

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,664	2,839	-6%
	Admits	1,730	1,869	-7%
	Discharges	1,837	2,015	-9%
	Service Hours	37,228	45,428	-18% ▼
	Bed Days	16,926	16,945	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	#	%
Mental Health	Outpatient	1,256	41.5%
	Crisis Services	836	27.7%
	Intake	214	7.1%
	Community Support	202	6.7%
	Other	123	4.1%
	Inpatient Services	99	3.3%
	ACT	58	1.9%
Forensic MH	Forensics Community-based	235	7.8%

Client Demographics

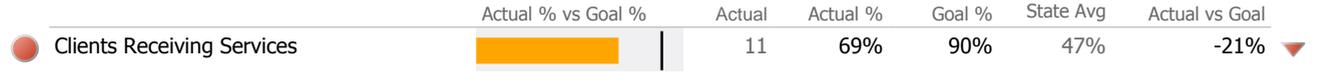
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	335	13%	13%	Male	1,457	55%	60%
26-34	422	16%	24%	Female	1,202	45%	40%
35-44	499	19%	20%	Transgender	4	0%	0%
45-54	553	21%	21%				
55-64	580	22%	17%				
65+	268	10%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,720	65%	73%	White/Caucasian	908	38%	64% ▼
Hispanic-Other	324	12%	7%	Black/African American	823	34%	16% ▲
Unknown	307	12%	7%	Other	618	26%	13% ▲
Hisp-Puerto Rican	282	11%	12%	Asian	23	1%	1%
Hispanic-Mexican	21	1%	1%	Unknown	22	1%	4%
Hispanic-Cuban	10	0%	0%	Multiple Races	14	1%	1%
				Hawaiian/Other Pacific Islander	4	0%	0%
				Am. Indian/Native Alaskan	2	0%	1%

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

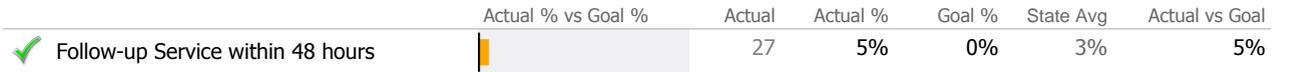
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	156	180	-13% ▼
Admits	154	163	-6%
Discharges	154	178	-13% ▼
Service Hours	113	197	-43% ▼

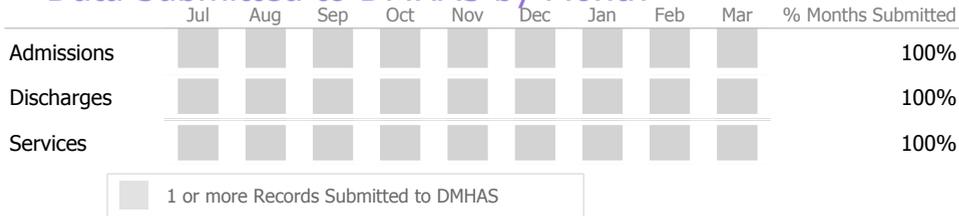
Service Utilization



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

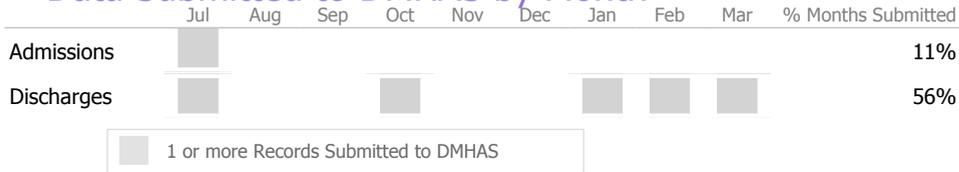
Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	110	-9%
Admits	1	3	-67% ▼
Discharges	15	9	67% ▲

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	58	50	16% ▲
Admits	17	7	143% ▲
Discharges	14	12	17% ▲
Service Hours	1,704	2,336	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic		
6 Month Updates	100%	94%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	98%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	21%	65%	49%	-44% ▼
No Re-admit within 30 Days of Discharge		12	86%	85%	93%	1%
Follow-up within 30 Days of Discharge		1	33%	90%	57%	-57% ▼

