

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,476	1,728	-15% ▼
	Admits	1,021	1,668	-39% ▼
	Discharges	1,060	1,711	-38% ▼
	Service Hours	25,077	42,889	-42% ▼
	Bed Days	3,482	4,974	-30% ▼

▲ > 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	599	31.7%
	Crisis Services	495	26.2%
	ACT	217	11.5%
	Community Support	175	9.3%
	Intake	83	4.4%
	Social Rehabilitation	81	4.3%
	Other	60	3.2%
	Case Management	20	1.1%
	Residential Services	15	0.8%
	Forensic MH	Forensics Community-based	140
Crisis Services		4	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	243	17%	10%	Male	934	63%	58%	
26-34	330	22%	22%	Female	535	36%	42%	
35-44	223	15%	23%	Transgender	6	0%	0%	
45-54	212	14%	19%	Race	White/Caucasian	977	67%	62%
55-64	310	21%	19%		Black/African American	221	15%	17%
65+	154	10%	8%		Other	167	12%	13%
					Unknown	37	3%	6%
Ethnicity	Non-Hispanic	1,151	78%	69%	Multiple Races	29	2%	1%
	Hispanic-Other	141	10%	8%	Asian	15	1%	1%
	Unknown	94	6%	11%	Am. Indian/Native Alaskan	4	0%	0%
	Hisp-Puerto Rican	82	6%	12%	Hawaiian/Other Pacific Islander			0%
	Hispanic-Cuban	4	0%	0%				
Hispanic-Mexican	4	0%	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 - March 2021 (Data as of Jun 28, 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	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

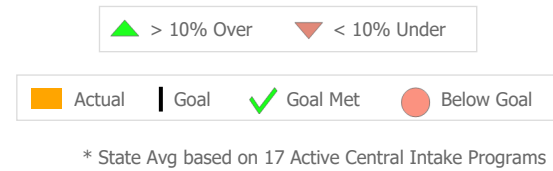
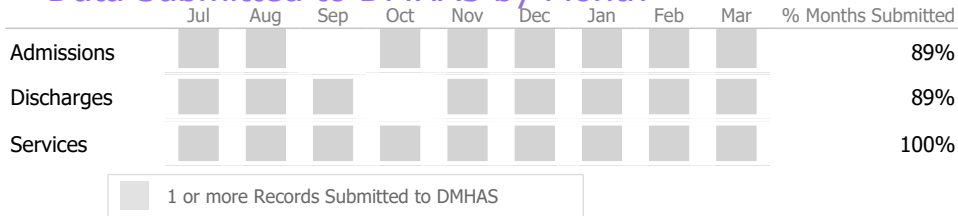
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	33	-42% ▼
Admits	17	32	-47% ▼
Discharges	18	31	-42% ▼
Service Hours	45	102	-56% ▼

Data Submitted to DMHAS by Month




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

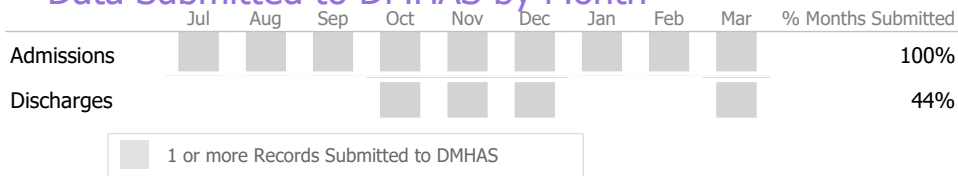
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	29	3%
Admits	19	21	-10%
Discharges	11	20	-45% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		14	93%	0%	63%	93% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

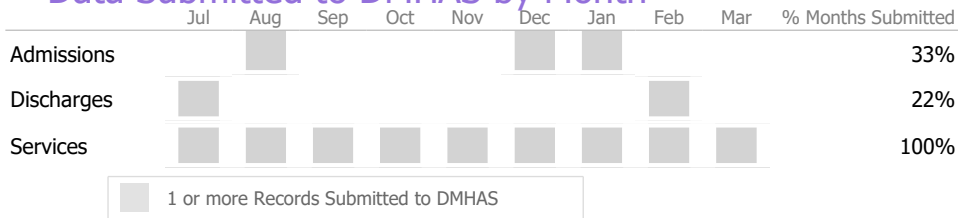
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	22	-36% ▼
Admits	4	10	-60% ▼
Discharges	3	8	-63% ▼
Service Hours	173	314	-45% ▼

