

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,862	2,733	5%
	Admits	2,179	1,749	25% ▲
	Discharges	2,201	1,837	20% ▲
	Service Hours	32,920	37,140	-11% ▼
	Bed Days	16,885	16,926	0%

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

Consumer Satisfaction Survey

(Based on 174 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Respect		88%	80%	91%
✓ Overall		88%	80%	91%
✓ Access		87%	80%	88%
✓ General Satisfaction		85%	80%	92%
✓ Outcome		85%	80%	83%
● Recovery		77%	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	1,179	35.8%
	Crisis Services	999	30.4%
	Other	319	9.7%
	Community Support	194	5.9%
	Intake	167	5.1%
	Inpatient Services	106	3.2%
	ACT	65	2.0%
Forensic MH	Forensics Community-based	262	8.0%

Client Demographics

Age	#	%	State Avg
18-25	332	12%	12%
26-34	465	16%	24%
35-44	534	19%	21%
45-54	562	20%	20%
55-64	619	22%	17%
65+	343	12%	6%

Gender	#	%	State Avg
Male	1,656	58%	60%
Female	1,201	42%	40%
Transgender	4	0%	0%

Race	#	%	State Avg
White/Caucasian	930	38%	63% ▼
Black/African American	832	34%	16% ▲
Other	594	24%	14%
Unknown	34	1%	5%
Asian	32	1%	1%
Multiple Races	16	1%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Am. Indian/Native Alaskan	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	183	156	17% ▲
Admits	179	154	16% ▲
Discharges	180	154	17% ▲
Service Hours	139	113	22% ▲

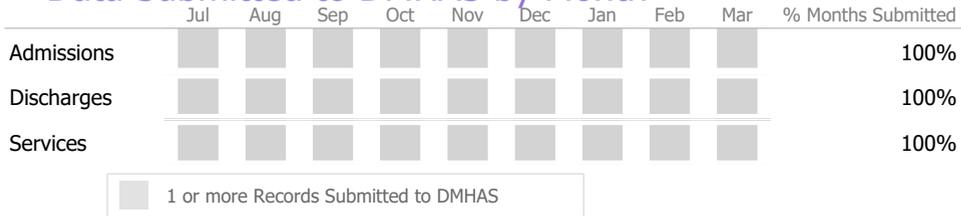
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

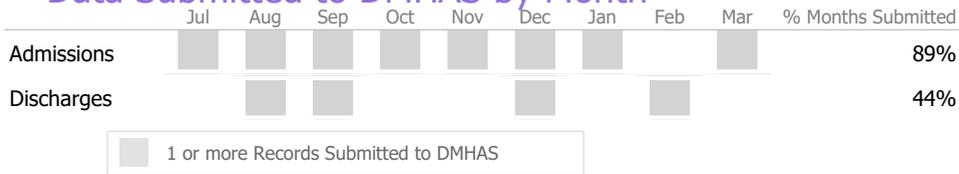
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	268	179	50% ▲
Admits	28	14	100% ▲
Discharges	4	15	-73% ▼

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	58	12% ▲
Admits	14	17	-18% ▼
Discharges	11	14	-21% ▼
Service Hours	2,222	1,703	30% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	45%	65%	60%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		11	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		3	60%	90%	47%	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	87%	95%
✓ SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	89%

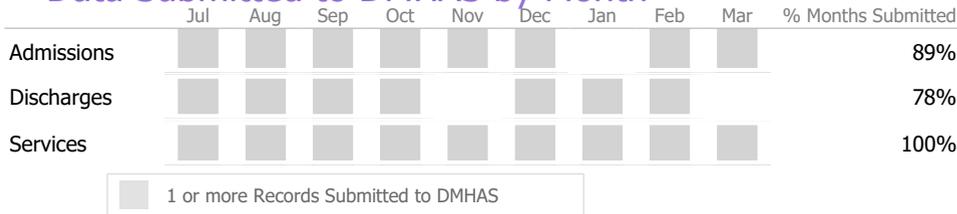
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		62	95%	60%	91%	35% ▲
✓ Social Support		42	65%	60%	79%	5%
● Employed		2	3%	15%	14%	-12% ▼
● Improved/Maintained Axis V GAF Score		35	60%	85%	56%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 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	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
Social Support		N/A	N/A	60%	67%	-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%	86%	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 94 Active Standard Outpatient Programs