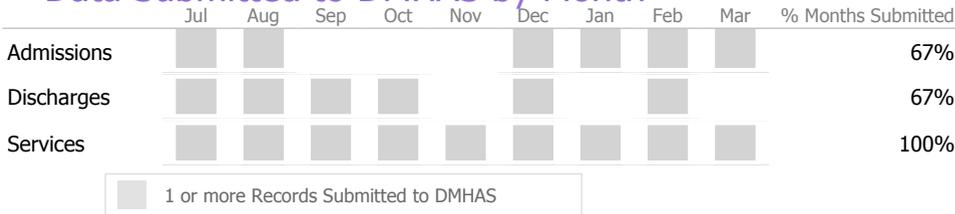
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		50	86%	60%	89%	26% ▲
Social Support		33	57%	60%	80%	-3%
Employed		2	3%	15%	13%	-12% ▼
Improved/Maintained Axis V GAF Score		29	63%	85%	50%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	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	87%
SA Screen Complete	N/A	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	44%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
Social Support		N/A	N/A	60%	69%	-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%	88%	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

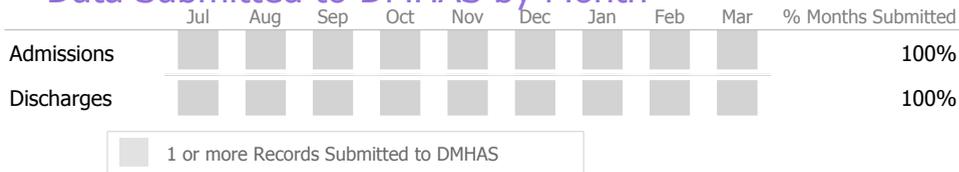
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	556	460	21% ▲
Admits	793	650	22% ▲
Discharges	794	649	22% ▲

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		205	100%	80%	78%	20% ▲
● Follow-up Service within 48 hours		0	0%	90%	61%	-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	43	49	-12% ▼
Admits	20	26	-23% ▼
Discharges	15	16	-6%
Transfers - In	2	5	-60% ▼
Transfers - Out	7	14	-50% ▼
Bed Days	5,750	5,726	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	11%
Cooccurring	Actual	State Avg
MH Screen Complete	80%	92%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	79%	22%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	60%	95%	55%	-35% ▼
No Re-admit within 30 Days of Discharge		12	80%	85%	90%	-5%
Follow-up within 30 Days of Discharge		6	67%	90%	75%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		11	33%	95%	16%	-62% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	21	307 days	0.2	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										78%

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	32	41	-22% ▼
Admits	2	-	
Discharges	10	17	-41% ▼
Transfers - In	9	23	-61% ▼
Transfers - Out	1	6	-83% ▼
Bed Days	5,738	5,770	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	70%	95%	55%	-25% ▼
✓ No Re-admit within 30 Days of Discharge		9	90%	85%	90%	5%
● Follow-up within 30 Days of Discharge		5	71%	90%	75%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		11	46%	95%	16%	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98% / 88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77% / 11%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 92%
✓ SA Screen Complete		100% / 100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		94% / 98%
✓ Valid Axis V GAF Score		66% / 22%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	523 days	0.3	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										22%
Discharges										67%

■ 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	151	170	-11% ▼
Admits	6	11	-45% ▼
Discharges	20	21	-5%
Service Hours	2,009	2,797	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	59%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	5%	50%	44%	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		150	99%	95%	85%	4%
Social Support		73	48%	60%	69%	-12% ▼
Improved/Maintained Axis V GAF Score		94	64%	75%	51%	-11% ▼
Employed		6	4%	30%	23%	-26% ▼

