Southwest Connecticut Mental Health System
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,939	2,075	-7%
	Admits	633	674	-6%
	Discharges	643	711	-10%
	Service Hours	10,313	12,399	-17% ▼
	Bed Days	5,252	5,671	-7%

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

Consumer Satisfaction Survey   (Based on 69 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		91%	80%	91%
✓	General Satisfaction		91%	80%	92%
✓	Participation in Treatment		88%	80%	92%
✓	Respect		86%	80%	91%
✓	Quality and Appropriateness		85%	80%	93%
✓	Access		80%	80%	88%
●	Outcome		77%	80%	83%
●	Recovery		71%	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	1,017	48.4%
	Crisis Services	366	17.4%
	Other	308	14.6%
	Community Support	145	6.9%
	Intake	90	4.3%
	Inpatient Services	67	3.2%
	ACT	51	2.4%
Forensic MH			
	Forensics Community-based	59	2.8%

Client Demographics

Age	#	%	State Avg
18-25	162	8%	8%
26-34	259	13%	21%
35-44	363	19%	22%
45-54	359	19%	20%
55-64	485	25%	20%
65+	310	16%	9%

Gender	#	%	State Avg
Male	1,133	58%	58%
Female	806	42%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,249	64%	69%
Unknown	241	12%	11%
Hispanic-Other	219	11%	8%
Hisp-Puerto Rican	202	10%	12%
Hispanic-Mexican	19	1%	1%
Hispanic-Cuban	9	0%	0%

Race	#	%	State Avg
White/Caucasian	623	36% ▼	63%
Black/African American	617	35% ▲	16%
Other	454	26% ▲	13%
Unknown	23	1%	5%
Asian	21	1%	1%
Multiple Races	7	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Am. Indian/Native Alaskan	2	0%	1%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

97 Middle St.Jail Div
Southwest Connecticut Mental Health System
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	81	-41%	▼
Admits	25	63	-60%	▼
Discharges	41	69	-41%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours	▮▮▮	2	50%	0%	66%	50%	▲

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 19 Active Court Liaison-Jail Diversion Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	278	277	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 1 Active Housing Assistance Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

ACT Middle Street Program 128B
Southwest Connecticut Mental Health System
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	58	-12%	▼
Admits	2	4	-50%	▼
Discharges	3	3	0%	
Service Hours	597	956	-38%	▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		99%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

Co-occurring		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%	87%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	65%	36%	35%	▲
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	94%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	53%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		48	94%	60%	92%	34%	▲
✓	Social Support		36	71%	60%	80%	11%	▲
🔴	Employed		0	0%	15%	12%	-15%	▼
🔴	Improved/Maintained Axis V GAF Score		31	65%	85%	49%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		48	100%	90%	99%	10%	
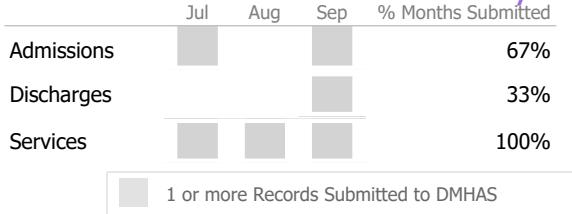
▲ > 10% Over   ▼ < 10% Under

▮ Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

BHH ADULT NAE
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

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	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	54%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	75%
SA Screen Complete	N/A	76%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	33%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	20%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	40%	-75% ▼
● Social Support		N/A	N/A	60%	59%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	73%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	75%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Bpt Cntrl/CIT
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	242	274	-12%	▼
Admits	318	326	-2%	
Discharges	318	326	-2%	

Crisis
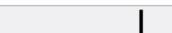
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		0	0%	75%	79%	-75%	▼
✔	Community Location Evaluation		14	100%	80%	71%	20%	▲
🔴	Follow-up Service within 48 hours		0	NA	90%	68%	-90%	▼
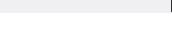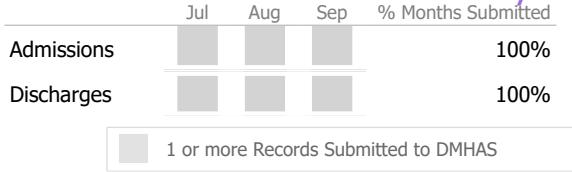
▲ > 10% Over	▼ < 10% Under

🟧 Actual	▌ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

Variances in data may be indicative of operational adjustments related to the pandemic.