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	206	213	-3%
Admits	15	26	-42% ▼
Discharges	23	23	0%
Service Hours	3,132	4,641	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	94%	55%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	79%
Diagnosis		
Valid Axis I Diagnosis	90%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	22%	50%	34%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		181	87%	60%	62%	27% ▲
Stable Living Situation		196	95%	95%	74%	0%
Employed		24	12%	30%	23%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		184	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	87%	75%	76%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■			■	■	■	■	78%
Discharges	■	■		■	■	■	■	■	■	89%
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	32	35	-9%
Admits	6	12	-50% ▼
Discharges	7	10	-30% ▼
Service Hours	1,476	1,734	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
On-Time Periodic		
6 Month Updates	100%	91%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
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%	44%	-8%
No Re-admit within 30 Days of Discharge		7	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		3	75%	90%	57%	-15% ▼

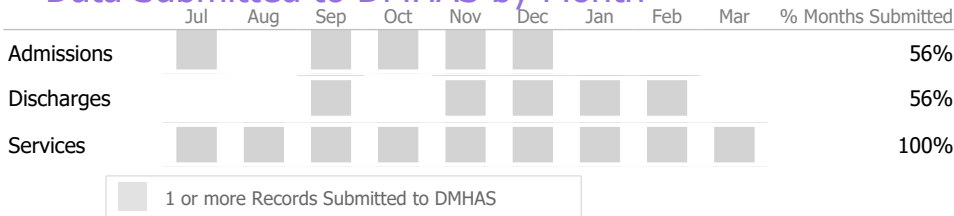
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		31	94%	60%	79%	34% ▲
Stable Living Situation		30	91%	60%	92%	31% ▲
Employed		7	21%	15%	15%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

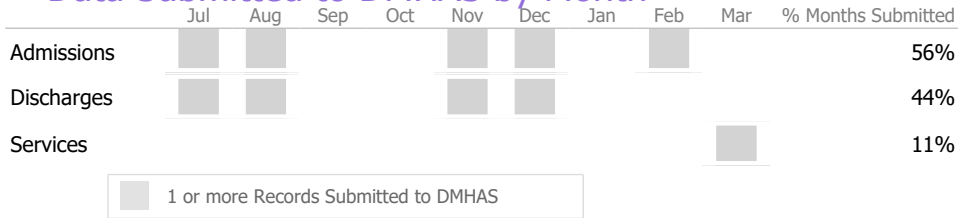
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	9	-56% ▼
Admits	5	10	-50% ▼
Discharges	4	10	-60% ▼
Service Hours			60% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

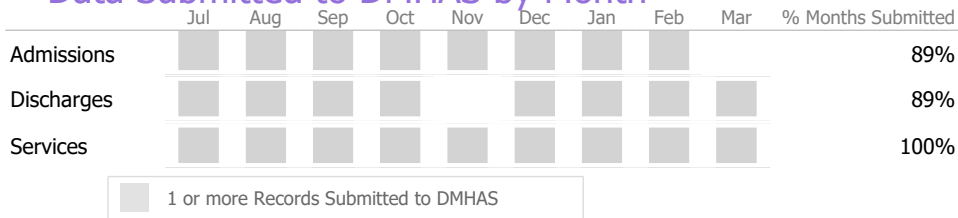
* State Avg based on 15 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	50	-46% ▼
Admits	26	48	-46% ▼
Discharges	25	50	-50% ▼
Service Hours	58	103	-43% ▼

Data Submitted to DMHAS by Month



* 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	95	104	-9%
Admits	8	16	-50% ▼
Discharges	20	16	25% ▲
Service Hours	2,041	3,100	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	81%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	72%
Diagnosis		
Valid Axis I Diagnosis	87%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	45%	65%	58%	-20% ▼

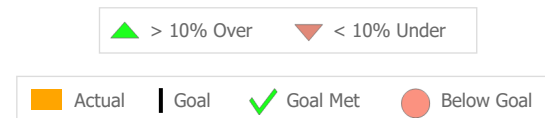
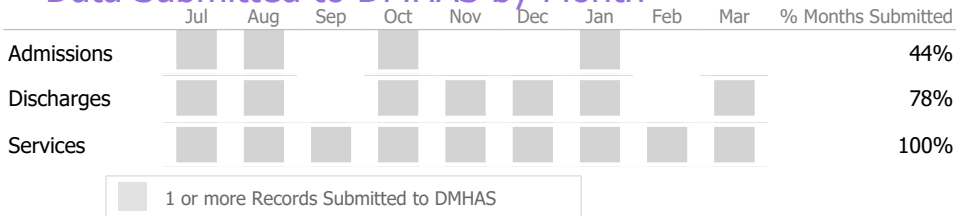
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		83	87%	60%	81%	27% ▲
Stable Living Situation		90	95%	80%	88%	15% ▲
Employed		8	8%	20%	12%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	100%	90%	98%	10%

