

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,295	2,441	-6%
	Admits	1,242	1,314	-5%
	Discharges	1,263	1,398	-10%
	Service Hours	19,594	23,231	-16% ▼
	Bed Days	10,300	11,335	-9%

▲ > 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	#	%
<b>Mental Health</b>	Outpatient	1,043	40.7%
	Crisis Services	706	27.5%
	Other	298	11.6%
	Community Support	154	6.0%
	Intake	123	4.8%
	Inpatient Services	77	3.0%
	ACT	51	2.0%
	Residential Services	15	0.6%
<b>Forensic MH</b>	Forensics Community-based	97	3.8%

### Client Demographics

Age	#	%	State Avg
18-25	220	10%	9%
26-34	337	15%	21%
35-44	439	19%	22%
45-54	403	18%	19%
55-64	538	24%	20%
65+	352	15%	8%

Gender	#	%	State Avg
Male	1,343	59%	58%
Female	948	41%	42%
Transgender	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,413	62%	70%
Unknown	382	17%	10%
Hispanic-Other	245	11%	8%
Hisp-Puerto Rican	225	10%	12%
Hispanic-Mexican	21	1%	0%
Hispanic-Cuban	9	0%	0%

Race	#	%	State Avg
White/Caucasian	708	36%	62% ▼
Black/African American	694	35%	17% ▲
Other	499	25%	13% ▲
Unknown	28	1%	6%
Asian	27	1%	1%
Multiple Races	12	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

**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 - December 2020 (Data as of Apr 06, 2021)

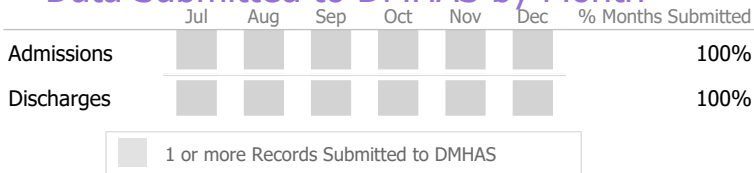
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	116	-32% ▼
Admits	57	100	-43% ▼
Discharges	62	112	-45% ▼

**Jail Diversion**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	43%	0%	61%	43% ▲

**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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	280	278	1%
Admits	2	1	100% ▲
Discharges	2	-	

### Data Submitted to DMHAS by Month



\* State Avg based on 1 Active Housing Assistance Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	61	-16% ▼
Admits	2	7	-71% ▼
Discharges	6	10	-40% ▼
Service Hours	1,070	2,016	-47% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	84%
On-Time Periodic		
6 Month Updates	91%	87%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	83%	65%	39%	18% ▲
No Re-admit within 30 Days of Discharge		6	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		4	80%	90%	48%	-10%

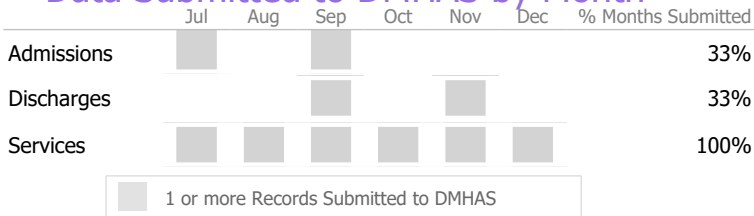
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		48	94%	60%	93%	34% ▲
Social Support		36	71%	60%	79%	11% ▲
Employed		0	0%	15%	14%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	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

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		
6 Month Updates		N/A 52%
Co-occurring		
MH Screen Complete		N/A 75%
SA Screen Complete		N/A 75%

### 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%	22%	-30% ▼
Social Support		N/A	N/A	60%	60%	-60% ▼
Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	81%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 85 Active Standard Outpatient Programs

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

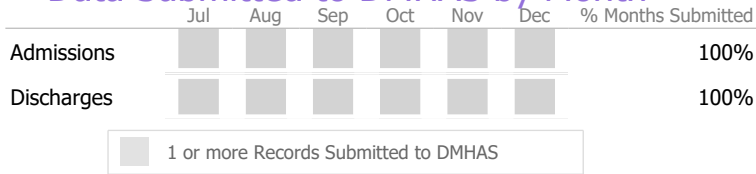
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	461	488	-6%
Admits	640	635	1%
Discharges	640	635	1%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Evaluation within 1.5 hours of Request		0	0%	75%	79%	-75% <span style="color: red;">▼</span>
<span style="color: green;">✓</span> Community Location Evaluation		17	100%	80%	71%	20% <span style="color: green;">▲</span>
<span style="color: red;">●</span> Follow-up Service within 48 hours		0	NA	90%	69%	-90% <span style="color: red;">▼</span>