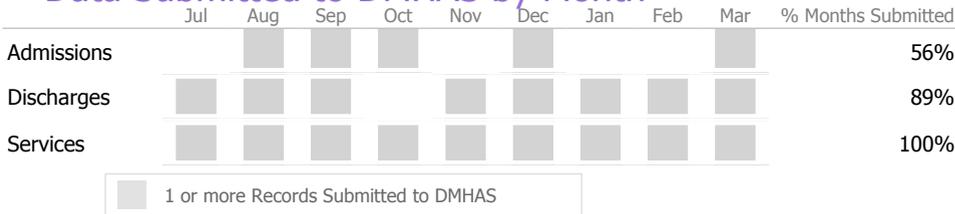
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		131	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	67%	75%	68%	-8%

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	103	107	-4%
Admits	27	27	0%
Discharges	27	30	-10%
Service Hours	10,542	13,139	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	44%	50%	44%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		92	88%	60%	69%	28% ▲
Stable Living Situation		98	94%	95%	85%	-1%
Employed		16	15%	30%	23%	-15% ▼
Improved/Maintained Axis V GAF Score		61	71%	75%	51%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		77	100%	90%	88%	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%	68%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■		■	■	■	78%
Discharges	■	■	■		■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

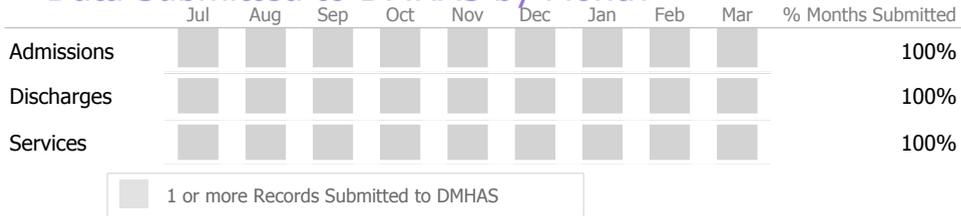
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	171	-9%
Admits	116	99	17% ▲
Discharges	121	137	-12% ▼
Service Hours	898	1,043	-14% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

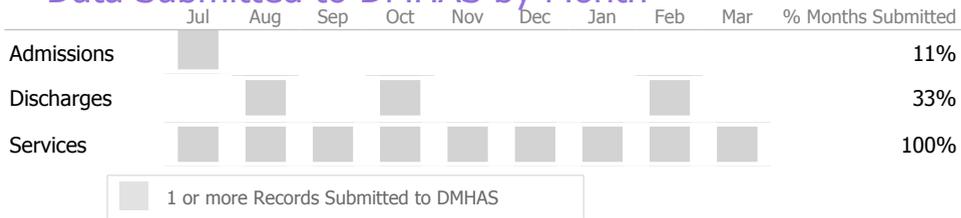
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	36	-69% ▼
Admits	1	18	-94% ▼
Discharges	10	24	-58% ▼
Service Hours	62	90	-32% ▼

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	427	487	-12% ▼
Admits	14	52	-73% ▼
Discharges	47	75	-37% ▼
Service Hours	5,669	7,384	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	49%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	60%	50%	44%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		281	66%	60%	69%	6%
Stable Living Situation		423	99%	95%	85%	4%
Employed		93	22%	30%	23%	-8%
Improved/Maintained Axis V GAF Score		253	60%	75%	51%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		381	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	79%	75%	68%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■		■	■	78%
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	39	46	-15% ▼
Admits	18	25	-28% ▼
Discharges	15	16	-6%
Transfers - In	2	5	-60% ▼
Transfers - Out	5	13	-62% ▼
Bed Days	5,438	5,449	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		13	87%	95%	55%	-8%
✓ No Re-admit within 30 Days of Discharge		13	87%	85%	90%	2%
✓ Follow-up within 30 Days of Discharge		12	92%	90%	75%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		21	78%	95%	16%	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92% 88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		43% 11%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 92%
✓ SA Screen Complete		100% 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 98%
✓ Valid Axis V GAF Score		92% 22%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	279 days	0.3	99%	90%	91%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

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	61	77	-21% ▼
Admits	9	8	13% ▲
Discharges	8	27	-70% ▼
Service Hours	2,017	2,505	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	98%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	38%	65%	68%	-27% ▼

