Southeastern Mental Health Authority
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,234	1,182	4%	
	Admits	1,043	986	6%	
	Discharges	929	931	0%	
	Service Hours	14,523	19,782	-27%	▼
	Bed Days	2,803	4,902	-43%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Crisis Services		418	26.4%
	Outpatient		294	18.6%
	Community Support		204	12.9%
	ACT		176	11.1%
	Intake		131	8.3%
	Residential Services		49	3.1%
	Other		4	0.3%
Forensic MH				
	Forensics Community-based		307	19.4%

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

Client Demographics

Age
	#	%	State Avg
18-25	168	14%	10%
26-34	250	20%	22%
35-44	240	20%	23%
45-54	237	19%	19%
55-64	209	17%	18%
65+	116	10%	7%

Gender
	#	%	State Avg
Male	724	59%	59%
Female	502	41%	41%
Transgender	7	1%	0%

Ethnicity
	#	%	State Avg
Non-Hispanic	858	70%	68%
Unknown	246	20%	12%
Hispanic-Other	66	5%	8%
Hisp-Puerto Rican	59	5%	11%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	2	0%	0%

Race
	#	%	State Avg
White/Caucasian	735	68%	61%
Black/African American	165	15%	17%
Other	74	7%	13%
Unknown	48	4%	6%
Multiple Races	40	4%	1%
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.

ACCESS
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	112	97	15%	▲
Admits	43	35	23%	▲
Discharges	35	26	35%	▲
Service Hours	3,534	4,720	-25%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		20	57%	65%	46%	-8%	
✔	No Re-admit within 30 Days of Discharge		34	100%	85%	93%	15%	▲
🔴	Follow-up within 30 Days of Discharge		16	80%	90%	56%	-10%	

Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		97%	83%

	On-Time Periodic		Actual	State Avg
✔	6 Month Updates		91%	87%

	Co-occurring		Actual	State Avg
✔	MH Screen Complete		100%	93%
✔	SA Screen Complete		100%	92%

	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		97%	98%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		103	90%	60%	92%	30%	▲
🔴	Employed		10	9%	15%	16%	-6%	
🔴	Social Support		59	52%	60%	79%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		79	100%	90%	99%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪	92%
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.

BHH ADULT NAE
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	54%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	80%
SA Screen Complete		N/A	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	36%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	24%	-30% ▼
Social Support		N/A	N/A	60%	62%	-60% ▼
Stable Living Situation		N/A	N/A	95%	75%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 88 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.
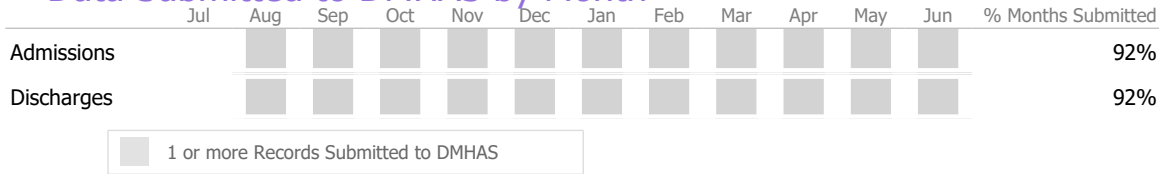
CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	52	81%	▲
Admits	107	61	75%	▲
Discharges	74	61	21%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		25	40%	75%	78%	-35%	▼
✔ Community Location Evaluation		62	100%	80%	75%	20%	▲
🔴 Follow-up Service within 48 hours		1	25%	90%	70%	-65%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		92%
Discharges		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%

▢ 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.

CORP Post-Release
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Re-entry Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

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	Apr	May	Jun	% 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

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

Medication Management
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	110	119	-8%	
Admits	9	6	50%	▲
Discharges	11	21	-48%	▼
Service Hours	538	878	-39%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	86%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		32%	54%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	80%
✔ SA Screen Complete		100%	81%

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		7	64%	50%	36%	14%	▲

Recovery

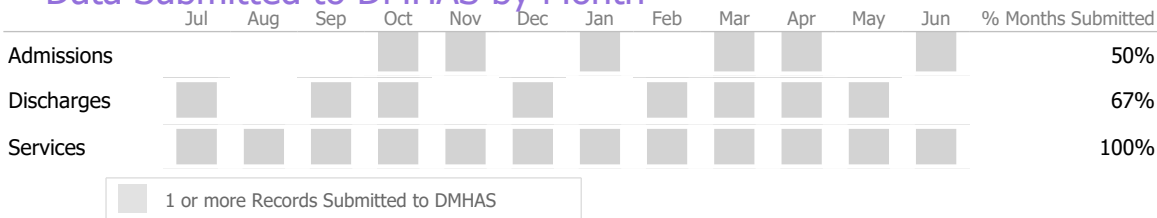| National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		88	80%	60%	62%	20%	▲
🔴	Stable Living Situation		101	92%	95%	75%	-3%	
🔴	Employed		11	10%	30%	24%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		98	99%	90%	85%	9%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		4	44%	75%	75%	-31%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢	▢		▢		▢			▢	50%
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 88 Active Standard Outpatient Programs