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual |  Goal ✓ Goal Met ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	29	-3%
Admits	9	7	29% ▲
Discharges	8	6	33% ▲
Transfers - Out	2	2	0%
Bed Days	3,557	3,840	-7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	95%	78%	5%
✓ No Re-admit within 30 Days of Discharge		7	88%	85%	87%	3%
● Follow-up within 30 Days of Discharge		7	88%	90%	75%	-2%

### Data Submission Quality

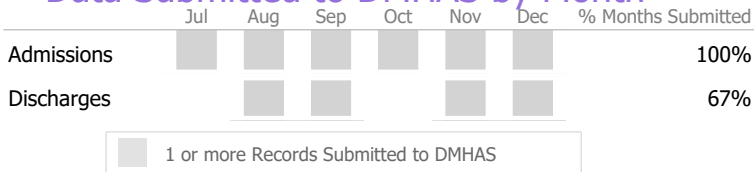
Data Entry	Actual	State Avg
✓ Valid NOMS Data		92% 87%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82% 19%
Co-occurring	Actual	State Avg
MH Screen Complete		71% 81%
✓ SA Screen Complete		100% 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 98%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	632 days	0.5	92%	90%	86%	2%

■ < 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	34	-32% ▼
Admits	2	13	-85% ▼
Discharges	4	12	-67% ▼
Bed Days	3,509	3,838	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
On-Time Periodic		
6 Month Updates	94%	19%
Co-occurring		
MH Screen Complete	0%	81%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### 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%	87%	15% ▲
Follow-up within 30 Days of Discharge		3	75%	90%	75%	-15% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	605 days	0.5	91%	90%	86%	1%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							33%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 11 Active Acute Psychiatric Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	-	
Discharges	2	1	100% ▲
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	95%	86%	5%
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	98%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	83%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	78%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							33%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 8 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	10	14	-29% ▼
Admits	4	3	33% ▲
Discharges	2	3	-33% ▼
Service Hours	7	2	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

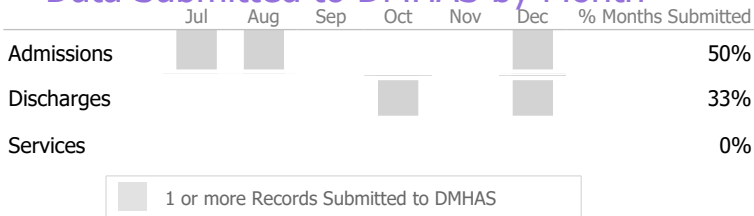
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	95%	86%	5%
No Re-admit within 30 Days of Discharge		2	100%	85%	98%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	50%	90%	78%	-40% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 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	114	111	3%
Admits	9	2	350% ▲
Discharges	8	4	100% ▲
Service Hours	585	1,063	-45% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic		
6 Month Updates	78%	52%
Co-occurring		
MH Screen Complete	100%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	50%	33%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		113	99%	95%	74%	4%
Social Support		57	50%	60%	60%	-10%
Employed		6	5%	30%	22%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		106	100%	90%	81%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	89%	75%	76%	14% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 85 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	83	77	8%
Admits	14	8	75% ▲
Discharges	6	10	-40% ▼
Service Hours	6,619	5,267	26% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	98%	52%
Co-occurring		
MH Screen Complete	88%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	50%	33%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		74	89%	60%	60%	29% ▲
Stable Living Situation		83	100%	95%	74%	5%
Employed		10	12%	30%	22%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		77	100%	90%	81%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	100%	75%	76%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

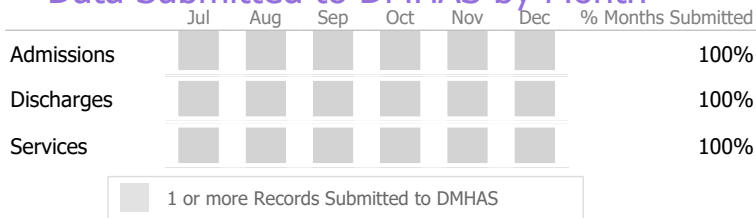
\* State Avg based on 85 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	79	28% ▲
Admits	58	59	-2%
Discharges	82	58	41% ▲
Service Hours	437	446	-2%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

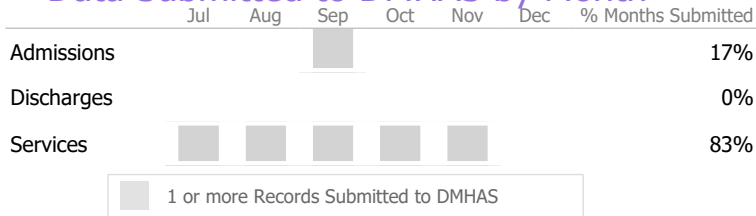
\* State Avg based on 17 Active Central Intake Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	7	14% ▲
Admits	2	1	100% ▲
Discharges	-	1	-100% ▼
Service Hours	3	30	-91% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 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	402	407	-1%
Admits	36	29	24% ▲
Discharges	29	35	-17% ▼
Service Hours	3,261	4,471	-27% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	97%	52%
Co-occurring		
MH Screen Complete	88%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	45%	50%	33%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		291	72%	60%	60%	12% ▲
Stable Living Situation		393	98%	95%	74%	3%
Employed		80	20%	30%	22%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		375	100%	90%	81%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		30	83%	75%	76%	8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 85 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	28	27	4%
Admits	7	6	17% ▲
Discharges	11	7	57% ▲
Transfers - In	2	1	100% ▲
Bed Days	3,234	3,657	-12% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	91%	95%	78%	-4%
✓ No Re-admit within 30 Days of Discharge		11	100%	85%	87%	15% ▲
● Follow-up within 30 Days of Discharge		7	70%	90%	75%	-20% ▼

### Data Submission Quality

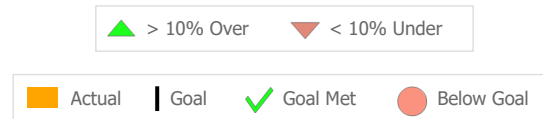
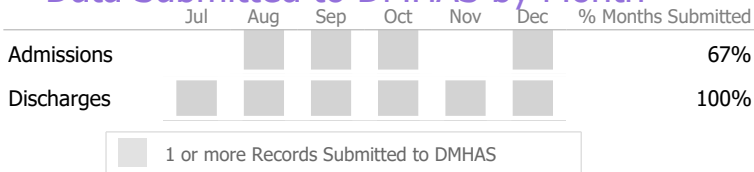
Data Entry	Actual	State Avg
✓ Valid NOMS Data		87%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		19%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		81%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	348 days	0.4	88%	90%	86%	-2%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



\* 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

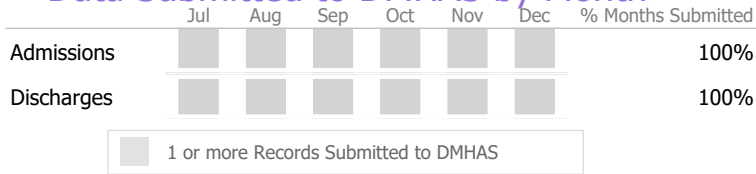
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	262	258	2%
Admits	323	331	-2%
Discharges	317	331	-4%

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Evaluation within 1.5 hours of Request		201	62%	75%	79%	-13% <span style="color: red;">▼</span>
<span style="color: green;">✓</span> Community Location Evaluation		318	98%	80%	71%	18% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Follow-up Service within 48 hours		119	98%	90%	69%	8%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	57	-12% ▼
Admits	6	3	100% ▲
Discharges	4	6	-33% ▼
Service Hours	920	2,197	-58% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	80%
On-Time Periodic		
6 Month Updates	100%	81%
Co-occurring		
MH Screen Complete	85%	80%
SA Screen Complete	100%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	59%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		49	98%	60%	82%	38% ▲
Stable Living Situation		50	100%	80%	88%	20% ▲
Employed		1	2%	20%	13%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	100%	90%	97%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■			■	■		50%
Discharges	■		■	■			50%
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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	111	-6%
Admits	11	3	267% ▲
Discharges	7	21	-67% ▼
Service Hours	2,024	1,897	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	80%
On-Time Periodic		
6 Month Updates	100%	81%
Co-occurring		
MH Screen Complete	100%	80%
SA Screen Complete	100%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	57%	65%	59%	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		97	93%	80%	88%	13% ▲
Social Support		76	73%	60%	82%	13% ▲
Employed		4	4%	20%	13%	-16% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges			■	■		■	50%
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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	310	252	23% ▲
Admits	19	27	-30% ▼
Discharges	20	30	-33% ▼
Service Hours	3,022	3,378	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	96%	52%
Co-occurring		
MH Screen Complete	93%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	90%	50%	33%	40% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		204	66%	60%	60%	6%
Stable Living Situation		300	96%	95%	74%	1%
Employed		74	24%	30%	22%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		291	100%	90%	81%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	100%	75%	76%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 85 Active Standard Outpatient Programs