BPT Ctrl AIP PICU 1
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	23	-4%	
Admits	3	2	50%	▲
Discharges	4	1	300%	▲
Transfers - Out	1	1	0%	
Bed Days	1,851	1,926	-4%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		5	100%	95%	78%	5%
●	No Re-admit within 30 Days of Discharge		3	75%	85%	88%	-10%
✓	Follow-up within 30 Days of Discharge		4	100%	90%	80%	10%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Improved/Maintained Axis V GAF Score		15	83%	95%	17%	-12% ▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		87%	85%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		54%	15%

	Co-occurring		Actual	State Avg
	MH Screen Complete		0%	86%
✓	SA Screen Complete		100%	100%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%
✓	Valid Axis V GAF Score		95%	24%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	653 days	1.0	96%	90%	85%	6%
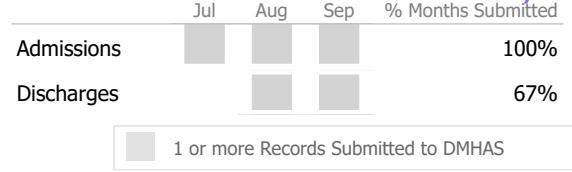
< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

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

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

Variances in data may be indicative of operational adjustments related to the pandemic.

Bpt Ctrl AIP PICU 2
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	28	-18% ▼
Admits	2	8	-75% ▼
Discharges	4	7	-43% ▼
Bed Days	1,761	1,917	-8%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		4	100%	95%	78%	5%
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	88%	15% ▲
🔴	Follow-up within 30 Days of Discharge		3	75%	90%	80%	-15% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	85%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	93%	15%

Co-occurring		Actual	State Avg
	MH Screen Complete	N/A	86%
	SA Screen Complete	N/A	100%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	91%	24%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Axis V GAF Score		14	74%	95%	17%	-21% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	514 days	0.9	91%	90%	85%	1%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 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

Variances in data may be indicative of operational adjustments related to the pandemic.

BPT YAS 16 HR Residential
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	6	-17%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 17 Active Other Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

BPT YAS 24 HR Residential
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)
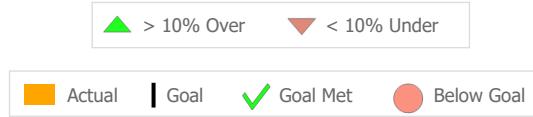
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	14	-43%	▼
Admits	2	3	-33%	▼
Discharges	-	2	-100%	▼
Service Hours	-	2	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%
Services				0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 17 Active Other Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

BPTCtl CARE MGT
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	111	110	1%	
Admits	6	1	500%	▲
Discharges	4	4	0%	
Service Hours	319	561	-43%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	94%	86%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	99%	54%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	75%
✓	SA Screen Complete	100%	76%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	98%	90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		1	25%	50%	33%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		110	99%	95%	73%	4%	
●	Social Support		56	50%	60%	59%	-10%	
●	Improved/Maintained Axis V GAF Score		69	66%	75%	40%	-9%	
●	Employed		5	5%	30%	20%	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		107	100%	90%	75%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		5	83%	75%	76%	8%
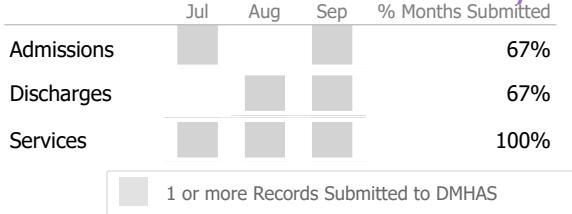
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