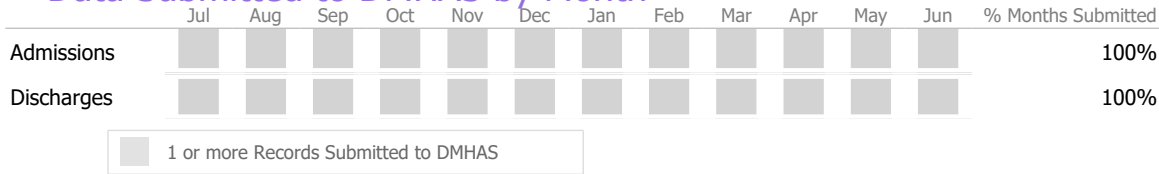Variances in data may be indicative of operational adjustments related to the pandemic.

SMHA Crisis
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	351	259	36%	▲
Admits	482	357	35%	▲
Discharges	455	357	27%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		299	67%	75%	78%	-8%	
✔ Community Location Evaluation		414	93%	80%	75%	13%	▲
🔴 Follow-up Service within 48 hours		10	31%	90%	70%	-59%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Mobile Crisis Team Programs

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

SMHA Forensics
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	24	4%	
Admits	4	5	-20%	▼
Discharges	2	3	-33%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢		▢					▢			25%
Discharges					▢							▢	17%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal
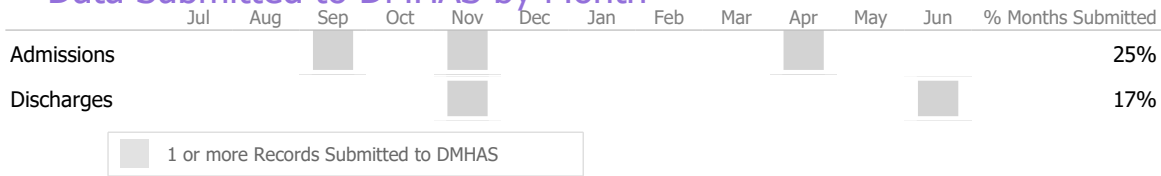
* State Avg based on 1 Active Outreach & Engagement Programs

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

SMHA Hsing Asst
Southeastern Mental Health Authority
Mental Health - Housing Services - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

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	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

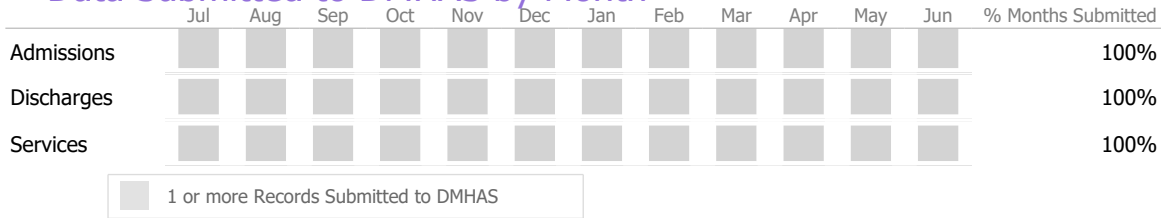1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 0 Active Housing Assistance Programs

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

SMHA Intake Unit
Southeastern Mental Health Authority
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	129	2%
Admits	127	129	-2%
Discharges	128	126	2%
Service Hours	281	291	-3%

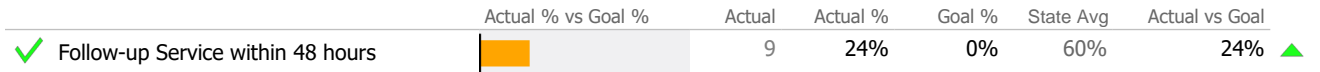## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

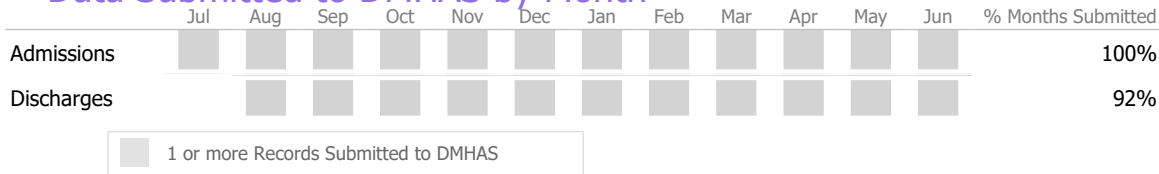Variances in data may be indicative of operational adjustments related to the pandemic.

