	91%	10%

Legend: ■ < 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	8	3	167% ▲
Admits	5	3	67% ▲
Discharges	-	-	
Service Hours	6	-	

### 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	13	3	333% ▲
Admits	10	2	400% ▲
Discharges	1	-	
Service Hours	76	-	

### 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	154	171	-10%
Admits	10	13	-23% ▼
Discharges	27	27	0%
Service Hours	2,593	3,518	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	53%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	98%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	7%	50%	45%	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		152	99%	95%	86%	4%
Social Support		74	48%	60%	69%	-12% ▼
Improved/Maintained Axis V GAF Score		95	64%	75%	54%	-11% ▼
Employed		6	4%	30%	24%	-26% ▼

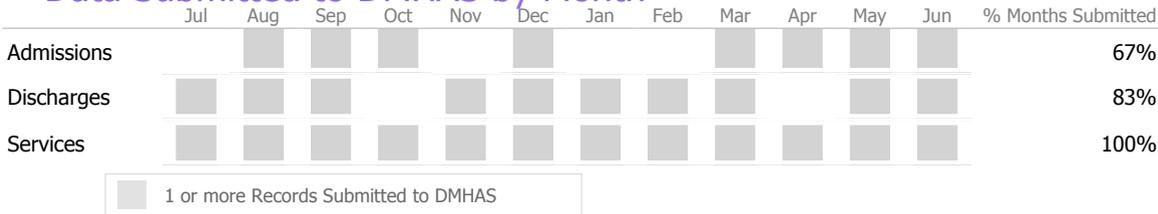
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		127	100%	90%	89%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	80%	75%	67%	5%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	115	-3%
Admits	37	35	6%
Discharges	34	38	-11% ▼
Service Hours	13,783	16,391	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	100%	69%
Cooccurring MH Screen Complete	94%	88%
SA Screen Complete	100%	88%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	44%	50%	45%	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		101	89%	60%	69%	29% ▲
Stable Living Situation		110	96%	95%	86%	1%
Improved/Maintained Axis V GAF Score		70	74%	75%	54%	-1%
Employed		18	16%	30%	24%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	100%	90%	89%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		37	100%	75%	67%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■		■	■	■	■	■	■	83%
Discharges	■	■	■		■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

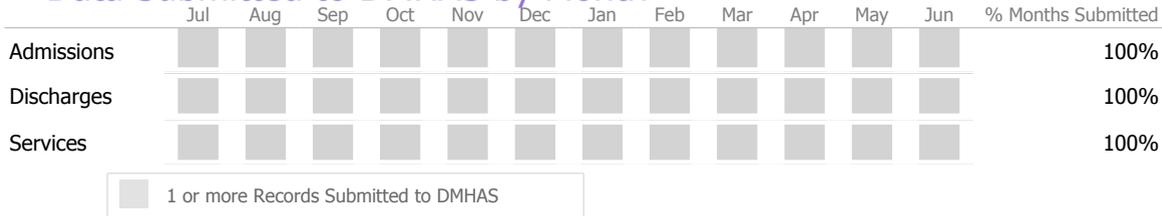
Actual
  Goal
  Goal Met
  Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	222	-18% ▼
Admits	144	154	-6%
Discharges	163	187	-13% ▼
Service Hours	1,147	1,378	-17% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	36	-69% ▼
Admits	1	18	-94% ▼
Discharges	10	26	-62% ▼
Service Hours	89	126	-29% ▼

### 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	431	505	-15% ▼
Admits	18	71	-75% ▼
Discharges	59	92	-36% ▼
Service Hours	7,478	9,711	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic 6 Month Updates	97%	69%
Cooccurring MH Screen Complete	54%	88%
SA Screen Complete	100%	88%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		33	56%	50%	45%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		281	65%	60%	69%	5%
Stable Living Situation		427	99%	95%	86%	4%
Employed		96	22%	30%	24%	-8%
Improved/Maintained Axis V GAF Score		270	64%	75%	54%	-11% ▼