Data Submitted to DMHAS by Month



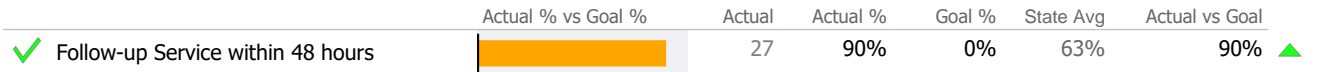
* State Avg based on 36 Active CSP Programs

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

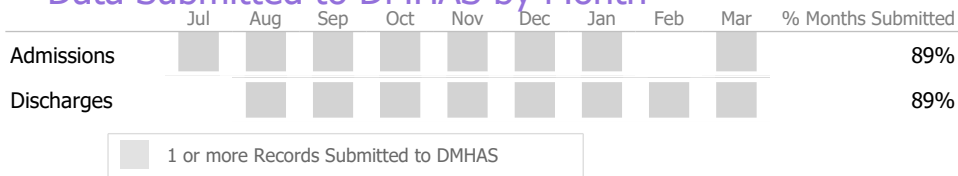
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	78	-24% ▼
Admits	33	46	-28% ▼
Discharges	28	53	-47% ▼

Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

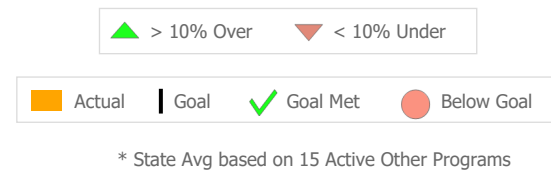
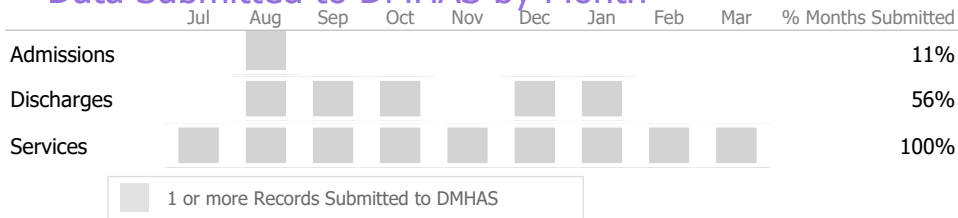
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	19	-37% ▼
Admits	2	7	-71% ▼
Discharges	7	11	-36% ▼
Service Hours	29	112	-75% ▼

Data Submitted to DMHAS by Month



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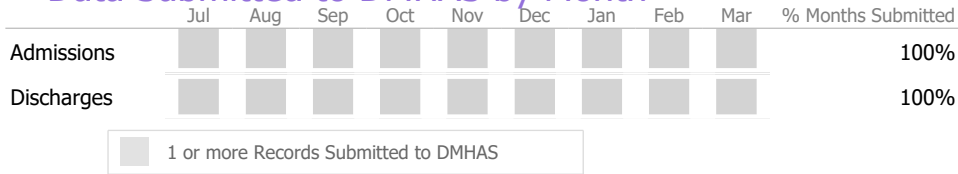
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	141	131	8%
Admits	233	277	-16% ▼
Discharges	233	277	-16% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		201	86%	75%	79%	11% ▲
✓ Community Location Evaluation		233	100%	80%	75%	20% ▲
✓ Follow-up Service within 48 hours		128	100%	90%	70%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 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	109	126	-13% ▼
Admits	16	45	-64% ▼
Discharges	19	30	-37% ▼
Service Hours	1,962	2,603	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	100%	55%
Co-occurring		
MH Screen Complete	88%	78%
SA Screen Complete	100%	79%
Diagnosis		
Valid Axis I Diagnosis	87%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	42%	50%	34%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		97	88%	60%	62%	28% ▲
Stable Living Situation		105	95%	95%	74%	0%
Employed		15	14%	30%	23%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	88%	75%	76%	13% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