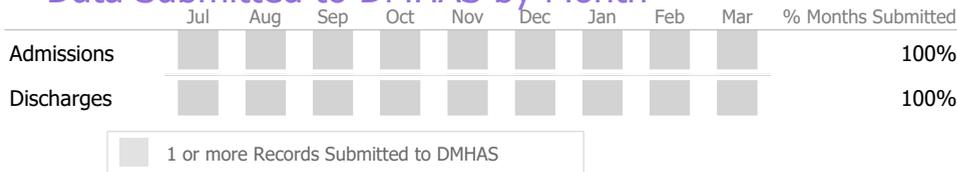
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	670	555	21% ▲
Admits	961	793	21% ▲
Discharges	961	794	21% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	69%	-75% ▼
✓ Community Location Evaluation		172	99%	80%	92%	19% ▲
● Follow-up Service within 48 hours		0	NA	90%	87%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	43	-14% ▼
Admits	17	20	-15% ▼
Discharges	14	15	-7%
Transfers - In	1	2	-50% ▼
Transfers - Out	2	7	-71% ▼
Bed Days	5,720	5,750	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	79%	95%	53%	-16% ▼
✓ No Re-admit within 30 Days of Discharge		12	86%	85%	87%	1%
● Follow-up within 30 Days of Discharge		9	82%	90%	74%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		23	77%	95%	19%	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94% / 88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93% / 17%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		94% / 93%
✓ SA Screen Complete		100% / 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 98%
✓ Valid Axis V GAF Score		100% / 24%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	370 days	0.3	99%	90%	90%	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 11 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	32	19% ▲
Admits	18	2	800% ▲
Discharges	17	10	70% ▲
Transfers - Out	1	1	0%
Bed Days	5,713	5,738	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	88%	95%	53%	-7%
✓ No Re-admit within 30 Days of Discharge		16	94%	85%	87%	9%
● Follow-up within 30 Days of Discharge		13	87%	90%	74%	-3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	92%	88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	83%	17%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	93%
✓ SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	98%
✓ Valid Axis V GAF Score	92%	24%

Recovery

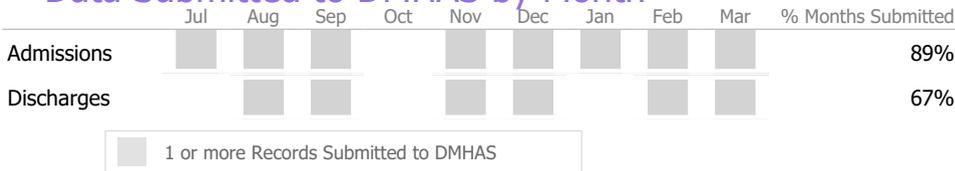
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		24	80%	95%	19%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	530 days	0.3	99%	90%	90%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

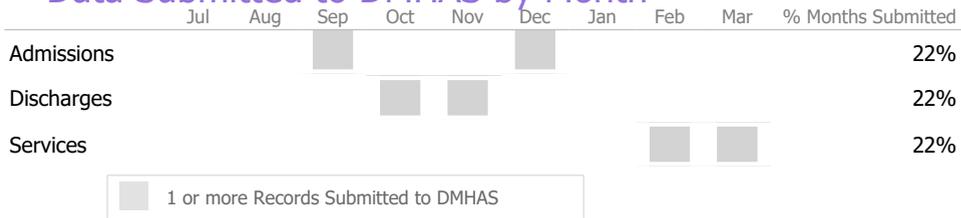
■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 11 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	5	100% ▲
Admits	2	2	0%
Discharges	2	-	
Service Hours	11	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

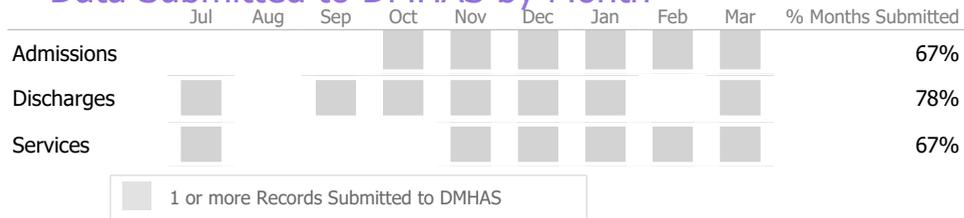
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	7	243% ▲
Admits	12	4	200% ▲
Discharges	13	-	
Service Hours	34	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	150	-12% ▼
Admits	5	6	-17% ▼
Discharges	19	20	-5%
Service Hours	1,691	1,998	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	98%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	16%	50%	52%	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		129	98%	95%	85%	3%
Improved/Maintained Axis V GAF Score		88	68%	75%	51%	-7%
Social Support		67	51%	60%	67%	-9%
Employed		5	4%	30%	25%	-26% ▼