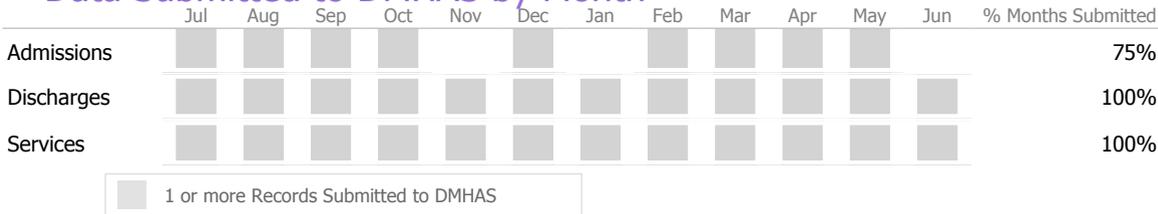
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		372	100%	90%	89%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	78%	75%	67%	3%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	59	-31% ▼
Admits	18	37	-51% ▼
Discharges	17	27	-37% ▼
Transfers - In	4	6	-33% ▼
Transfers - Out	6	15	-60% ▼
Bed Days	7,256	7,261	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	88%	95%	54%	-7%
✓ No Re-admit within 30 Days of Discharge		15	88%	85%	91%	3%
✓ Follow-up within 30 Days of Discharge		14	93%	90%	78%	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		27	82%	95%	17%	-13% ▼

### Bed Utilization

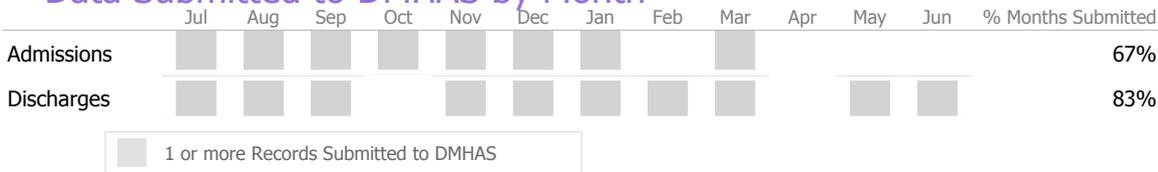
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	304 days	0.2	99%	90%	91%	9%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92% / 89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		50% / 12%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 91%
✓ SA Screen Complete		100% / 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 99%
✓ Valid Axis V GAF Score		90% / 22%

### 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	63	79	-20% ▼
Admits	11	10	10%
Discharges	8	28	-71% ▼
Service Hours	2,700	3,273	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	97%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	38%	65%	67%	-27% ▼

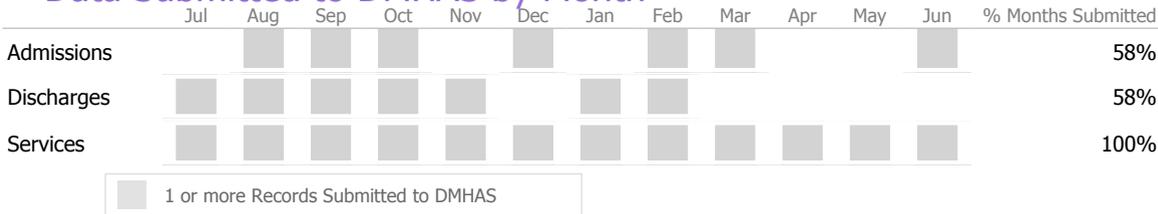
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		53	84%	60%	82%	24% ▲
Stable Living Situation		58	92%	80%	92%	12% ▲
Improved/Maintained Axis V GAF Score		45	76%	65%	66%	11% ▲
Employed		3	5%	20%	13%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		54	98%	90%	99%	8%

### 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	146	167	-13% ▼
Admits	16	33	-52% ▼
Discharges	28	37	-24% ▼
Service Hours	4,540	5,862	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	95%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	29%	65%	67%	-36% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		136	93%	80%	92%	13% ▲
Social Support		103	71%	60%	82%	11% ▲
Improved/Maintained Axis V GAF Score		89	64%	65%	66%	-1%
Employed		12	8%	20%	13%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		118	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■			■	■	■	■	■	■	■	83%
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 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	167	161	4%
Admits	44	39	13% ▲
Discharges	32	36	-11% ▼
Service Hours	4,248	4,525	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	98%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	81%	50%	45%	31% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		99	58%	60%	69%	-2%
Stable Living Situation		158	93%	95%	86%	-2%
Employed		43	25%	30%	24%	-5%
Improved/Maintained Axis V GAF Score		118	84%	75%	54%	9%

