

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,271	1,347	-6%
	Admits	520	498	4%
	Discharges	544	528	3%
	Service Hours	15,723	17,219	-9%
	Bed Days	1,497	2,525	-41% ▼

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

### Consumer Satisfaction Survey (Based on 594 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		92%	80%	91%
✓ Access		92%	80%	88%
✓ Overall		92%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		79%	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	579	36.1%
	Crisis Services	233	14.5%
	ACT	223	13.9%
	Community Support	176	11.0%
	Social Rehabilitation	117	7.3%
	Other	59	3.7%
	Intake	57	3.5%
	Case Management	21	1.3%
	Residential Services	14	0.9%
	<b>Forensic MH</b>	Forensics Community-based	119
Crisis Services		8	0.5%

### Client Demographics

Age	#	%	State Avg
18-25	211	17%	10%
26-34	243	19%	22%
35-44	174	14%	20%
45-54	231	18%	21%
55-64	300	24%	19%
65+	109	9%	7%

Gender	#	%	State Avg
Male	797	63%	59%
Female	472	37%	41%
Transgender	2	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,022	80%	71%
Hispanic-Other	103	8%	7%
Hisp-Puerto Rican	83	7%	13%
Unknown	60	5%	8%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	877	70%	63%
Black/African American	211	17%	16%
Other	114	9%	13%
Unknown	21	2%	5%
Asian	18	1%	1%
Multiple Races	16	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	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%	42%	-75% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 96%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 65%

Cooccurring	Actual	State Avg
MH Screen Complete		N/A 91%
SA Screen Complete		N/A 91%

### Service Utilization

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

### 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 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	% 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	13	6	117% ▲
Admits	12	6	100% ▲
Discharges	10	5	100% ▲
Service Hours	28	28	0%

### 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 8 Active Central Intake Programs

# Danbury Jail Diversion

Western Connecticut Mental Health Network

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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 14, 2018)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	30	-73% ▼
Admits	-	4	-100% ▼
Discharges	1	5	-80% ▼
Service Hours	24	41	-43% ▼

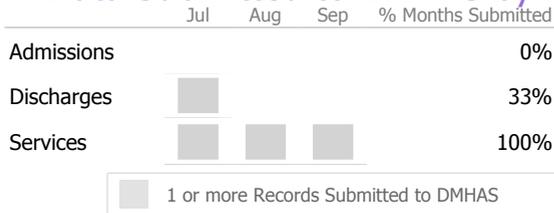
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	43%	10%

## Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	2%	0%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	4	1	300% ▲
Discharges	3	2	50% ▲
Service Hours	17	6	182% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■		67%
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 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	183	190	-4%
Admits	10	8	25% ▲
Discharges	10	7	43% ▲
Service Hours	1,072	1,087	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	65%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	87%	96%
Valid Axis V GAF Score	80%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	50%	50%	55%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		164	90%	60%	65%	30% ▲
Stable Living Situation		173	95%	95%	82%	0%
Employed		19	10%	30%	22%	-20% ▼
Improved/Maintained Axis V GAF Score		12	7%	75%	42%	-68% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	100%	90%	79%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	100%	75%	68%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	33	29	14%	▲
Admits	1	2	-50%	▼
Discharges	4	1	300%	▲
Service Hours	378	459	-18%	▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	73%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	25%	65%	57%	-40% ▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	45%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	88%	60%	91%	28% ▲
✓ Social Support		28	85%	60%	81%	25% ▲
● Employed		4	12%	15%	15%	-3%
● Improved/Maintained Axis V GAF Score		6	20%	85%	53%	-65% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			■	33%
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	1		
Admits	1	-	
Discharges	1	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■		33%
Discharges		■		33%
Services				0%

■ 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	20	12	67% ▲
Admits	19	10	90% ▲
Discharges	19	10	90% ▲
Service Hours	23	16	37% ▲