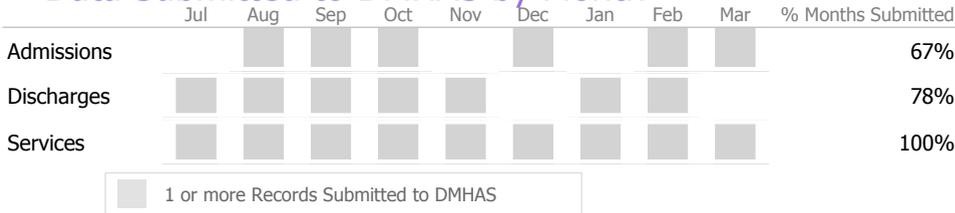
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		48	79%	60%	82%	19% ▲
Stable Living Situation		54	89%	80%	92%	9%
Improved/Maintained Axis V GAF Score		41	76%	65%	64%	11% ▲
Employed		3	5%	20%	13%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	100%	90%	99%	10%

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	142	163	-13% ▼
Admits	12	29	-59% ▼
Discharges	21	29	-28% ▼
Service Hours	3,415	4,371	-22% ▼

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	100%	89%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	91%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	24%	65%	68%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		133	94%	80%	92%	14% ▲
Social Support		97	68%	60%	82%	8%
Improved/Maintained Axis V GAF Score		76	56%	65%	64%	-9%
Employed		10	7%	20%	13%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		121	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■			■	■	■	■	78%
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	156	153	2%
Admits	31	31	0%
Discharges	25	25	0%
Service Hours	3,101	3,498	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	97%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	93%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	80%	50%	44%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		92	59%	60%	69%	-1%
● Stable Living Situation		145	92%	95%	85%	-3%
● Employed		41	26%	30%	23%	-4%
● Improved/Maintained Axis V GAF Score		99	74%	75%	51%	-1%

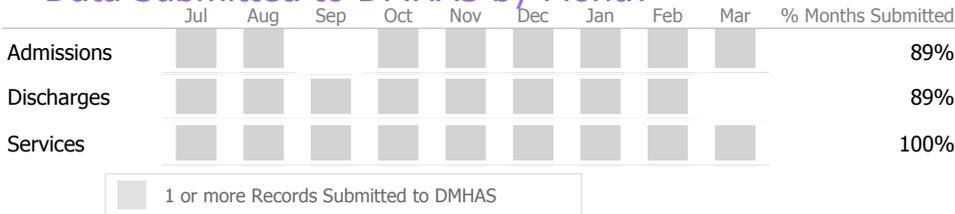
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		129	98%	90%	88%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		27	90%	75%	68%	15% ▲

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	149	158	-6%
Admits	15	51	-71% ▼
Discharges	26	22	18% ▲
Service Hours	3,140	3,299	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	77%	50%	44%	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		144	96%	95%	85%	1%
Employed		43	29%	30%	23%	-1%
Improved/Maintained Axis V GAF Score		109	78%	75%	51%	3%
Social Support		86	57%	60%	69%	-3%

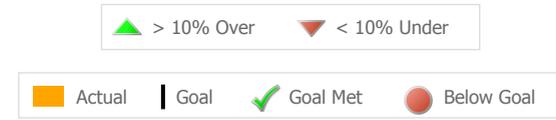
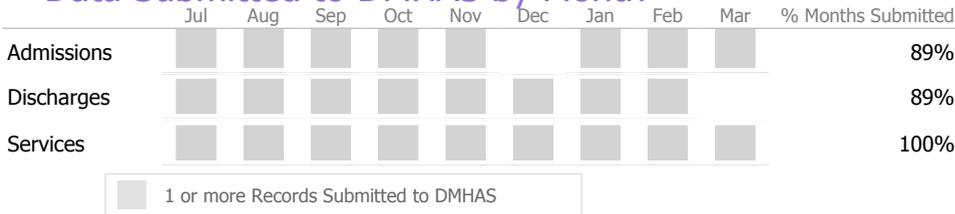
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		123	99%	90%	88%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	100%	75%	68%	25% ▲