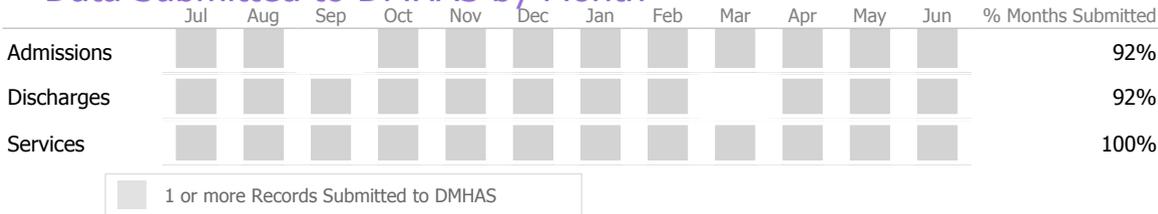
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		136	99%	90%	89%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		39	91%	75%	67%	16% ▲

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	153	169	-9%
Admits	19	62	-69% ▼
Discharges	33	35	-6%
Service Hours	4,188	4,537	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	98%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	82%	50%	45%	32% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		148	96%	95%	86%	1%
Improved/Maintained Axis V GAF Score		117	81%	75%	54%	6%
Social Support		89	58%	60%	69%	-2%
Employed		43	28%	30%	24%	-2%

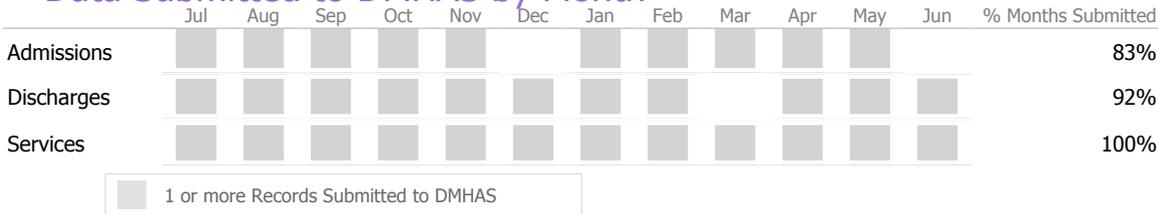
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		121	100%	90%	89%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		18	95%	75%	67%	20% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

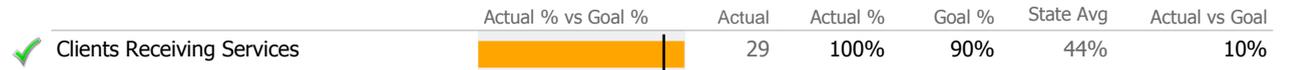
Actual
  Goal
  Goal Met
  Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	138	-22% ▼
Admits	93	106	-12% ▼
Discharges	84	120	-30% ▼
Service Hours	358	457	-22% ▼

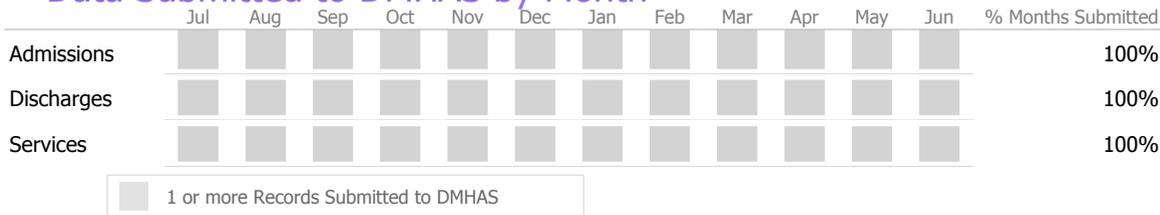
### Service Utilization



### 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	14	23	-39% ▼
Admits	7	17	-59% ▼
Discharges	9	16	-44% ▼
Service Hours	191	85	123% ▲

### 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	404	457	-12% ▼
Admits	492	556	-12% ▼
Discharges	490	556	-12% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		318	57%	75%	68%	-18% ▼
✓ Community Location Evaluation		535	96%	80%	80%	16% ▲
✓ Follow-up Service within 48 hours		63	94%	90%	65%	4%

