

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,153	1,300	-11% ▼
	Admits	323	611	-47% ▼
	Discharges	328	610	-46% ▼
	Service Hours	7,789	15,230	-49% ▼
	Bed Days	1,154	1,730	-33% ▼

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

Consumer Satisfaction Survey

(Based on 301 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Access		91%	80%	88%
✓ Recovery		81%	80%	79%
✓ Outcome		80%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	563	40.7%
	ACT	193	14.0%
	Crisis Services	183	13.2%
	Community Support	168	12.1%
	Social Rehabilitation	78	5.6%
	Other	46	3.3%
	Intake	28	2.0%
	Case Management	20	1.4%
	Residential Services	11	0.8%
	Forensic MH	Forensics Community-based	89
Crisis Services		4	0.3%

Client Demographics

Age	#	%	State Avg
18-25	173	15%	8%
26-34	258	22%	21%
35-44	175	15%	22%
45-54	171	15%	20%
55-64	257	22%	20%
65+	118	10%	9%

Gender	#	%	State Avg
Male	752	65%	58%
Female	395	34%	42%
Transgender	5	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	935	81%	69% ▲
Hispanic-Other	98	8%	8%
Hisp-Puerto Rican	69	6%	12%
Unknown	46	4%	11%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
White/Caucasian	802	70%	63%
Black/African American	174	15%	16%
Other	112	10%	13%
Multiple Races	23	2%	1%
Asian	15	1%	1%
Unknown	15	1%	5%
Am. Indian/Native Alaskan	4	0%	1%
Hawaiian/Other Pacific Islander			0%

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

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

Danbury CIT

Western Connecticut Mental Health Network

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	0	2	▼
Admits	-	3	-100% ▼
Discharges	-	3	-100% ▼

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

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

Danbury Intake

Western Connecticut Mental Health Network

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	5	12	-58% ▼
Admits	3	11	-73% ▼
Discharges	5	9	-44% ▼
Service Hours	12	32	-61% ▼

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 Central Intake Programs

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	19	-16% ▼
Admits	5	9	-44% ▼
Discharges	-	4	-100% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	100%	0%	66%	100% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

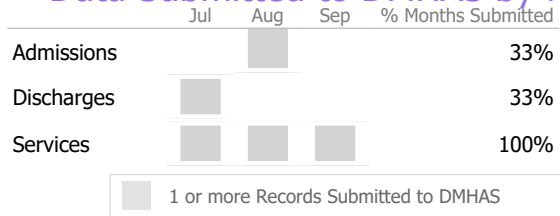
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	16	-31% ▼
Admits	1	4	-75% ▼
Discharges	2	1	100% ▲
Service Hours	54	87	-38% ▼

Data Submitted to DMHAS by Month



* State Avg based on 17 Active Other Programs

Danbury Outpatient

Western Connecticut Mental Health Network

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	196	196	0%
Admits	4	8	-50% ▼
Discharges	3	8	-63% ▼
Service Hours	1,035	1,590	-35% ▼

Data Submission Quality

Data Entry	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	100%	75%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	97%
Valid Axis V GAF Score	75%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	33%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		172	88%	60%	59%	28% ▲
✓ Stable Living Situation		193	98%	95%	73%	3%
● Employed		20	10%	30%	20%	-20% ▼
● Improved/Maintained Axis V GAF Score		12	6%	75%	40%	-69% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		193	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		4	100%	75%	76%	25% ▲

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 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	29	25	16% ▲
Admits	2	2	0%
Discharges	2	4	-50% ▼
Service Hours	409	625	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	34%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	65%	36%	35% ▲
No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	53%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	100%	60%	80%	40% ▲
Stable Living Situation		28	97%	60%	92%	37% ▲
Employed		5	17%	15%	12%	2%
Improved/Maintained Axis V GAF Score		2	8%	85%	49%	-77% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	100%	90%	99%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal





* State Avg based on 23 Active Assertive Community Treatment Programs


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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	-	-	

