

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	534	133	302%
	Admits	509	25	1936%
	Discharges	506	29	1645%
	Service Hours	105	106	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Crisis Services	489	90.2%
	Case Management	52	9.6%
	IOP	1	0.2%

Consumer Satisfaction Survey

(Based on 48 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		88%	80%	91%
✓ Access		85%	80%	88%
✓ Outcome		85%	80%	83%
● General Satisfaction		79%	80%	92%
● Recovery		67%	80%	79%

■ Satisfied % | ■ Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	82	17%	8%
26-34	98	20%	21%
35-44	93	19%	22%
45-54	86	17%	20%
55-64	84	17%	20%
65+	53	11%	9%

Gender	#	%	State Avg
Male	309	58%	58%
Female	224	42%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	385	72%	69%
Hispanic-Other	101	19%	▲ 8%
Hisp-Puerto Rican	40	7%	12%
Unknown	5	1%	11%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	324	61%	63%
Black/African American	102	19%	16%
Other	92	17%	13%
Multiple Races	10	2%	1%
Am. Indian/Native Alaskan	3	1%	1%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown	1	0%	5%

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

Crisis 522-200

Waterbury Hospital Health Center

Mental Health - Crisis Services - Mobile Crisis Team

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	489	91	437% ▲
Admits	489	14	3393% ▲
Discharges	481	14	3336% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		397	77%	75%	79%	2%
● Community Location Evaluation		0	0%	80%	71%	-80% ▼
● Follow-up Service within 48 hours		10	6%	90%	68%	-84% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	0%	0%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	30%	17%	-30% ▼
● Social Support		0	0%	60%	62%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	65%	-75% ▼
● Stable Living Situation		0	0%	95%	79%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	30%	N/A ▼

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 3 Active Standard IOP Programs

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

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%

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 ▼

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

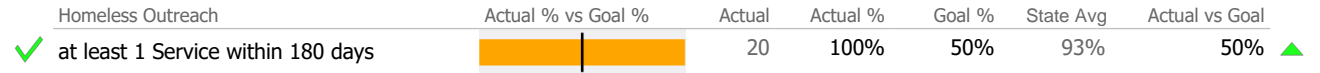
Actual Goal Goal Met Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

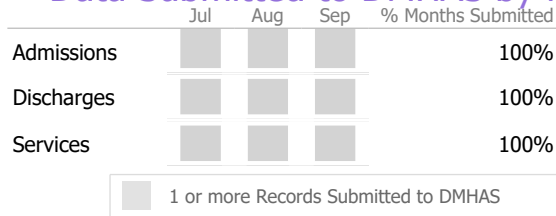
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	41	27% ▲
Admits	20	11	82% ▲
Discharges	25	15	67% ▲
Service Hours	105	106	-1%

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 45 Active Outreach & Engagement 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	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%

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 ▼

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 84 Active Standard Outpatient Programs

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

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	108%	-90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 10 Active Respite Bed Programs