BPTCtl YAS SPPOP
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	71	6%	
Admits	6	2	200%	▲
Discharges	2	4	-50%	▼
Service Hours	3,464	2,743	26%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		88%	75%
✓ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	33%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		70	93%	60%	59%	33%	▲
✓ Stable Living Situation		74	99%	95%	73%	4%	
● Employed		12	16%	30%	20%	-14%	▼
● Improved/Maintained Axis V GAF Score		43	64%	75%	40%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	100%	90%	75%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		6	100%	75%	76%	25%	▲
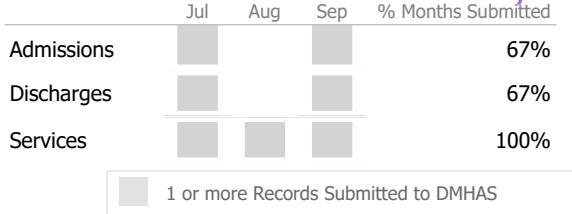
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Bridgeport Diagnosis and Evaluation CTR
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	55	42%	▲
Admits	34	34	0%	
Discharges	50	28	79%	▲
Service Hours	259	234	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 17 Active Central Intake Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Bridgeport Liaison Program
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	▲
Admits	2	1	100%	▲
Discharges	-	-		
Service Hours	2	15	-88%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
Discharges				0%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 17 Active Other Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	393	391	1%	
Admits	27	13	108%	▲
Discharges	7	14	-50%	▼
Service Hours	1,655	2,203	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	86%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	99%	54%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	94%	75%
✓	SA Screen Complete	100%	76%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	99%	90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		4	57%	50%	33%	7%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		279	71%	60%	59%	11%	▲
✓	Stable Living Situation		386	98%	95%	73%	3%	
●	Employed		82	21%	30%	20%	-9%	
●	Improved/Maintained Axis V GAF Score		222	62%	75%	40%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		382	99%	90%	75%	9%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		21	78%	75%	76%	3%
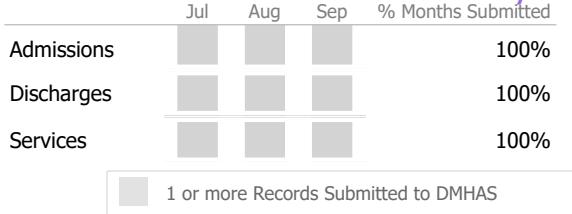
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

CO-OCCURRING TREATMENT UNIT
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	22	5%	
Admits	3	1	200%	▲
Discharges	5	3	67%	▲
Transfers - In	1	1	0%	
Bed Days	1,640	1,828	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		4	80%	95%	78%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		5	100%	85%	88%	15%	▲
✓	Follow-up within 30 Days of Discharge		4	100%	90%	80%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Improved/Maintained Axis V GAF Score		14	78%	95%	17%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		83%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		46%	15%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	86%
✓ 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		20	340 days	0.9	89%	90%	85%	-1%

< 90%	90-110%	>110%
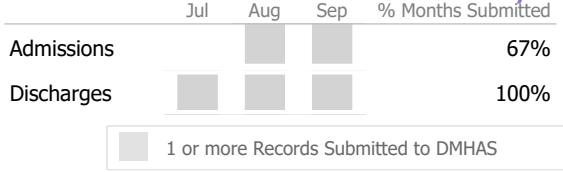
Data Submitted to DMHAS by Month

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

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	135	-1%
Admits	167	169	-1%
Discharges	166	170	-2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Evaluation within 1.5 hours of Request		95	57%	75%	79%	-18% ▼
✓ Community Location Evaluation		164	98%	80%	71%	18% ▲
✓ Follow-up Service within 48 hours		64	98%	90%	68%	8%
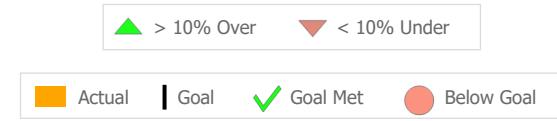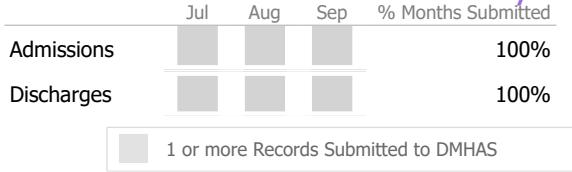
▲ > 10% Over	▼ < 10% Under

🟧 Actual	❙ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Variances in data may be indicative of operational adjustments related to the pandemic.

CSP/RP - Stamford
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	56	-20%	▼
Admits	1	2	-50%	▼
Discharges	3	5	-40%	▼
Service Hours	468	1,662	-72%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	89%	80%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	85%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	80%	78%
✓	SA Screen Complete	100%	61%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		2	67%	65%	61%	2%

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		45	100%	80%	89%	20%	▲
✓	Improved/Maintained Axis V GAF Score		36	82%	65%	56%	17%	▲
●	Employed		2	4%	20%	13%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		42	100%	90%	94%	10%
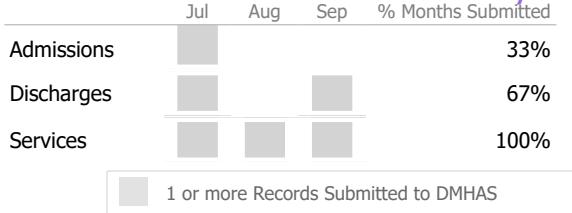
▲ > 10% Over	▼ < 10% Under	

