

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 281 | 578 | -51% | ▼ |
| | Admits | 195 | 641 | -70% | ▼ |
| | Discharges | 209 | 642 | -67% | ▼ |
| | Service Hours | 366 | 723 | -49% | ▼ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|-------|
| Mental Health | Crisis Services | 144 | 50.5% |
| | Outpatient | 87 | 30.5% |
| | Case Management | 46 | 16.1% |
| | IOP | 8 | 2.8% |

Consumer Satisfaction Survey

(Based on 117 FY18 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | | 95% | 80% | 93% |
| ✓ Participation in Treatment | | 94% | 80% | 92% |
| ✓ Overall | | 92% | 80% | 91% |
| ✓ Respect | | 92% | 80% | 91% |
| ✓ General Satisfaction | | 91% | 80% | 92% |
| ✓ Access | | 84% | 80% | 88% |
| ✓ Outcome | | 82% | 80% | 83% |
| ● Recovery | | 70% | 80% | 79% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|----|-----|-----------|
| 18-25 | 29 | 11% | 10% |
| 26-34 | 50 | 18% | 22% |
| 35-44 | 50 | 18% | 20% |
| 45-54 | 70 | 26% | 21% |
| 55-64 | 54 | 20% | 19% |
| 65+ | 20 | 7% | 7% |

| Gender | # | % | State Avg |
|-------------|-----|-----|-----------|
| Female | 171 | 61% | ▲ 41% |
| Male | 110 | 39% | ▼ 58% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic | 225 | 80% | 71% |
| Hispanic-Other | 32 | 11% | 7% |
| Hisp-Puerto Rican | 18 | 6% | 13% |
| Unknown | 6 | 2% | 8% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian | 186 | 66% | 63% |
| Black/African American | 49 | 17% | 16% |
| Other | 42 | 15% | 13% |
| Am. Indian/Native Alaskan | 3 | 1% | 1% |
| Asian | 1 | 0% | 1% |
| Multiple Races | | | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |
| Unknown | | | 5% |

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

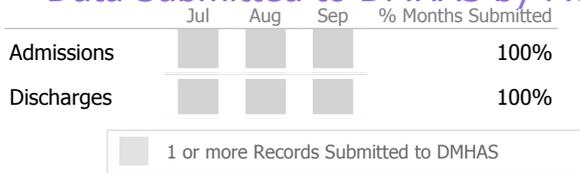
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 144 | 274 | -47% ▼ |
| Admits | 64 | 216 | -70% ▼ |
| Discharges | 66 | 209 | -68% ▼ |

Crisis

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ● Evaluation within 1.5 hours of Request | | 48 | 68% | 75% | 71% | -7% |
| ● Community Location Evaluation | | 0 | 0% | 80% | 91% | -80% ▼ |
| ● Follow-up Service within 48 hours | | 1 | 5% | 90% | 88% | -85% ▼ |

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 | 8 | 11 | -27% ▼ |
| Admits | 9 | 16 | -44% ▼ |
| Discharges | 9 | 15 | -40% ▼ |
| Service Hours | 43 | 107 | -60% ▼ |
| Social Rehab/PHP/IOP Days | 0 | 0 | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 20% | 88% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 0% | 0% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 0% | 81% |
| SA Screen Complete | 0% | 81% |
| 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% | 69% | -50% ▼ |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 72% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 2 | 20% | 30% | 34% | -10% |
| Social Support | | 0 | 0% | 60% | 61% | -60% ▼ |
| Improved/Maintained Axis V GAF Score | | 0 | 0% | 75% | 85% | -75% ▼ |
| Stable Living Situation | | 0 | 0% | 95% | 71% | -95% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 0 | 0% | 90% | 77% | N/A ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 67% |
| Discharges | | | | 67% |
| Services | | | | 33% |

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 | 74 | 233 | -68% ▼ |
| Admits | 97 | 362 | -73% ▼ |
| Discharges | 97 | 362 | -73% ▼ |
| Service Hours | 195 | 430 | -55% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 20% | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 65% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 0% | 91% |
| SA Screen Complete | 0% | 91% |
| 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% | 55% | -50% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 14 | 14% | 30% | 22% | -16% ▼ |
| Social Support | | 0 | 0% | 60% | 65% | -60% ▼ |
| Improved/Maintained Axis V GAF Score | | 0 | 0% | 75% | 42% | -75% ▼ |
| Stable Living Situation | | 0 | 0% | 95% | 82% | -95% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | N/A | N/A | 90% | 79% | N/A ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 35 | 47% | 75% | 68% | -28% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 67% |
| Discharges | | | | 67% |
| Services | | | | 33% |

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

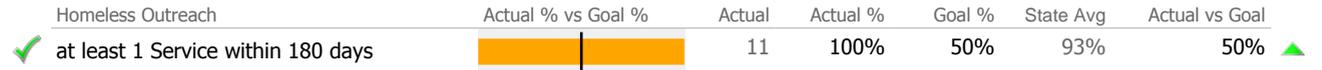
Actual Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 46 | 53 | -13% ▼ |
| Admits | 11 | 18 | -39% ▼ |
| Discharges | 23 | 27 | -15% ▼ |
| Service Hours | 124 | 172 | -28% ▼ |

Service Engagement



Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 100% |
| Discharges | | | | 100% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 13 | 22 | -41% ▼ |
| Admits | 14 | 29 | -52% ▼ |
| Discharges | 14 | 29 | -52% ▼ |
| Service Hours | 6 | 13 | -58% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 20% | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 65% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 0% | 91% |
| SA Screen Complete | 0% | 91% |
| 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% | 55% | -50% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 3 | 21% | 30% | 22% | -9% |
| Social Support | | 0 | 0% | 60% | 65% | -60% ▼ |
| Improved/Maintained Axis V GAF Score | | 0 | 0% | 75% | 42% | -75% ▼ |
| Stable Living Situation | | 0 | 0% | 95% | 82% | -95% ▼ |

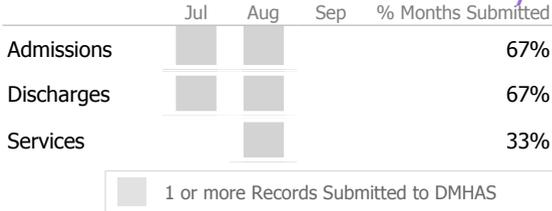
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | N/A | N/A | 90% | 79% | N/A ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 1 | 8% | 75% | 68% | -67% ▼ |

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 | - | - | |

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% | 72% | 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% | 63% | -90% |

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 10 Active Respite Bed Programs