Data Submitted to DMHAS by Month

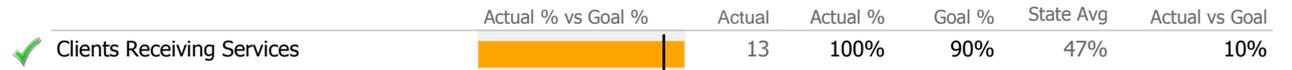


* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	116	-31% ▼
Admits	63	83	-24% ▼
Discharges	70	93	-25% ▼
Service Hours	248	362	-31% ▼

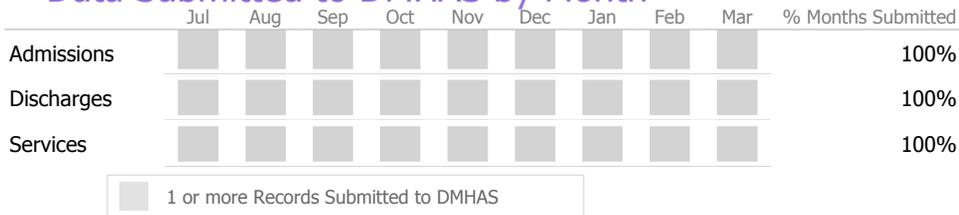
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

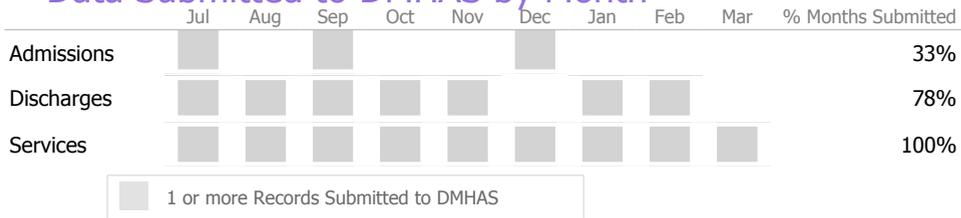
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	18	-33% ▼
Admits	5	12	-58% ▼
Discharges	9	12	-25% ▼
Service Hours	123	58	113% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

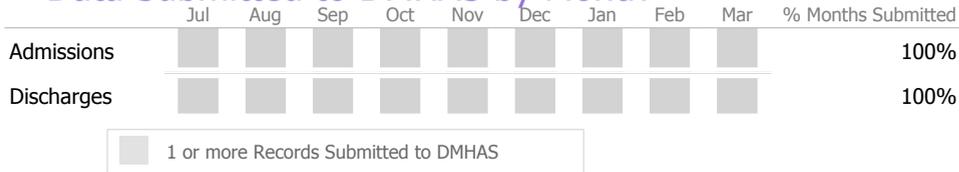
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	295	354	-17% ▼
Admits	350	426	-18% ▼
Discharges	349	426	-18% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		207	55%	75%	68%	-20% ▼
✓ Community Location Evaluation		369	97%	80%	78%	17% ▲
✓ Follow-up Service within 48 hours		34	97%	90%	61%	7%

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

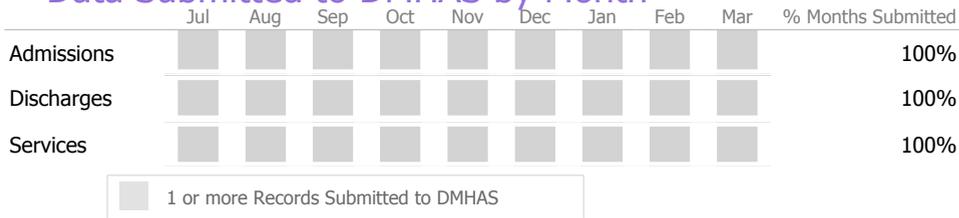
Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	118	-50% ▼
Admits	60	115	-48% ▼
Discharges	55	115	-52% ▼
Service Hours	288	509	-43% ▼

