

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,123	966	16%	▲
	Admits	1,824	1,807	1%	
	Discharges	1,823	1,814	0%	
	Service Hours	1,855	2,650	-30%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	746	64.6%
	Outpatient	312	27.0%
	Case Management	77	6.7%
	IOP	20	1.7%

Consumer Satisfaction Survey

(Based on 156 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ Access		93%	80%	88%
✓ Participation in Treatment		92%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Overall		89%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		48%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	140	14%	13%
26-34	190	19%	24%
35-44	183	18%	20%
45-54	232	23%	21%
55-64	173	17%	17%
65+	83	8%	5%

Gender	#	%	State Avg
Female	584	52%	▲ 40%
Male	537	48%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	861	77%	73%
Hispanic-Other	205	18%	▲ 7%
Hisp-Puerto Rican	46	4%	12%
Unknown	10	1%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	675	60%	64%
Other	216	19%	13%
Black/African American	202	18%	16%
Multiple Races	14	1%	1%
Asian	10	1%	1%
Am. Indian/Native Alaskan	5	0%	1%
Unknown	1	0%	4%
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	746	536	39% ▲
Admits	828	541	53% ▲
Discharges	820	534	54% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		523	64%	75%	68%	-11% ▼
● Community Location Evaluation		0	0%	80%	78%	-80% ▼
● Follow-up Service within 48 hours		24	6%	90%	61%	-84% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	29	-31% ▼
Admits	40	45	-11% ▼
Discharges	39	45	-13% ▼
Service Hours	255	754	-66% ▼
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	19%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	78%
SA Screen Complete	0%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	71%	-50% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		17	42%	30%	28%	12% ▲
Social Support		0	0%	60%	66%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	83%	-75% ▼
Stable Living Situation		0	0%	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	78%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■	■	■	■	■	■	■		■	89%
Services	■		■	■	■		■		■	67%

■ 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	291	327	-11% ▼
Admits	847	1,104	-23% ▼
Discharges	847	1,104	-23% ▼
Service Hours	1,092	1,414	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	69%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	87%
SA Screen Complete	0%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	0%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	0%	50%	44%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		120	14%	30%	23%	-16% ▼
Social Support		0	0%	60%	69%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	51%	-75% ▼
Stable Living Situation		0	0%	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		90	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		76	26%	75%	68%	-49% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%
Services										67%

1 or more Records Submitted to DMHAS

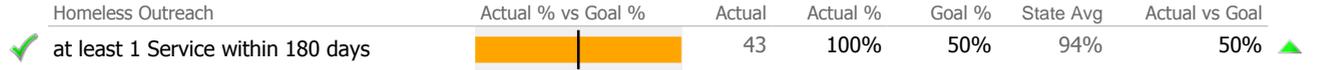
▲ > 10% Over ▼ < 10% Under
 Actual | Goal ✔ Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

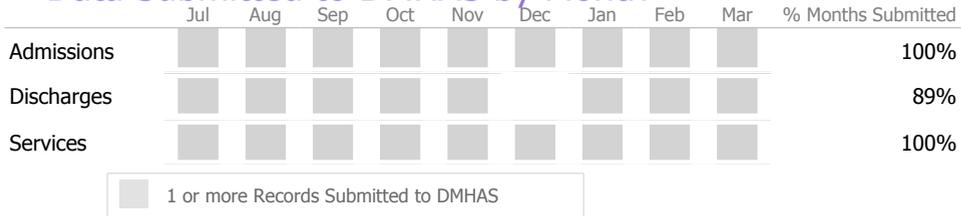
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	69	12% ▲
Admits	43	37	16% ▲
Discharges	51	51	0%
Service Hours	481	460	5%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	27	-15% ▼
Admits	66	80	-18% ▼
Discharges	66	80	-18% ▼
Service Hours	26	22	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	69%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	87%
SA Screen Complete	0%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	0%	89%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	9%	30%	23%	-21% ▼
Social Support		0	0%	60%	69%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	51%	-75% ▼
Stable Living Situation		0	0%	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	9%	75%	68%	-66% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■	■	■	■	■	■	■		■	89%
Services	■		■	■	■		■		■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	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%	69%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 10 Active Respite Bed Programs