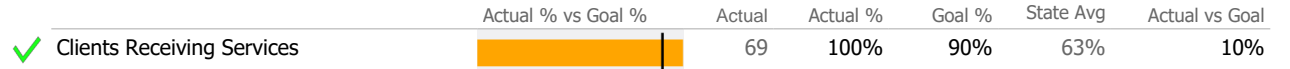
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

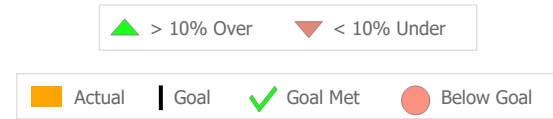
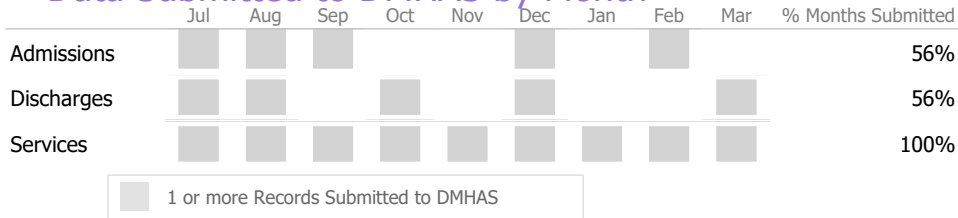
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	132	-39% ▼
Admits	9	31	-71% ▼
Discharges	13	60	-78% ▼
Service Hours	1,713	3,159	-46% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	2	3	-33% ▼
Discharges	4	3	33% ▲
Service Hours	1,368	1,343	2%
Bed Days	1,289	1,424	-9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	25%	95%	84%	-70% ▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	98%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98%

Service Utilization

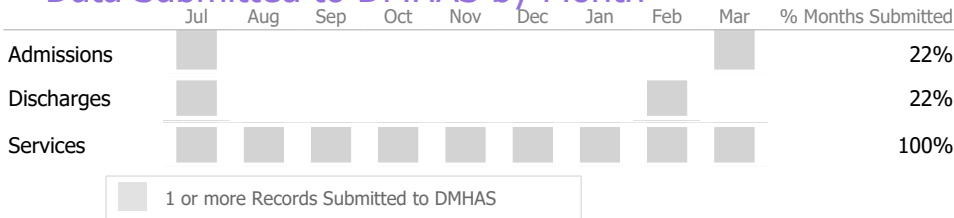
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	86%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	442 days	0.3	78%	90%	65%	-12% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

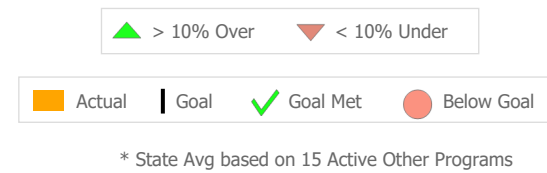
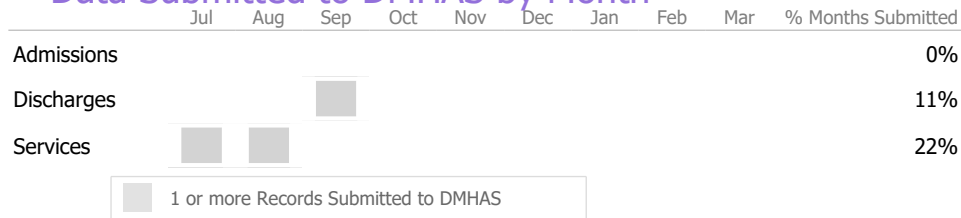
* State Avg based on 8 Active Transitional Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	1	8	-85% ▼

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	54	-20% ▼
Admits	4	13	-69% ▼
Discharges	11	17	-35% ▼
Service Hours	1,692	2,624	-36% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	36%	65%	44%	-29% ▼
No Re-admit within 30 Days of Discharge		10	91%	85%	94%	6%
Follow-up within 30 Days of Discharge		2	50%	90%	57%	-40% ▼