### 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 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	88	0%
Admits	8	8	0%
Discharges	5	12	-58% ▼
Service Hours	1,094	1,086	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	97%	92%
Cooccurring MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis Valid Axis I Diagnosis	91%	98%
Valid Axis V GAF Score	55%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	80%	65%	69%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		82	93%	60%	82%	33% ▲
Stable Living Situation		88	100%	80%	93%	20% ▲
Employed		6	7%	20%	12%	-13% ▼
Improved/Maintained Axis V GAF Score		5	6%	65%	61%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		83	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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	50	62	-19% ▼
Admits	17	21	-19% ▼
Discharges	18	18	0%
Service Hours	65	64	2%

### Service Utilization



### Jail Diversion



### 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

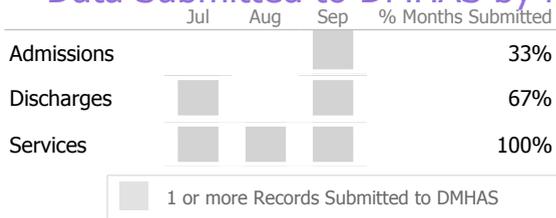
Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	2	5	-60% ▼
Discharges	3	3	0%
Service Hours	14	11	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

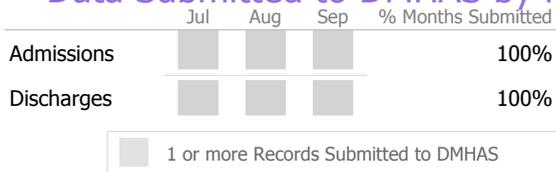
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	20	105% ▲
Admits	65	29	124% ▲
Discharges	65	29	124% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		82	63%	75%	71%	-12% ▼
✓ Community Location Evaluation		130	100%	80%	91%	20% ▲
✓ Follow-up Service within 48 hours		90	98%	90%	88%	8%

### 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	93	97	-4%
Admits	7	12	-42% ▼
Discharges	10	12	-17% ▼
Service Hours	997	1,108	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	96%
Valid Axis V GAF Score	55%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	60%	50%	55%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		87	94%	60%	65%	34% ▲
Stable Living Situation		91	98%	95%	82%	3% ▲
Employed		14	15%	30%	22%	-15% ▼
Improved/Maintained Axis V GAF Score		6	9%	75%	42%	-66% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	96%	90%	79%	6% ▲

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	86%	75%	68%	11% ▲

### 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

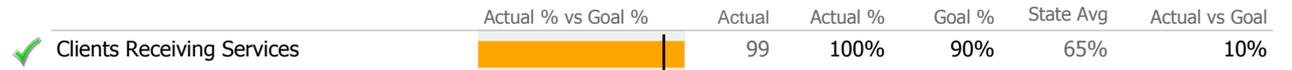
Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

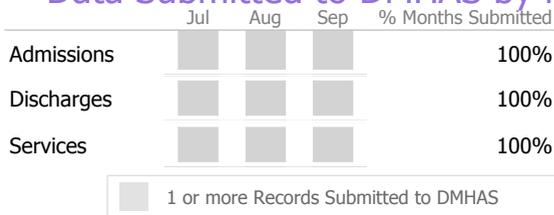
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	119	-2%
Admits	10	11	-9%
Discharges	18	15	20% ▲
Service Hours	1,296	1,021	27% ▲
Social Rehab/PHP/IOP Days	0	1	-100% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 36 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	▲
Admits	3	-		
Discharges	3	1	200%	▲
Service Hours	321	421	-24%	▼
Bed Days	441	498	-11%	▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic		
6 Month Updates	100%	100%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	63%	93%
Valid Axis V GAF Score	38%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	95%	86%	-95% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	89%	-18% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	94%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		0	0%	75%	68%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	97%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	308 days	0.8	80%	90%	83%	-10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