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

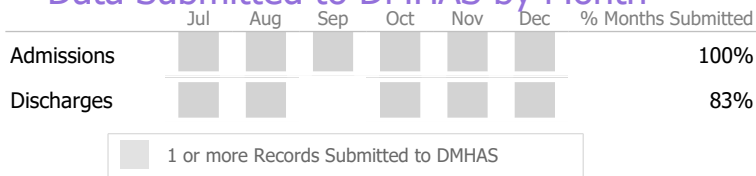
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	54	-67% ▼
Admits	14	26	-46% ▼
Discharges	11	41	-73% ▼

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	100%	0%	61%	100% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

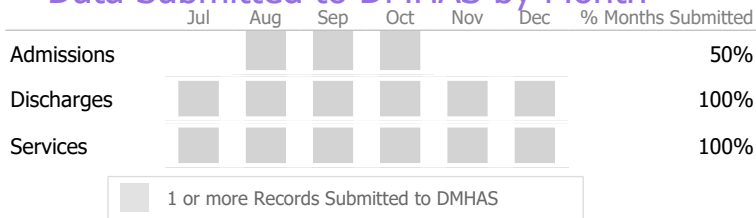
\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	21	-48% ▼
Admits	5	10	-50% ▼
Discharges	9	13	-31% ▼
Service Hours	114	279	-59% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Other Programs

Variations 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

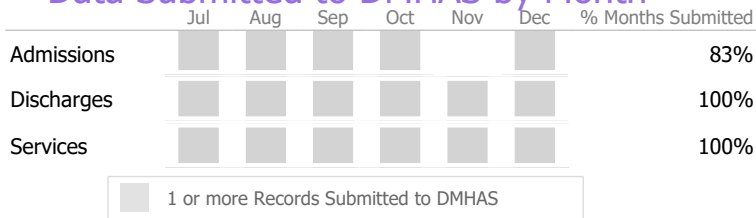
Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	32	-31% ▼
Admits	17	28	-39% ▼
Discharges	20	31	-35% ▼
Service Hours	81	117	-31% ▼

## Data Submitted to DMHAS by Month



▲ > 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.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	36	-19% ▼
Admits	3	5	-40% ▼
Discharges	7	9	-22% ▼
Service Hours	877	944	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	100%	52%
Co-occurring		
MH Screen Complete	100%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	86%	50%	33%	36% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	100%	60%	60%	40% ▲
Stable Living Situation		29	100%	95%	74%	5%
Employed		8	28%	30%	22%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	81%	10%

### 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	Oct	Nov	Dec	% Months Submitted
Admissions	■	■				■	50%
Discharges	■		■	■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 85 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	114	129	-12% ▼
Admits	2	3	-33% ▼
Discharges	6	13	-54% ▼
Service Hours	573	680	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic		
6 Month Updates	90%	52%
Co-occurring		
MH Screen Complete	0%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	98%	98%

### Discharge Outcomes

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

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		80	70%	60%	60%	10%
Stable Living Situation		114	100%	95%	74%	5%
Employed		24	21%	30%	22%	-9%

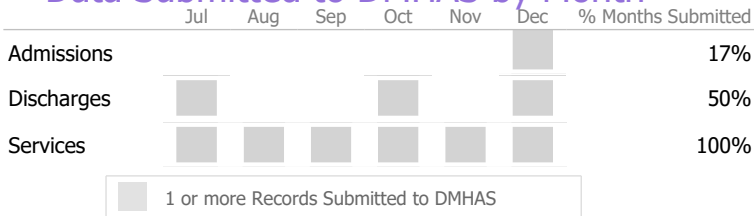
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		108	99%	90%	81%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	50%	75%	76%	-25% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 85 Active Standard Outpatient Programs

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