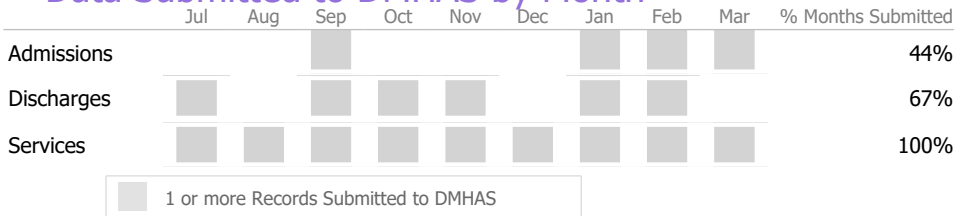
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		43	100%	60%	79%	40% ▲
Stable Living Situation		42	98%	60%	92%	38% ▲
Employed		18	42%	15%	15%	27% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	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	45	49	-8%
Admits	9	13	-31% ▼
Discharges	9	12	-25% ▼
Service Hours	1,220	2,388	-49% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	56%	65%	44%	-9%
No Re-admit within 30 Days of Discharge		9	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		3	60%	90%	57%	-30% ▼

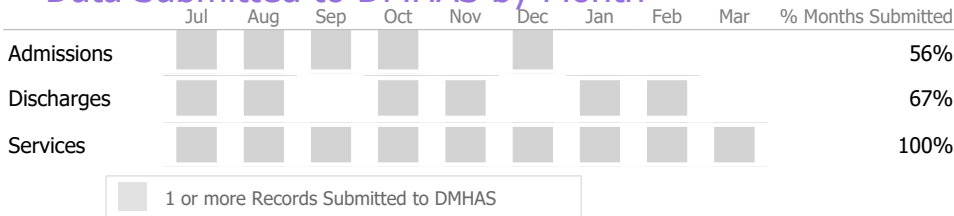
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		43	96%	60%	92%	36% ▲
Social Support		42	93%	60%	79%	33% ▲
Employed		8	18%	15%	15%	3%

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



▲ > 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	3	1	200% ▲
Service Hours	205	288	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	100%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	73%	-17% ▼

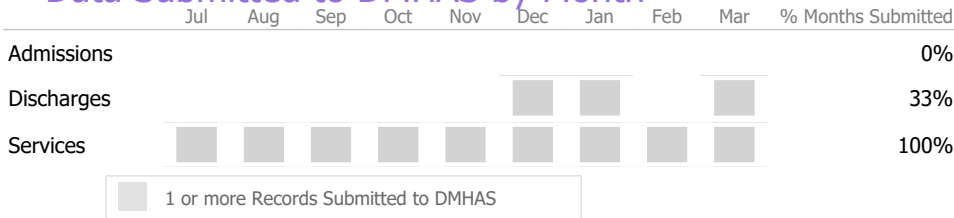
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	95%	80%	81%	15% ▲
Social Support		14	70%	60%	71%	10%
Employed		0	0%	20%	11%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	77%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	63	-19% ▼
Admits	10	17	-41% ▼
Discharges	8	23	-65% ▼
Service Hours	1,656	1,984	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
On-Time Periodic		
6 Month Updates	97%	91%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	86%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	65%	44%	-15% ▼
No Re-admit within 30 Days of Discharge		5	71%	85%	94%	-14% ▼
Follow-up within 30 Days of Discharge		3	75%	90%	57%	-15% ▼

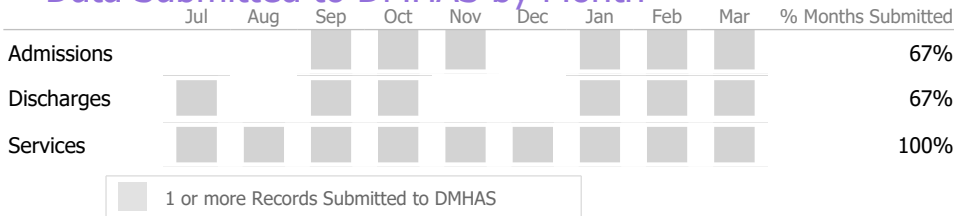
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		49	94%	60%	92%	34% ▲
Social Support		40	77%	60%	79%	17% ▲
Employed		0	0%	15%	15%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	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.