Actual	Goal	✓ Goal Met	● Below Goal

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

CSP/RP, Middle Street, Bridgeport
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	109	-8%	
Admits	7	1	600%	▲
Discharges	5	9	-44%	▼
Service Hours	1,077	1,031	4%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	80%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	85%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	78%
✔ SA Screen Complete		100%	61%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		99%	96%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	60%	65%	61%	-5%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		74	74%	60%	81%	14%	▲
✔	Stable Living Situation		92	92%	80%	89%	12%	▲
🔴	Improved/Maintained Axis V GAF Score		59	62%	65%	56%	-3%	
🔴	Employed		4	4%	20%	13%	-16%	▼
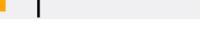
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		95	100%	90%	94%	10%
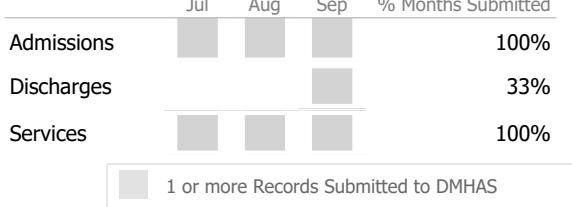
▲ > 10% Over		▼ < 10% Under	

▬ Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

FSD - Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	300	236	27%	▲
Admits	9	11	-18%	▼
Discharges	7	11	-36%	▼
Service Hours	1,545	1,777	-13%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		86%	75%
✓ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	71%	50%	33%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		194	64%	60%	59%	4%	
✓	Stable Living Situation		290	96%	95%	73%	1%	
●	Employed		75	25%	30%	20%	-5%	
✓	Improved/Maintained Axis V GAF Score		191	90%	75%	40%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		294	100%	90%	75%	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%	76%	25%	▲
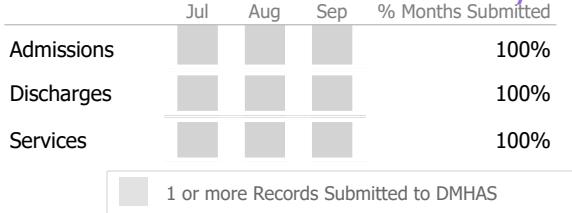
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

FSD Jail Div
Southwest Connecticut Mental Health System
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	41	-73%	▼
Admits	6	12	-50%	▼
Discharges	2	21	-90%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		1	100%	0%	66%	100%	▲

Data Submitted to DMHAS by Month
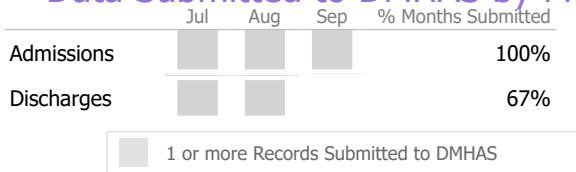
	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢		67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Variances in data may be indicative of operational adjustments related to the pandemic.

FSD Liaison
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	17	-41%	▼
Admits	4	6	-33%	▼
Discharges	5	8	-38%	▼
Service Hours	56	158	-64%	▼

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 17 Active Other Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	12	0%	
Admits	7	8	-13%	▼
Discharges	12	12	0%	
Service Hours	46	38	21%	▲

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 17 Active Central Intake Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

FSD Young Adult Service Program
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	32	-13%	▼
Admits	2	1	100%	▲
Discharges	2	4	-50%	▼
Service Hours	522	418	25%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	75%
✓ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	50%	33%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		28	100%	60%	59%	40%	▲
✓	Stable Living Situation		28	100%	95%	73%	5%	
●	Employed		8	29%	30%	20%	-1%	
●	Improved/Maintained Axis V GAF Score		13	52%	75%	40%	-23%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		26	100%	90%	75%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		2	100%	75%	76%	25%	▲
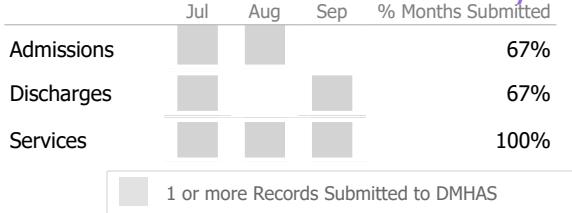
▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Medication Clinic
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	112	128	-13%	▼
Admits	-	2	-100%	▼
Discharges	3	5	-40%	▼
Service Hours	303	341	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	86%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		0%	75%
✔ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	33%	50%	33%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		80	71%	60%	59%	11%	▲
✔ Improved/Maintained Axis V GAF Score		92	82%	75%	40%	7%	
✔ Stable Living Situation		112	100%	95%	73%	5%	
🔴 Employed		23	21%	30%	20%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		109	100%	90%	75%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		0	0%	75%	76%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ┃ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.