SMHA Jail Diversion
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	251	308	-19%	▼
Admits	117	212	-45%	▼
Discharges	97	173	-44%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours	▬	9	24%	0%	60%	24%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges		■	■	■	■	■	■	■	■	■	■	■	92%

■ 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

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

SMHA Liaison
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

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	Apr	May	Jun	% 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

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

SMHA Sub-Acute BCP
Southeastern Mental Health Authority
Mental Health - Residential Services - Sub-Acute

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	70	-30%	▼
Admits	42	63	-33%	▼
Discharges	42	68	-38%	▼
Bed Days	2,803	4,902	-43%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		34	81%	95%	81%	-14%	▼
✓	No Re-admit within 30 Days of Discharge		37	88%	85%	88%	3%	
✓	Follow-up within 30 Days of Discharge		34	100%	90%	100%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	100%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	100%
✓	SA Screen Complete	100%	100%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	84%	84%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		15	141 days	0.2	51%	90%	51%	-39%	▼

▪	< 90%	▪	90-110%	▪	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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.

SMHA/OUTPT CLINICAL
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	194	166	17%	▲
Admits	56	44	27%	▲
Discharges	32	28	14%	▲
Service Hours	2,825	2,667	6%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	86%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		91%	54%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	80%
✔ SA Screen Complete		100%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		23	72%	50%	36%	22%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		150	77%	60%	62%	17%	▲
●	Stable Living Situation		184	94%	95%	75%	-1%	
●	Employed		43	22%	30%	24%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		160	98%	90%	85%	8%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days			47	84%	75%	75%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

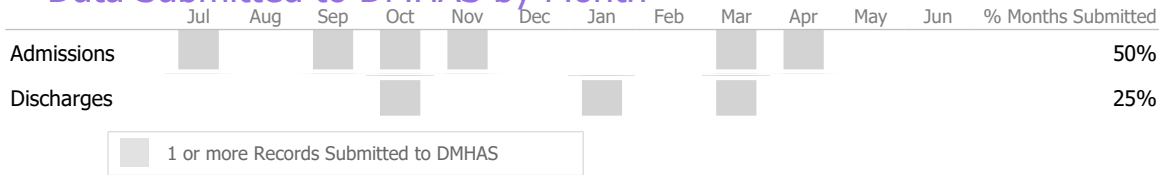* State Avg based on 88 Active Standard Outpatient Programs

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

Veterans Jail Diversion Initiative
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	37	-14%	▼
Admits	7	9	-22%	▼
Discharges	3	12	-75%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	60%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢				▢	▢			50%
Discharges				▢			▢		▢				25%

▢ 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

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

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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	204	203	0%	
Admits	28	40	-30%	▼
Discharges	28	29	-3%	
Service Hours	3,870	5,151	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	81%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	87%	86%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	94%	87%
✔	SA Screen Complete	100%	77%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	94%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		23	82%	65%	56%	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		194	95%	80%	88%	15%	▲
✔	Social Support		135	66%	60%	81%	6%	
●	Employed		15	7%	20%	13%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		175	99%	90%	98%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%
Discharges	▢	▢		▢		▢	▢	▢	▢	▢	▢	▢	83%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal
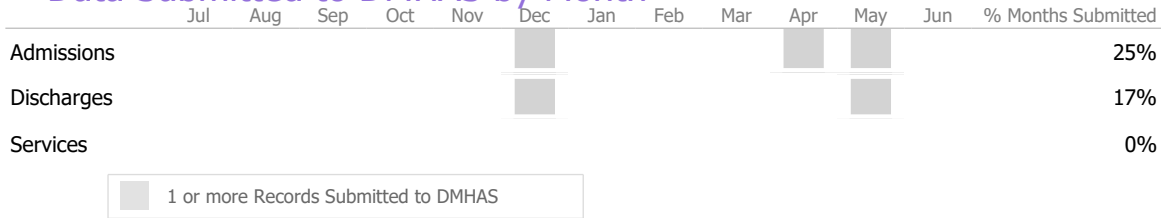
* State Avg based on 36 Active CSP Programs

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

YAS Pre-Admit
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	4	-	
Discharges	3	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						▪				▪	▪		25%
Discharges						▪					▪		17%
Services													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

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

Young Adult Services
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	67	-3%	
Admits	17	23	-26%	▼
Discharges	19	23	-17%	▼
Service Hours	3,475	6,076	-43%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	42%	65%	46%	-23%	▼
✅	No Re-admit within 30 Days of Discharge		17	89%	85%	93%	4%	
🔴	Follow-up within 30 Days of Discharge		5	62%	90%	56%	-28%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✅	Valid NOMS Data	92%	83%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	39%	87%

Co-occurring		Actual	State Avg
✅	MH Screen Complete	100%	93%
✅	SA Screen Complete	100%	92%

Diagnosis		Actual	State Avg
✅	Valid Axis I Diagnosis	100%	98%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Stable Living Situation		57	88%	60%	92%	28%	▲
✅	Employed		10	15%	15%	16%	0%	
✅	Social Support		39	60%	60%	79%	0%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		45	98%	90%	99%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													58%
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.