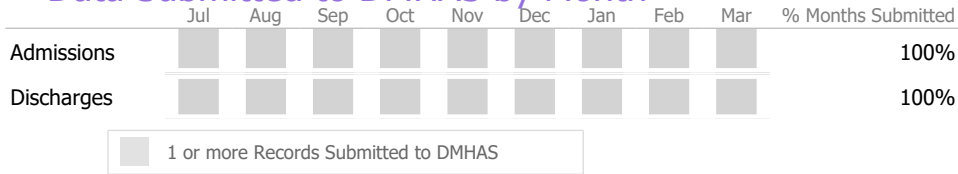
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	186	338	-45% ▼
Admits	212	407	-48% ▼
Discharges	212	407	-48% ▼

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		211	100%	80%	75%	20% ▲
✓ Follow-up Service within 48 hours		6	100%	90%	70%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

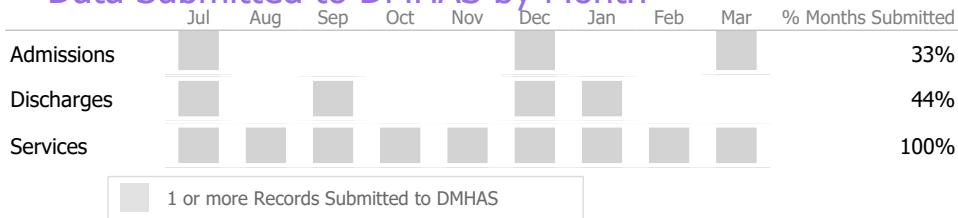
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	3	233% ▲
Admits	4	3	33% ▲
Discharges	6	1	500% ▲
Service Hours	59	23	154% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	106	-25% ▼
Admits	3	22	-86% ▼
Discharges	8	25	-68% ▼
Service Hours	1,272	2,624	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	81%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	85%
SA Screen Complete	100%	72%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	65%	58%	-15% ▼

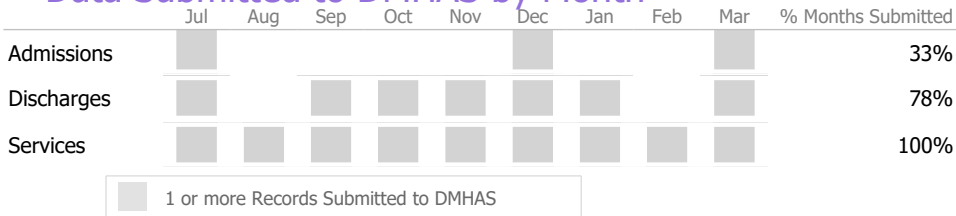
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		70	88%	60%	81%	28% ▲
Stable Living Situation		76	95%	80%	88%	15% ▲
Employed		7	9%	20%	12%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		71	99%	90%	98%	9%

Data Submitted to DMHAS by Month



▲ > 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	4	10	-60% ▼
Admits	1	9	-89% ▼
Discharges	4	7	-43% ▼
Service Hours	56	144	-61% ▼
Bed Days	308	481	-36% ▼

Discharge Outcomes

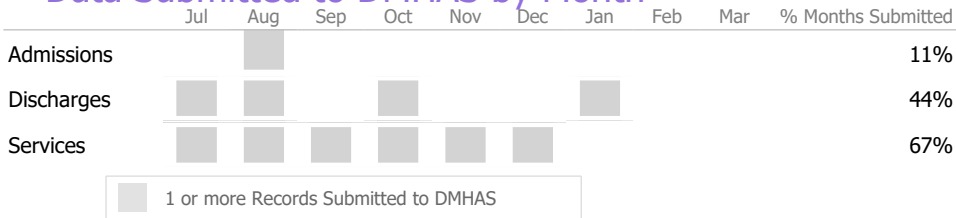
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	234 days	0.6	28%	90%	106%	-62% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

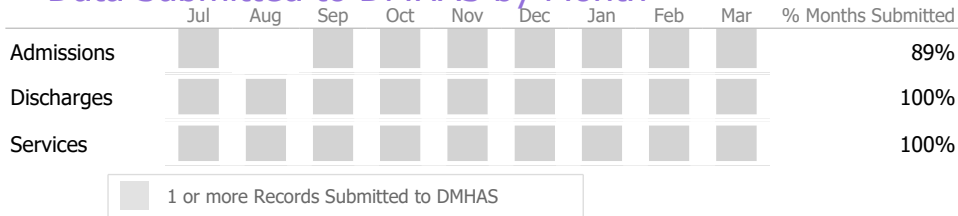
■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	56	-34% ▼
Admits	34	50	-32% ▼
Discharges	36	51	-29% ▼
Service Hours	107	215	-50% ▼