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	43	44	-2%
Admits	9	26	-65% ▼
Discharges	11	12	-8%
Service Hours	1,780	1,365	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	64%	50%	44%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		37	86%	60%	69%	26% ▲
✓ Employed		14	33%	30%	23%	3%
✓ Improved/Maintained Axis V GAF Score		30	77%	75%	51%	2%
● Stable Living Situation		38	88%	95%	85%	-7%

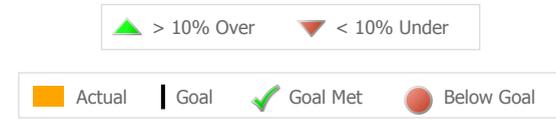
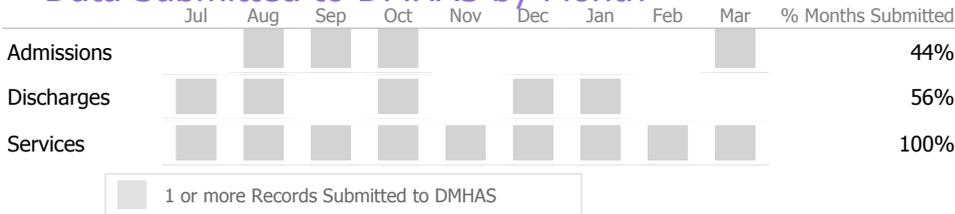
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	100%	75%	68%	25% ▲

Data Submitted to DMHAS by Month



* 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	130	179	-27% ▼
Admits	3	6	-50% ▼
Discharges	6	48	-88% ▼
Service Hours	971	1,223	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	100%	69%
Cooccurring MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	50%	44%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		87	67%	60%	69%	7%
Stable Living Situation		129	99%	95%	85%	4%
Improved/Maintained Axis V GAF Score		84	66%	75%	51%	-9%
Employed		24	18%	30%	23%	-12% ▼

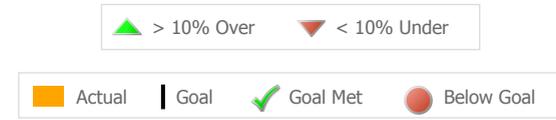
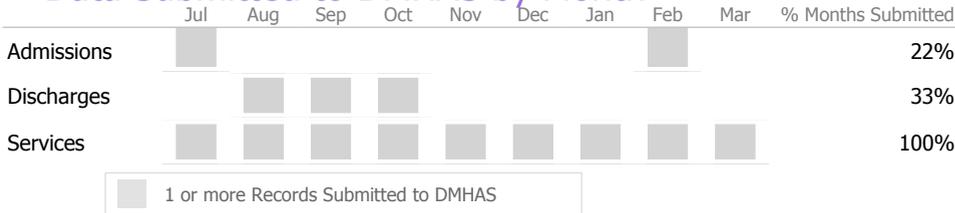
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		123	99%	90%	88%	9%

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



* 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 - March 2018 (Data as of Jun 13, 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	% 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	15	16	-6%
Service Hours	1,149	1,252	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	60%	50%	44%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		95	83%	60%	69%	23% ▲
Improved/Maintained Axis V GAF Score		100	90%	75%	51%	15% ▲
Employed		40	35%	30%	23%	5%
Stable Living Situation		114	100%	95%	85%	5%

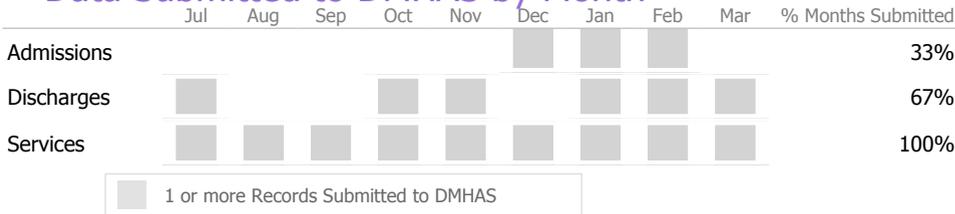
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		99	100%	90%	88%	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%	68%	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