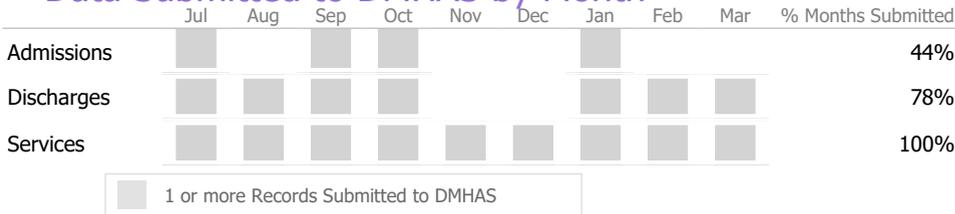
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		113	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	60%	75%	69%	-15% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	103	-3%
Admits	20	27	-26% ▼
Discharges	28	27	4%
Service Hours	8,531	10,503	-19% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	61%	50%	52%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		85	85%	60%	67%	25% ▲
✓ Stable Living Situation		98	98%	95%	85%	3%
✓ Improved/Maintained Axis V GAF Score		74	86%	75%	51%	11% ▲
● Employed		17	17%	30%	25%	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	63%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	95%	92%
✓ SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	91%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		20	100%	75%	69%	25% ▲

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

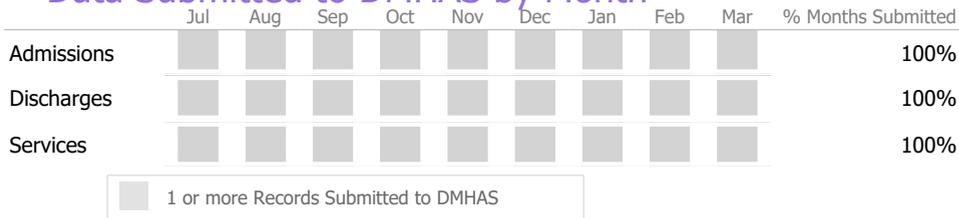
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	155	-19% ▼
Admits	101	116	-13% ▼
Discharges	102	121	-16% ▼
Service Hours	751	898	-16% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

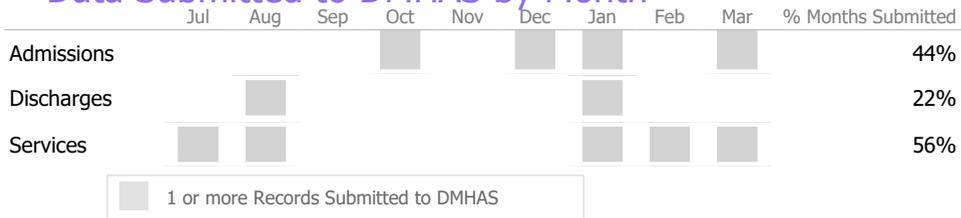
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	11	-45% ▼
Admits	5	1	400% ▲
Discharges	2	10	-80% ▼
Service Hours	21	62	-66% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	417	427	-2%
Admits	44	14	214% ▲
Discharges	43	47	-9%
Service Hours	5,191	5,662	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	79%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	37%	50%	52%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		269	65%	60%	67%	5%
Stable Living Situation		411	99%	95%	85%	4%
Employed		92	22%	30%	25%	-8%
Improved/Maintained Axis V GAF Score		245	64%	75%	51%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		372	99%	90%	86%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		39	89%	75%	69%	14% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	39	-8%
Admits	15	18	-17% ▼
Discharges	16	15	7%
Transfers - In	2	2	0%
Bed Days	5,452	5,438	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	69%	95%	53%	-26% ▼
● No Re-admit within 30 Days of Discharge		13	81%	85%	87%	-4%
● Follow-up within 30 Days of Discharge		9	82%	90%	74%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	90%	88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	17%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	93%
✓ SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	24%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		26	96%	95%	19%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	331 days	0.3	99%	90%	90%	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	■	■	■	■		■	■		■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 11 Active Acute Psychiatric Programs