Data Submitted to DMHAS by Month



* State Avg based on 17 Active Central Intake Programs

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

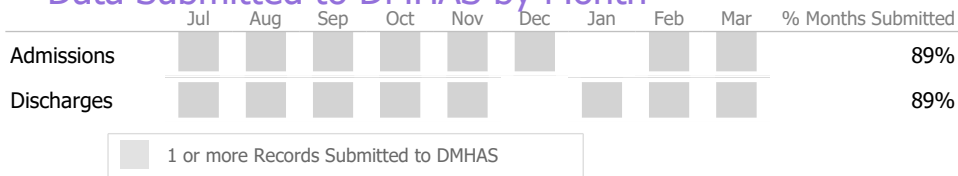
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	82	-48% ▼
Admits	25	74	-66% ▼
Discharges	30	75	-60% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		12	100%	0%	63%	100% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

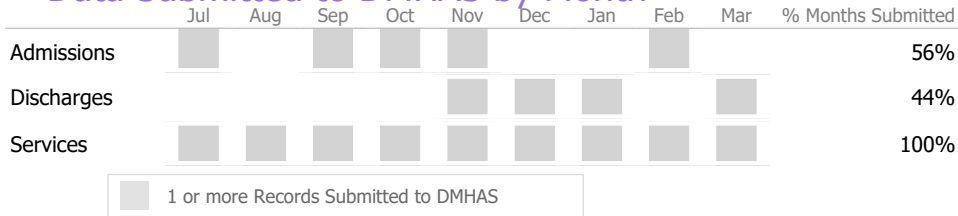
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	35	-51% ▼
Admits	6	18	-67% ▼
Discharges	7	19	-63% ▼
Service Hours	86	254	-66% ▼

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.

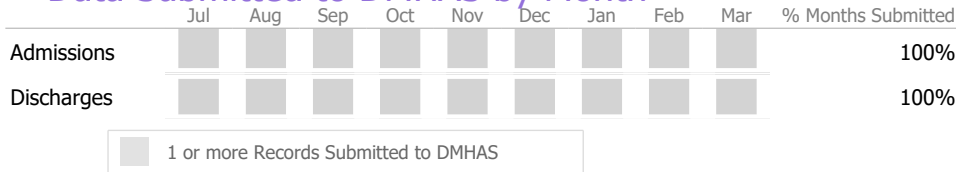
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	224	-19% ▼
Admits	253	368	-31% ▼
Discharges	252	369	-32% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		209	83%	75%	79%	8%
✓ Community Location Evaluation		250	99%	80%	75%	19% ▲
✓ Follow-up Service within 48 hours		27	100%	90%	70%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 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	188	196	-4%
Admits	14	21	-33% ▼
Discharges	14	21	-33% ▼
Service Hours	1,921	3,267	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	99%	55%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	79%
Diagnosis		
Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	36%	50%	34%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		160	85%	60%	62%	25% ▲
Stable Living Situation		182	97%	95%	74%	2%
Employed		13	7%	30%	23%	-23% ▼

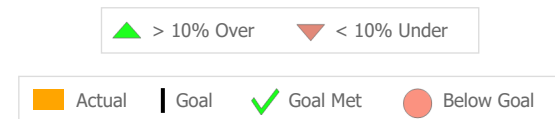
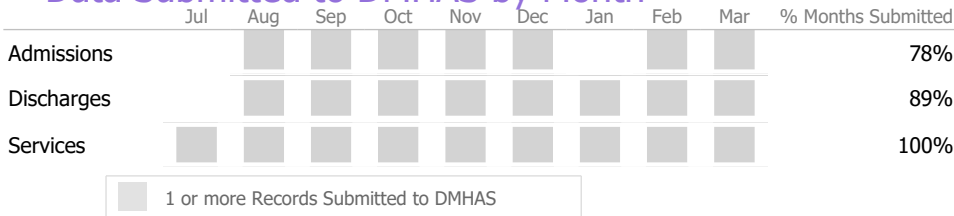
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	99%	90%	84%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	71%	75%	76%	-4%

Data Submitted to DMHAS by Month



* State Avg based on 85 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	107	-7%
Admits	10	10	0%
Discharges	12	18	-33% ▼
Service Hours	1,771	3,342	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	55%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	79%
Diagnosis		
Valid Axis I Diagnosis	90%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	33%	50%	34%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		85	86%	60%	62%	26% ▲
Stable Living Situation		94	95%	95%	74%	0%
Employed		10	10%	30%	23%	-20% ▼