Data Submitted to DMHAS by Month

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	18	-33% ▼
Admits	11	15	-27% ▼
Discharges	10	17	-41% ▼
Service Hours	23	35	-33% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	94	-4%
Admits	3	6	-50% ▼
Discharges	8	7	14% ▲
Service Hours	661	1,052	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	80%
On-Time Periodic		
6 Month Updates	99%	85%
Co-occurring		
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	61%
Diagnosis		
Valid Axis I Diagnosis	87%	98%
Valid Axis V GAF Score	68%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	62%	65%	61%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		79	88%	60%	81%	28% ▲
Stable Living Situation		86	96%	80%	89%	16% ▲
Employed		6	7%	20%	13%	-13% ▼
Improved/Maintained Axis V GAF Score		13	15%	65%	56%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		82	100%	90%	94%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	58	-33% ▼
Admits	13	25	-48% ▼
Discharges	6	17	-65% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		10	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

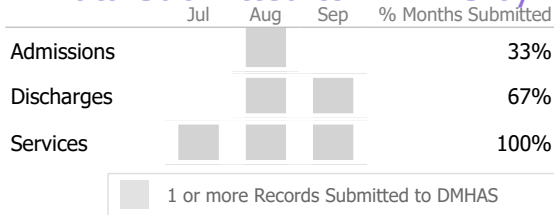
Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	16	-25% ▼
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Service Hours	16	67	-76% ▼

Data Submitted to DMHAS by Month



* State Avg based on 17 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	57	-14% ▼
Admits	64	96	-33% ▼
Discharges	62	96	-35% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		56	88%	75%	79%	13% ▲
✓ Community Location Evaluation		64	100%	80%	71%	20% ▲
✓ Follow-up Service within 48 hours		43	100%	90%	68%	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	98	97	1%
Admits	4	15	-73% ▼
Discharges	11	9	22% ▲
Service Hours	572	858	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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	86%	97%
Valid Axis V GAF Score	61%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	36%	50%	33%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		88	90%	60%	59%	30% ▲
Stable Living Situation		96	98%	95%	73%	3%
Employed		17	17%	30%	20%	-13% ▼
Improved/Maintained Axis V GAF Score		15	17%	75%	40%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		83	95%	90%	75%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	75%	75%	76%	0%

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

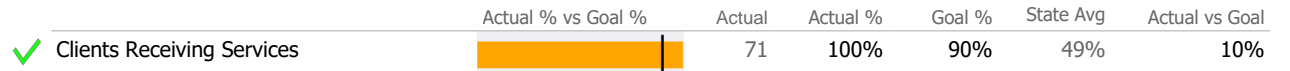
Actual | Goal Goal Met Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	117	-33% ▼
Admits	6	10	-40% ▼
Discharges	7	25	-72% ▼
Service Hours	505	1,201	-58% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



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 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	1	-	
Discharges	2	1	100% ▲
Service Hours	429	404	6%
Bed Days	464	477	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	98%
Valid Axis V GAF Score	14%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	95%	80%	-45% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	88%	10%

Recovery

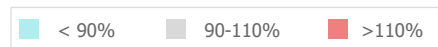
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		0	0%	75%	46%	-75% ▼

Service Utilization

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	340 days	0.9	84%	90%	60%	-6%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



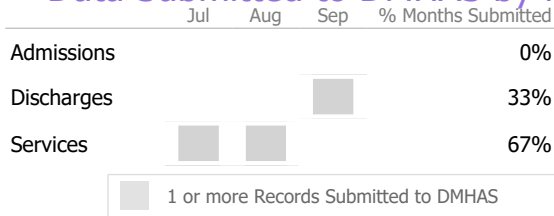
* State Avg based on 6 Active Transitional Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	1	-	

Data Submitted to DMHAS by Month



* State Avg based on 17 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	44	-9%
Admits	1	3	-67% ▼
Discharges	4	5	-20% ▼
Service Hours	551	985	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	97%	92%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	33%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	65%	36%	-40% ▼
No Re-admit within 30 Days of Discharge		4	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	53%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		40	100%	60%	80%	40% ▲
Stable Living Situation		39	98%	60%	92%	38% ▲
Employed		13	32%	15%	12%	17% ▲
Improved/Maintained Axis V GAF Score		0	0%	85%	49%	-85% ▼