Crisis Outreach

Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

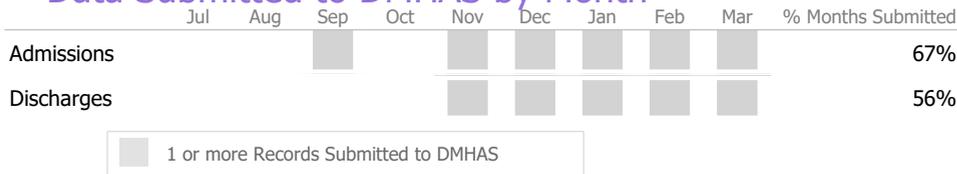
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	189	1	18800% ▲
Admits	221	2	10950% ▲
Discharges	212	1	21100% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		152	61%	75%	69%	-14% ▼
✓ Community Location Evaluation		238	95%	80%	92%	15% ▲
✓ Follow-up Service within 48 hours		67	100%	90%	87%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	61	3%
Admits	8	9	-11% ▼
Discharges	7	8	-13% ▼
Service Hours	1,646	2,019	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
Valid Axis V GAF Score	97%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	86%	65%	69%	21% ▲

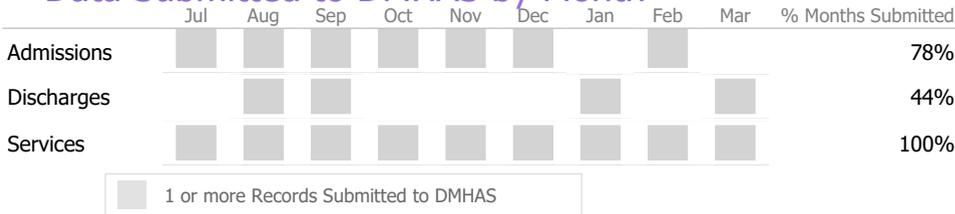
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		59	94%	60%	82%	34% ▲
✓ Stable Living Situation		60	95%	80%	92%	15% ▲
● Improved/Maintained Axis V GAF Score		36	62%	65%	65%	-3%
● Employed		5	8%	20%	13%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	142	-6%
Admits	15	12	25% ▲
Discharges	22	21	5%
Service Hours	3,128	3,412	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	73%	65%	69%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		127	95%	80%	92%	15% ▲
✓ Social Support		100	75%	60%	82%	15% ▲
✓ Improved/Maintained Axis V GAF Score		91	73%	65%	65%	8%
● Employed		9	7%	20%	13%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		111	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
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 37 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	289	156	85% ▲
Admits	151	31	387% ▲
Discharges	50	25	100% ▲
Service Hours	5,218	3,103	68% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		48	96%	50%	52%	46% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		274	95%	95%	85%	0%
● Social Support		162	56%	60%	67%	-4%
● Employed		64	22%	30%	25%	-8%
● Improved/Maintained Axis V GAF Score		123	46%	75%	51%	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		63%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		92%
✓ SA Screen Complete		92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		91%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		238	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		115	76%	75%	69%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	149	-16% ▼
Admits	4	15	-73% ▼
Discharges	125	26	381% ▲
Service Hours	271	3,128	-91% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic 6 Month Updates	N/A	63%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	97%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		125	100%	50%	52%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		121	97%	95%	85%	2%
● Employed		33	26%	30%	25%	-4%
● Social Support		70	56%	60%	67%	-4%
● Improved/Maintained Axis V GAF Score		85	68%	75%	51%	-7%

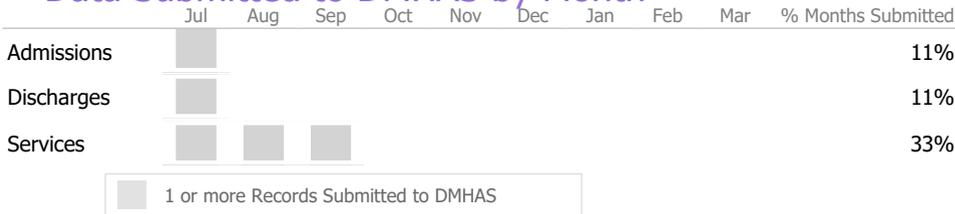
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	86%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	100%	75%	69%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