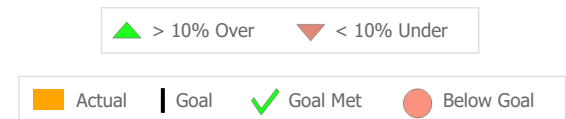
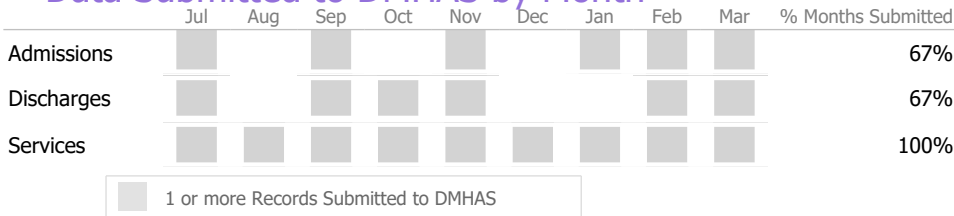
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		85	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		6	60%	75%	76%	-15% ▼

Data Submitted to DMHAS by Month



* 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	17	35	-51% ▼
Admits	14	24	-42% ▼
Discharges	9	31	-71% ▼
Service Hours	503	688	-27% ▼
Bed Days	1,885	2,840	-34% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	92%	15% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	78%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	209 days	0.3	63%	90%	163%	-27% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

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

▲ > 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	47	50	-6%
Admits	13	14	-7%
Discharges	9	12	-25% ▼
Service Hours	2,283	7,090	-68% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	11%	65%	44%	-54% ▼
No Re-admit within 30 Days of Discharge		7	78%	85%	94%	-7%
Follow-up within 30 Days of Discharge		1	100%	90%	57%	10%

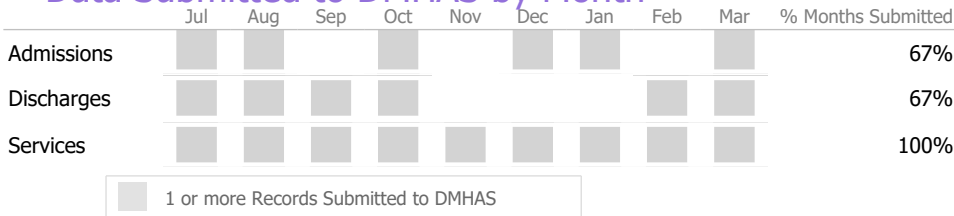
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		44	94%	60%	79%	34% ▲
Stable Living Situation		42	89%	60%	92%	29% ▲
Employed		2	4%	15%	15%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

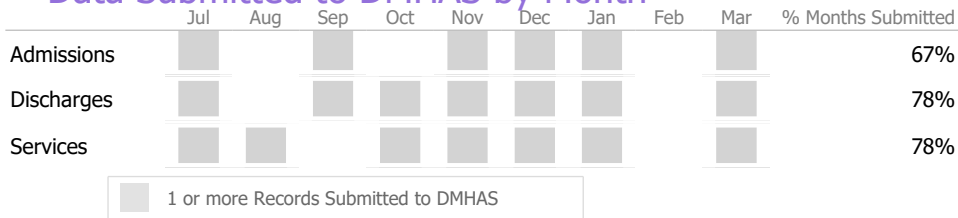
* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	11	11	0%
Discharges	12	10	20% ▲
Service Hours	18	28	-34% ▼

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	7	10	-30% ▼
Admits	3	6	-50% ▼
Discharges	2	6	-67% ▼
Service Hours	229	710	-68% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	78%	0%

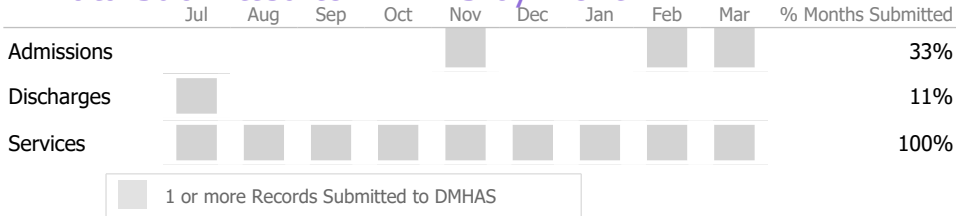
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	84%	40% ▲
✓ Stable Living Situation		6	86%	85%	97%	1%
● Employed		0	0%	25%	11%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs