

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,079	1,125	-4%
	Admits	692	853	-19% ▼
	Discharges	629	806	-22% ▼
	Service Hours	9,951	17,487	-43% ▼
	Bed Days	2,022	3,805	-47% ▼

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

## Consumer Satisfaction Survey (Based on 105 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		89%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Quality and Appropriateness		85%	80%	93%
✓ General Satisfaction		84%	80%	92%
✓ Access		82%	80%	88%
● Outcome		74%	80%	83%
● Recovery		61%	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>	Crisis Services	299	22.7%
	Outpatient	274	20.8%
	Community Support	195	14.8%
	ACT	159	12.0%
	Intake	90	6.8%
	Residential Services	33	2.5%
	Other	1	0.1%
<b>Forensic MH</b>	Forensics Community-based	269	20.4%

## Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	148	14%	10%	Male	645	60%	58%
26-34	210	20%	22%	Female	429	40%	42%
35-44	210	20%	23%	Transgender	4	0%	0%
45-54	217	20%	19%				
55-64	183	17%	19%				
65+	99	9%	8%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	788	73%	69%	White/Caucasian	669	68%	62%
Unknown	181	17%	11%	Black/African American	151	15%	17%
Hisp-Puerto Rican	55	5%	12%	Other	66	7%	13%
Hispanic-Other	51	5%	8%	Unknown	40	4%	6%
Hispanic-Cuban	3	0%	0%	Multiple Races	35	4%	1%
Hispanic-Mexican	1	0%	0%	Am. Indian/Native Alaskan	12	1%	0%
				Asian	11	1%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

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.

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	95	4%
Admits	28	33	-15% ▼
Discharges	23	23	0%
Service Hours	2,411	4,071	-41% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	83%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	82%	91%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■		■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		13	57%	65%	44%	-8%
✓ No Re-admit within 30 Days of Discharge		22	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		11	85%	90%	57%	-5%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		89	90%	60%	92%	30% ▲
● Employed		9	9%	15%	15%	-6%
● Social Support		53	54%	60%	79%	-6%

## Service Utilization

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

▲ > 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.

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	<div><div></div></div>	N/A 86%
On-Time Periodic		
6 Month Updates	<div><div></div></div>	N/A 55%
Co-occurring		
MH Screen Complete	<div><div></div></div>	N/A 78%
SA Screen Complete	<div><div></div></div>	N/A 79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	34%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	N/A	N/A	30%	23%	-30% ▼
Social Support	<div><div></div></div>	N/A	N/A	60%	62%	-60% ▼
Stable Living Situation	<div><div></div></div>	N/A	N/A	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	N/A	N/A	90%	84%	N/A ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 85 Active Standard Outpatient Programs

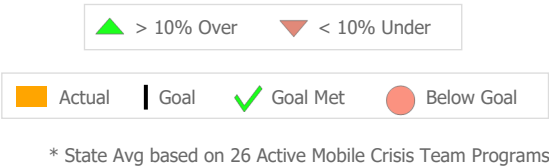
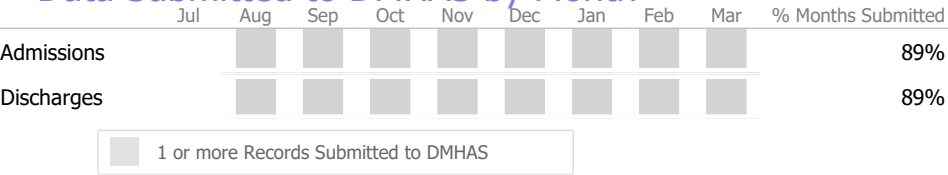
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	52	-25% ▼
Admits	44	61	-28% ▼
Discharges	35	61	-43% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request	<div><div></div></div>	14	58%	75%	79%	-17% ▼
✓ Community Location Evaluation	<div><div></div></div>	24	100%	80%	75%	20% ▲
● Follow-up Service within 48 hours	<div><div></div></div>	0	0%	90%	70%	-90% ▼

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	5	-80% ▼
Admits	-	2	-100% ▼
Discharges	-	4	-100% ▼
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 Re-entry Programs Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	118	-8%
Admits	7	2	250% ▲
Discharges	9	18	-50% ▼
Service Hours	384	852	-55% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	58%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	56%	50%	34%	6%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		88	81%	60%	62%	21% ▲
● Stable Living Situation		99	92%	95%	74%	-3%
● Employed		12	11%	30%	23%	-19% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		97	98%	90%	84%	8%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	43%	75%	76%	-32% ▼

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										44%
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 85 Active Standard Outpatient Programs

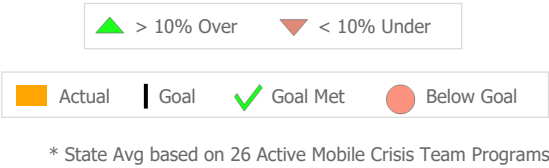
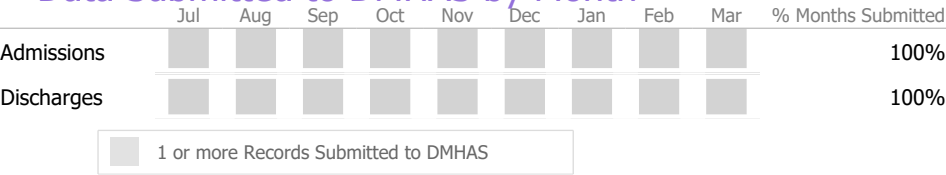
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	273	196	39% ▲
Admits	351	270	30% ▲
Discharges	334	270	24% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request	<div><div></div></div>	221	69%	75%	79%	-6%
✓ Community Location Evaluation	<div><div></div></div>	301	93%	80%	75%	13% ▲
● Follow-up Service within 48 hours	<div><div></div></div>	5	22%	90%	70%	-68% ▼