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

Actual | Goal Goal Met Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	41	2%
Admits	6	5	20% ▲
Discharges	2	3	-33% ▼
Service Hours	400	902	-56% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	90%	98%
Valid Axis V GAF Score	31%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	65%	36%	-15% ▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	53%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	95%	60%	80%	35% ▲
✓ Stable Living Situation		39	93%	60%	92%	33% ▲
✓ Employed		7	17%	15%	12%	2%
● Improved/Maintained Axis V GAF Score		0	0%	85%	49%	-85% ▼

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				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	-	-	
Discharges	-	-	
Service Hours	69	97	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	100%	56%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
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		N/A	N/A	50%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	80%	60%	70%	20% ▲
✓ Stable Living Situation		19	95%	80%	77%	15% ▲
● Employed		0	0%	20%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	61%	10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	56	-23% ▼
Admits	1	7	-86% ▼
Discharges	3	11	-73% ▼
Service Hours	515	806	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	84%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%
Diagnosis		
Valid Axis I Diagnosis	88%	98%
Valid Axis V GAF Score	56%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	65%	36%	-32% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	94%	-18% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	53%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		42	98%	60%	92%	38% ▲
Social Support		34	79%	60%	80%	19% ▲
Employed		0	0%	15%	12%	-15% ▼
Improved/Maintained Axis V GAF Score		5	13%	85%	49%	-72% ▼

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				33%
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 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	125	-51% ▼
Admits	64	148	-57% ▼
Discharges	64	148	-57% ▼

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		63	98%	80%	71%	18% ▲
✓ Follow-up Service within 48 hours		1	100%	90%	68%	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

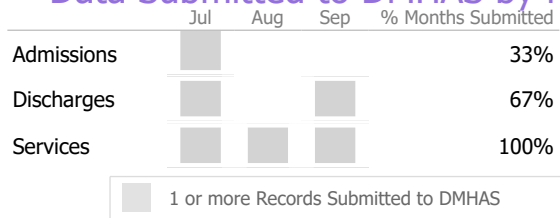
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	1	600% ▲
Admits	1	1	0%
Discharges	4	-	
Service Hours	26	2	

Data Submitted to DMHAS by Month



* State Avg based on 3 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	90	-13% ▼
Admits	1	6	-83% ▼
Discharges	2	9	-78% ▼
Service Hours	412	945	-56% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	80%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	61%
Diagnosis		
Valid Axis I Diagnosis	96%	98%
Valid Axis V GAF Score	74%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	65%	61%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		70	90%	60%	81%	30% ▲
Stable Living Situation		76	97%	80%	89%	17% ▲
Employed		8	10%	20%	13%	-10% ▼
Improved/Maintained Axis V GAF Score		11	14%	65%	56%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	100%	90%	94%	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 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	1	4	-75% ▼
Discharges	2	1	100% ▲
Service Hours	20	45	-56% ▼
Bed Days	206	216	-5%

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%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	192 days	1.0	56%	90%	79%	-34% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

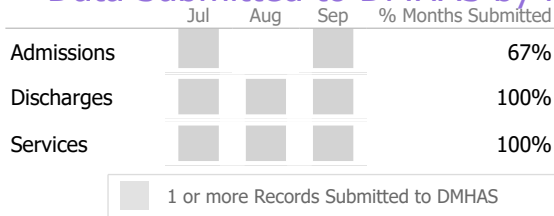
▲ > 10% Over ▼ < 10% Under

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	19	-42% ▼
Admits	8	12	-33% ▼
Discharges	8	16	-50% ▼
Service Hours	26	59	-56% ▼

Data Submitted to DMHAS by Month



* State Avg based on 17 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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	47	-40% ▼
Admits	10	32	-69% ▼
Discharges	10	24	-58% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		5	100%	0%	66%	100% ▲