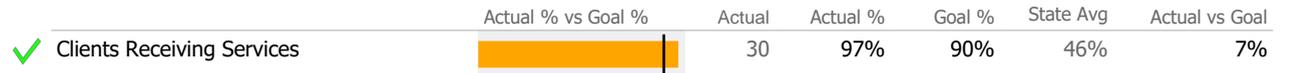
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

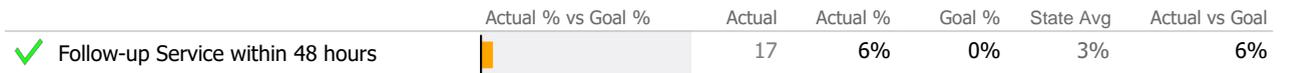
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	80	5%
Admits	62	63	-2%
Discharges	57	70	-19% ▼
Service Hours	270	248	9%

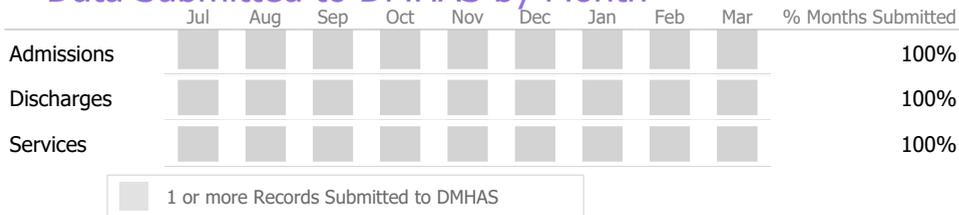
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

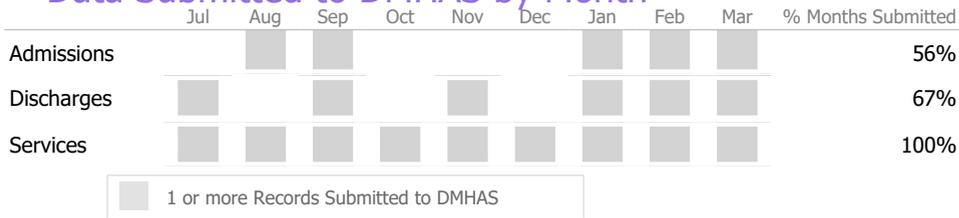
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	9	5	80% ▲
Discharges	8	9	-11% ▼
Service Hours	284	123	131% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Other Programs

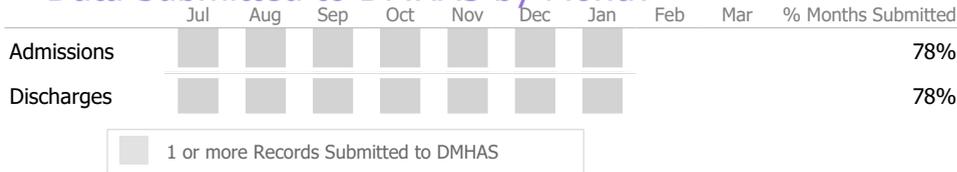
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	294	-38% ▼
Admits	225	348	-35% ▼
Discharges	225	348	-35% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		164	64%	75%	69%	-11% ▼
✓ Community Location Evaluation		246	95%	80%	92%	15% ▲
✓ Follow-up Service within 48 hours		47	92%	90%	87%	2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 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

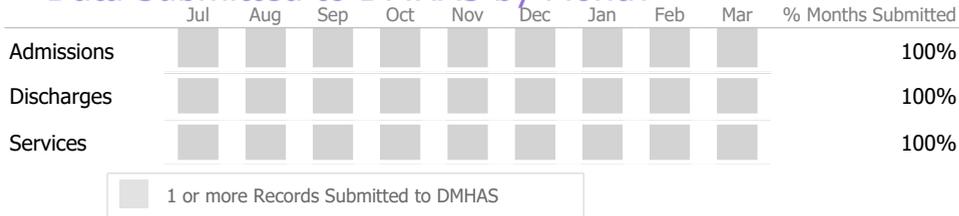
Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	59	-29% ▼
Admits	41	60	-32% ▼
Discharges	41	55	-25% ▼
Service Hours	163	288	-43% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	43	-7%
Admits	10	9	11% ▲
Discharges	9	11	-18% ▼
Service Hours	1,644	1,775	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic 6 Month Updates	100%	63%
Cooccurring MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	98%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	56%	50%	52%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		37	92%	60%	67%	32% ▲
✓ Employed		12	30%	30%	25%	0%
✓ Stable Living Situation		38	95%	95%	85%	0%
● Improved/Maintained Axis V GAF Score		21	60%	75%	51%	-15% ▼