Data Submitted to DMHAS by Month

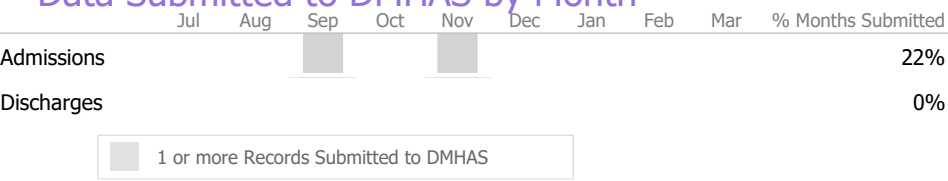


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	3	5	-40% ▼
Discharges	-	3	-100% ▼

Data Submitted to DMHAS by Month



\* State Avg based on 1 Active Outreach & Engagement Programs




Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

 1 or more Records Submitted to DMHAS

 > 10% Over     < 10% Under

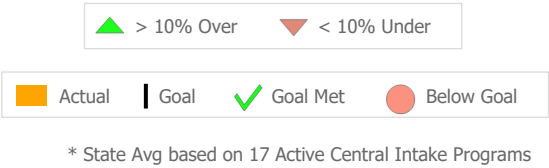
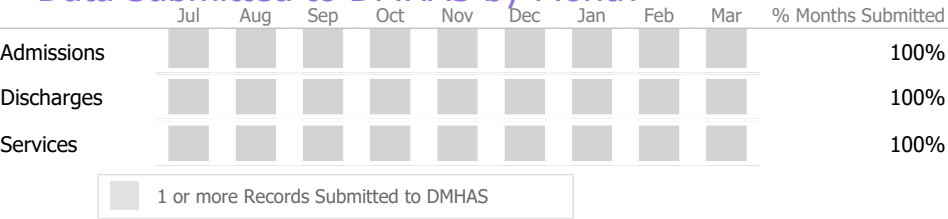
 Actual     Goal     Goal Met     Below Goal

\* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	109	-17% ▼
Admits	85	108	-21% ▼
Discharges	83	109	-24% ▼
Service Hours	188	248	-24% ▼

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	214	307	-30% ▼
Admits	75	210	-64% ▼
Discharges	60	172	-65% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div><div></div></div>	3	13%	0%	63%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges		■	■	■	■	■	■	■	■	89%

■ 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

 > 10% Over     < 10% Under

 Actual     Goal     Goal Met     Below Goal

\* State Avg based on 15 Active Other Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	69	-52% ▼
Admits	23	62	-63% ▼
Discharges	27	64	-58% ▼
Bed Days	2,022	3,805	-47% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	100%
✓ SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	82%	82%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		21	78%	95%	78%	-17% ▼
✓ No Re-admit within 30 Days of Discharge		25	93%	85%	93%	8%
✓ Follow-up within 30 Days of Discharge		21	100%	90%	100%	10%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	159 days	0.3	49%	90%	49%	-41% ▼

■ < 90% 
 ■ 90-110% 
 ■ > 110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 1 Active Sub-Acute Programs

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176	158	11% ▲
Admits	37	36	3%
Discharges	22	25	-12% ▼
Service Hours	1,961	2,198	-11% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	72%	55%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
✓ SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	98%

## Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	77%	50%	34%	27% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		137	78%	60%	62%	18% ▲
● Stable Living Situation		163	93%	95%	74%	-2%
● Employed		34	19%	30%	23%	-11% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		149	97%	90%	84%	7%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		30	81%	75%	76%	6%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 85 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	37	-16% ▼
Admits	6	9	-33% ▼
Discharges	3	12	-75% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div></div>	0	0%	0%	63%	0%

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

## WRAP (CSP- Wellness Recovery Adv. Prgm.)

Southeastern Mental Health Authority

Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	195	199	-2%
Admits	19	36	-47% ▼
Discharges	21	24	-13% ▼
Service Hours	2,269	4,770	-52% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	81%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	86%	86%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	89%	85%
✓ SA Screen Complete	100%	72%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	98%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
Discharges	■	■		■		■	■	■	■	78%
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		19	90%	65%	58%	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		183	94%	80%	88%	14% ▲
✓ Social Support		123	63%	60%	81%	3%
● Employed		17	9%	20%	12%	-11% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		174	100%	90%	98%	10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 36 Active CSP Programs

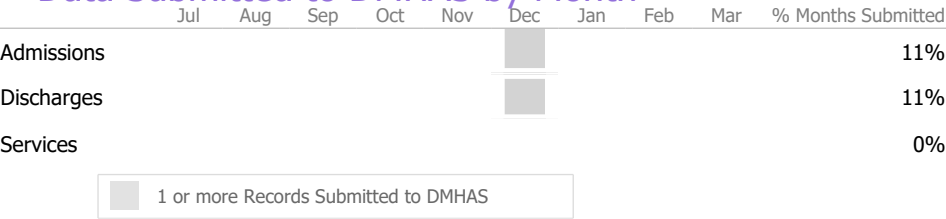
Variances in data may be indicative of operational adjustments related to the pandemic.



Program Activity

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

Data Submitted to DMHAS by Month



\* State Avg based on 15 Active Other Programs

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	64	-5%
Admits	13	19	-32% ▼
Discharges	11	21	-48% ▼
Service Hours	2,738	5,348	-49% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	92%	83%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	69%	91%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	27%	65%	44%	-38% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge		9	82%	85%	94%	-3%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		3	100%	90%	57%	10%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		50	82%	60%	92%	22% ▲
✓ Social Support		38	62%	60%	79%	2%
● Employed		7	11%	15%	15%	-4%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	99%	10%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										56%
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

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