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

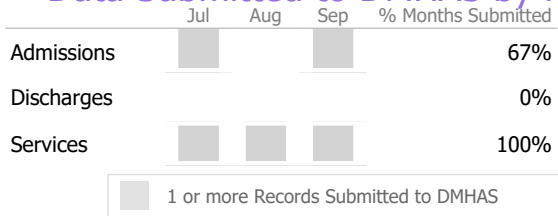
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	19	-26% ▼
Admits	2	2	0%
Discharges	-	2	-100% ▼
Service Hours	17	97	-82% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	91	-24% ▼
Admits	87	149	-42% ▼
Discharges	87	150	-42% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		73	84%	75%	79%	9%
✓ Community Location Evaluation		87	100%	80%	71%	20% ▲
✓ Follow-up Service within 48 hours		10	100%	90%	68%	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	177	184	-4%
Admits	3	7	-57% ▼
Discharges	3	7	-57% ▼
Service Hours	623	1,222	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	100%	75%
SA Screen Complete	100%	76%
Diagnosis		
Valid Axis I Diagnosis	92%	97%
Valid Axis V GAF Score	89%	90%

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		155	88%	60%	59%	28% ▲
Stable Living Situation		173	98%	95%	73%	3%
Employed		12	7%	30%	20%	-23% ▼
Improved/Maintained Axis V GAF Score		19	11%	75%	40%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	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		3	100%	75%	76%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 84 Active Standard Outpatient Programs

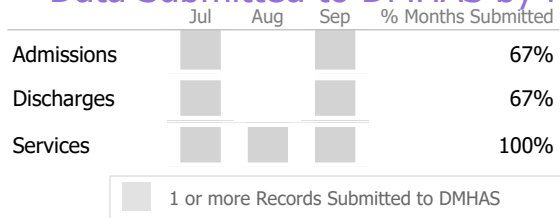
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	99	-6%
Admits	4	2	100% ▲
Discharges	4	5	-20% ▼
Service Hours	573	1,246	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	99%	54%
Co-occurring		
MH Screen Complete	100%	75%
SA Screen Complete	100%	76%
Diagnosis		
Valid Axis I Diagnosis	89%	97%
Valid Axis V GAF Score	82%	90%

Data Submitted to DMHAS by Month



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
Social Support		81	87%	60%	59%	27% ▲
Stable Living Situation		89	96%	95%	73%	1%
Employed		9	10%	30%	20%	-20% ▼
Improved/Maintained Axis V GAF Score		14	16%	75%	40%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		89	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		3	75%	75%	76%	0%

▲ > 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	7	19	-63% ▼
Admits	4	8	-50% ▼
Discharges	2	10	-80% ▼
Service Hours	73	231	-68% ▼
Bed Days	484	1,037	-53% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	90%	15% ▲
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		11	213 days	1.6	48%	90%	108%	-42% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

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 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	44	-11% ▼
Admits	5	8	-38% ▼
Discharges	4	3	33% ▲
Service Hours	719	2,154	-67% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	97%	92%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	92%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	36%	-65% ▼
No Re-admit within 30 Days of Discharge		4	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	53%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		37	95%	60%	80%	35% ▲
Stable Living Situation		37	95%	60%	92%	35% ▲
Employed		3	8%	15%	12%	-7% ▼
Improved/Maintained Axis V GAF Score		14	41%	85%	49%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	100%	90%	99%	10%

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

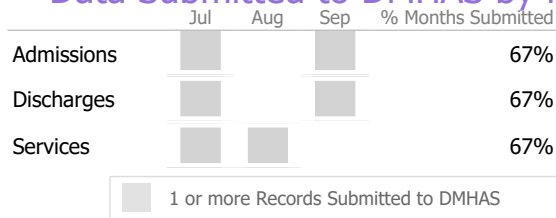
* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	4	5	-20% ▼
Discharges	4	5	-20% ▼
Service Hours	8	9	-18% ▼

Data Submitted to DMHAS by Month



* State Avg based on 17 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	7	-43% ▼
Admits	-	2	-100% ▼
Discharges	2	4	-50% ▼
Service Hours	42	481	-91% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	75%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	84%	40% ▲
✓ Stable Living Situation		4	100%	85%	98%	15% ▲
✓ Employed		1	25%	25%	11%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 25 Active Residential Support Programs