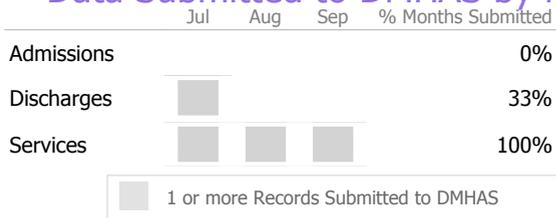
▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 9 Active Transitional Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	-	
Discharges	1	-	
Service Hours	9	7	18% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	46	-2%
Admits	6	2	200% ▲
Discharges	5	3	67% ▲
Service Hours	931	1,114	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic		
6 Month Updates	100%	91%
Cooccurring		
MH Screen Complete	100%	93%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	49%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	65%	57%	35% ▲
● No Re-admit within 30 Days of Discharge		4	80%	85%	91%	-5%
● Follow-up within 30 Days of Discharge		0	0%	90%	45%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		44	98%	60%	81%	38% ▲
✓ Stable Living Situation		42	93%	60%	91%	33% ▲
✓ Employed		16	36%	15%	15%	21% ▲
● Improved/Maintained Axis V GAF Score		7	19%	85%	53%	-66% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	99%	10%

### 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 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	42	-2%
Admits	3	2	50% ▲
Discharges	5	-	
Service Hours	989	1,104	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic		
6 Month Updates	100%	91%
Cooccurring		
MH Screen Complete	N/A	93%
SA Screen Complete	N/A	95%
Diagnosis		
Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	56%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	65%	57%	35% ▲
● No Re-admit within 30 Days of Discharge		4	80%	85%	91%	-5%
● Follow-up within 30 Days of Discharge		0	0%	90%	45%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		39	95%	60%	81%	35% ▲
✓ Stable Living Situation		39	95%	60%	91%	35% ▲
✓ Employed		8	20%	15%	15%	5%
● Improved/Maintained Axis V GAF Score		2	5%	85%	53%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Service Hours	52	78	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	43%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	90%	80%	76%	10%
✓ Social Support		14	67%	60%	63%	7%
● Employed		0	0%	20%	9%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	69%	5%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	51	20%	▲
Admits	8	4	100%	▲
Discharges	8	7	14%	▲
Service Hours	1,008	855	18%	▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	92%	98%
Valid Axis V GAF Score	54%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	62%	65%	57%	-3%
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	91%	15%
✓ Follow-up within 30 Days of Discharge		5	100%	90%	45%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		51	84%	60%	91%	24%
✓ Social Support		44	72%	60%	81%	12%
● Employed		1	2%	15%	15%	-13%
● Improved/Maintained Axis V GAF Score		7	14%	85%	53%	-71%

### 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

	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 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	123	-2%
Admits	134	139	-4%
Discharges	134	139	-4%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Evaluation within 1.5 hours of Request		0	0%	75%	71%	-75% <span style="color: red;">▼</span>
<span style="color: green;">✓</span> Community Location Evaluation		268	100%	80%	91%	20% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Follow-up Service within 48 hours		2	100%	90%	88%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	4	-50% ▼
Admits	-	-	
Discharges	2	2	0%
Service Hours	30	21	45% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 2 Active Re-entry Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	98	-10% ▼
Admits	9	8	13% ▲
Discharges	13	9	44% ▲
Service Hours	854	1,058	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	88%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	69%	65%	69%	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		84	93%	60%	82%	33% ▲
Stable Living Situation		86	96%	80%	93%	16% ▲
Employed		9	10%	20%	12%	-10% ▼
Improved/Maintained Axis V GAF Score		31	42%	65%	61%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	99%	90%	99%	9%

### 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 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	6	3	100% ▲
Discharges	2	5	-60% ▼
Service Hours	145	98	49% ▲
Bed Days	393	279	41% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	82 days	0.5	107%	90%	93%	17% ▲

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	22	14% ▲
Admits	19	15	27% ▲
Discharges	21	20	5%
Service Hours	50	48	5%

### 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 8 Active Central Intake Programs

# Waterbury Jail Diversion

Western Connecticut Mental Health Network

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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 14, 2018)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	47	28% ▲
Admits	31	28	11% ▲
Discharges	31	31	0%
Service Hours	185	132	40% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	43%	10% ▲

## Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		20	12%	0%	2%	12% ▲

## 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 18 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	4	5	-20% ▼
Discharges	5	5	0%
Service Hours	79	81	-2%

### 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 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	106	-38% ▼
Admits	106	141	-25% ▼
Discharges	106	141	-25% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		186	88%	75%	71%	13% ▲
✓ Community Location Evaluation		212	100%	80%	91%	20% ▲
✓ Follow-up Service within 48 hours		52	100%	90%	88%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	197	1%
Admits	3	4	-25% ▼
Discharges	11	9	22% ▲
Service Hours	1,336	1,361	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	65%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	96%
Valid Axis V GAF Score	91%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	73%	50%	55%	23% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		176	89%	60%	65%	29% ▲
Stable Living Situation		193	97%	95%	82%	2%
Employed		21	11%	30%	22%	-19% ▼
Improved/Maintained Axis V GAF Score		45	25%	75%	42%	-50% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		187	100%	90%	79%	10%

### 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

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	108	102	6%
Admits	15	9	67% ▲
Discharges	6	6	0%
Service Hours	1,350	1,443	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	65%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	87%	96%
Valid Axis V GAF Score	80%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	67%	50%	55%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		98	90%	60%	65%	30% ▲
Stable Living Situation		105	96%	95%	82%	1%
Employed		12	11%	30%	22%	-19% ▼
Improved/Maintained Axis V GAF Score		29	33%	75%	42%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		103	100%	90%	79%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	73%	75%	68%	-2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	15	19	-21% ▼
Admits	8	10	-20% ▼
Discharges	10	13	-23% ▼
Service Hours	201	429	-53% ▼
Bed Days	663	834	-21% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		9	90%	85%	87%	5%
✓ Follow-up within 30 Days of Discharge		7	100%	90%	72%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	73 days	0.7	66%	90%	63%	-24% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 10 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	48	-4%
Admits	3	4	-25% ▼
Discharges	9	3	200% ▲
Service Hours	2,514	3,438	-27% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic		
6 Month Updates	97%	91%
Cooccurring		
MH Screen Complete	100%	93%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	96%	98%
Valid Axis V GAF Score	91%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	56%	65%	57%	-9%
No Re-admit within 30 Days of Discharge		6	67%	85%	91%	-18% ▼
Follow-up within 30 Days of Discharge		1	20%	90%	45%	-70% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		44	96%	60%	81%	36% ▲
Stable Living Situation		43	93%	60%	91%	33% ▲
Employed		5	11%	15%	15%	-4%
Improved/Maintained Axis V GAF Score		25	61%	85%	53%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	100%	90%	99%	10%

### 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

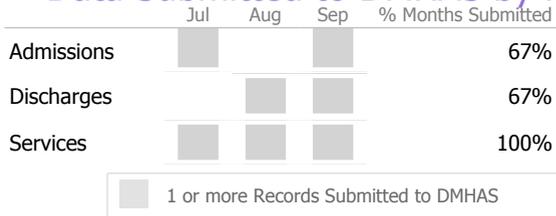
Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ▼
Admits	5	4	25% ▲
Discharges	2	4	-50% ▼
Service Hours	14	35	-61% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	2	200% ▲
Admits	1	2	-50% ▼
Discharges	1	-	
Service Hours	650	138	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	73%	-50% ▼

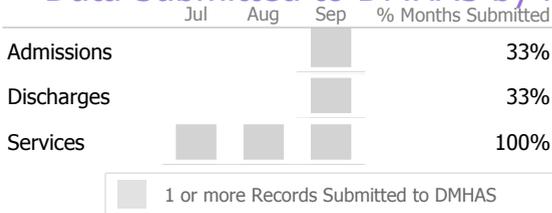
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		6	100%	60%	83%	40% ▲
✔ Employed		2	33%	25%	12%	8%
● Stable Living Situation		5	83%	85%	95%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		5	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

\* State Avg based on 39 Active Residential Support Programs