### 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

# FSD Triage Program

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

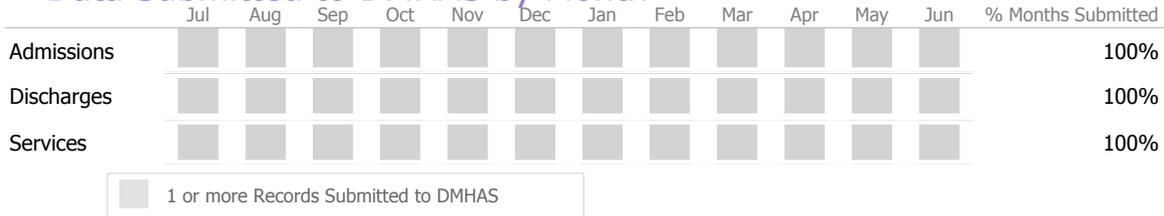
Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	139	-45% ▼
Admits	78	138	-43% ▼
Discharges	77	143	-46% ▼
Service Hours	390	637	-39% ▼

## 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	45	47	-4%
Admits	11	31	-65% ▼
Discharges	15	15	0%
Service Hours	2,631	2,089	26% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	67%	50%	45%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		39	87%	60%	69%	27% ▲
● Employed		13	29%	30%	24%	-1%
✓ Improved/Maintained Axis V GAF Score		33	77%	75%	54%	2%
● Stable Living Situation		41	91%	95%	86%	-4%

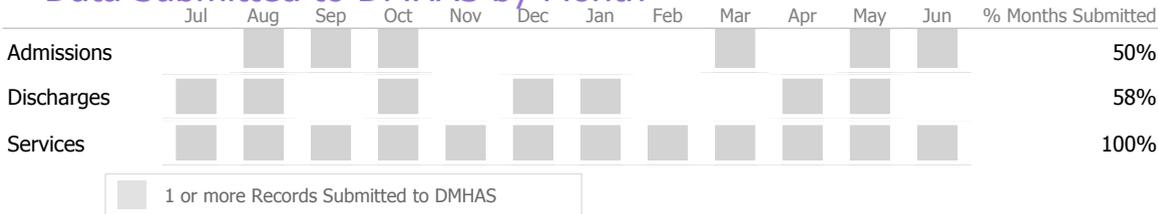
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	89%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		11	100%	75%	67%	25% ▲

### 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

### 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	Apr	May	Jun	% 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	134	180	-26% ▼
Admits	7	7	0%
Discharges	7	53	-87% ▼
Service Hours	1,271	1,583	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	91%	69%
Cooccurring MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	50%	45%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	66%	60%	69%	6%
Stable Living Situation		133	99%	95%	86%	4%
Improved/Maintained Axis V GAF Score		87	68%	75%	54%	-7%
Employed		25	19%	30%	24%	-11% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		126	99%	90%	89%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	57%	75%	67%	-18% ▼

### 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 2017 - June 2018 (Data as of Sep 18, 2018)

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	131	-13% ▼
Admits	4	1	300% ▲
Discharges	23	21	10%
Service Hours	1,456	1,743	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	81%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	74%	50%	45%	24% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		96	84%	60%	69%	24% ▲
Improved/Maintained Axis V GAF Score		100	89%	75%	54%	14% ▲
Employed		40	35%	30%	24%	5%
Stable Living Situation		114	100%	95%	86%	5%

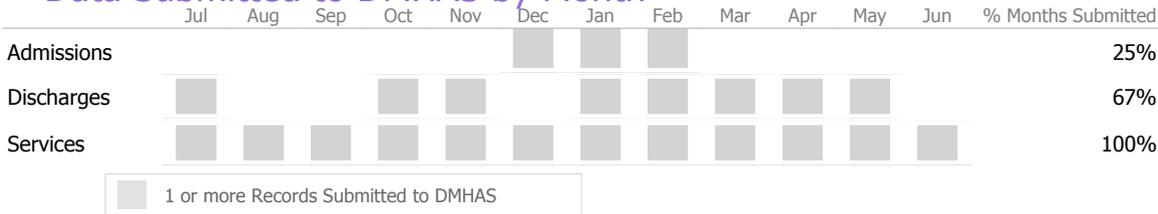
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	100%	90%	89%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	75%	75%	67%	0%

### 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