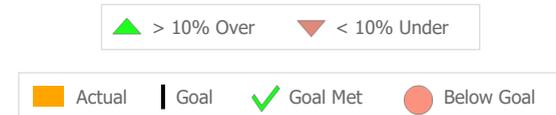
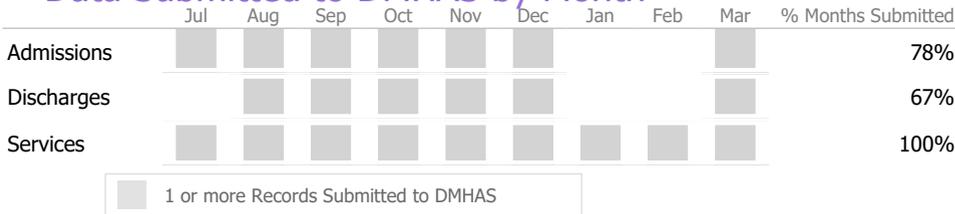
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	86%	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%	69%	25% ▲

Data Submitted to DMHAS by Month



* State Avg based on 94 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 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	130	2%
Admits	5	3	67% ▲
Discharges	14	6	133% ▲
Service Hours	901	955	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	92%
SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	79%	50%	52%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		87	66%	60%	67%	6%
✓ Stable Living Situation		132	100%	95%	85%	5%
● Improved/Maintained Axis V GAF Score		98	74%	75%	51%	-1%
● Employed		28	21%	30%	25%	-9%

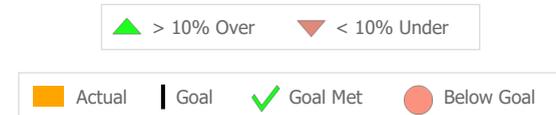
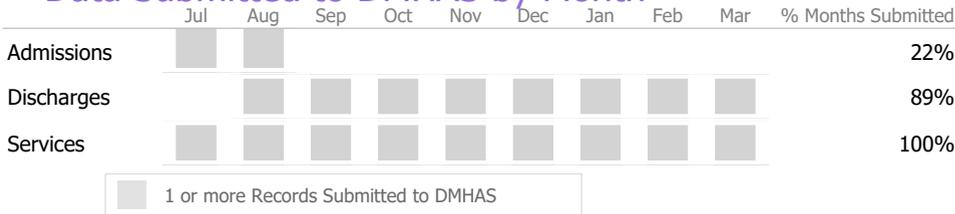
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		118	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	20%	75%	69%	-55% ▼

Data Submitted to DMHAS by Month



* State Avg based on 94 Active Standard Outpatient Programs

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 16 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	114	-15% ▼
Admits	7	4	75% ▲
Discharges	19	15	27% ▲
Service Hours	804	1,148	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	79%	50%	52%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		86	89%	60%	67%	29% ▲
✓ Employed		39	40%	30%	25%	10% ▲
✓ Improved/Maintained Axis V GAF Score		78	84%	75%	51%	9%
✓ Stable Living Situation		97	100%	95%	85%	5%

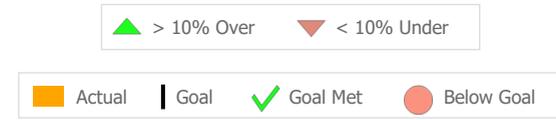
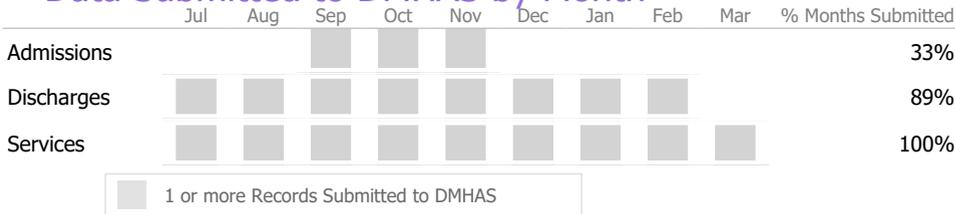
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		78	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	29%	75%	69%	-46% ▼

Data Submitted to DMHAS by Month



* State Avg based on 94 Active Standard Outpatient Programs