

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,002	1,938	3%
	Admits	678	633	7%
	Discharges	662	644	3%
	Service Hours	8,652	10,166	-15% ▼
	Bed Days	5,448	5,253	4%

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

Consumer Satisfaction Survey

(Based on 173 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		92%	80%	91%
✓ Access		90%	80%	88%
✓ Outcome		89%	80%	83%
✓ Recovery		80%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,004	46.3%
	Crisis Services	406	18.7%
	Other	289	13.3%
	Community Support	156	7.2%
	Inpatient Services	70	3.2%
	Intake	66	3.0%
	ACT	45	2.1%
	Residential Services	10	0.5%
	Forensic MH	Forensics Community-based	123

Client Demographics

Age	#	%	State Avg
18-25	171	9%	9%
26-34	297	15%	20%
35-44	401	20%	23%
45-54	348	17%	19%
55-64	466	23%	20%
65+	317	16%	9%

Gender	#	%	State Avg
Male	1,182	59%	58%
Female	819	41%	42%
Transgender	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,274	64%	69%
Unknown	272	14%	11%
Hispanic-Other	227	11%	8%
Hisp-Puerto Rican	198	10%	12%
Hispanic-Mexican	23	1%	0%
Hispanic-Cuban	8	0%	0%

Race	#	%	State Avg
Black/African American	648	36%	▲ 17%
White/Caucasian	615	35%	▼ 63%
Other	456	26%	▲ 13%
Asian	21	1%	1%
Unknown	21	1%	5%
Multiple Races	16	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Am. Indian/Native Alaskan	1	0%	1%

■ 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	48	71% ▲
Admits	51	25	104% ▲
Discharges	30	41	-27% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		4	80%	0%	57%	80% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	275	276	0%
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	51	-12% ▼
Admits	2	2	0%
Discharges	4	3	33% ▲
Service Hours	649	593	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	83%
On-Time Periodic		
6 Month Updates	100%	90%
Co-occurring		
MH Screen Complete	67%	96%
SA Screen Complete	100%	93%
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%	41%	-15% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	46%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		41	91%	60%	92%	31% ▲
Social Support		33	73%	60%	79%	13% ▲
Employed		2	4%	15%	15%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		42	100%	90%	96%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal





* State Avg based on 23 Active Assertive Community Treatment Programs

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


Program Activity

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

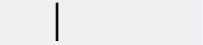
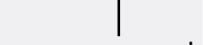
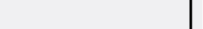
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	86%
On-Time Periodic		
6 Month Updates	 N/A	54%
Co-occurring		
MH Screen Complete	 N/A	89%
SA Screen Complete	 N/A	89%

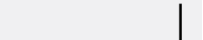
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A







Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	21%	-30% ▼
Social Support		N/A	N/A	60%	57%	-60% ▼
Stable Living Situation		N/A	N/A	95%	66%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	74%	N/A ▼

Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 74 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	295	242	22% ▲
Admits	364	318	14% ▲
Discharges	363	318	14% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	70%	-75% ▼
● Community Location Evaluation		0	0%	80%	70%	-80% ▼
● Follow-up Service within 48 hours		0	NA	90%	66%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* 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	22	22	0%
Admits	2	3	-33% ▼
Discharges	2	4	-50% ▼
Bed Days	1,829	1,852	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	83%
On-Time Periodic		
6 Month Updates	46%	11%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	95%	77%	5%
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	88%	15% ▲
○ Follow-up within 30 Days of Discharge		0	0%	90%	73%	-90% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	490 days	1.0	95%	90%	88%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ○ Below Goal

* State Avg based on 10 Active Acute Psychiatric Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	5	2	150% ▲
Discharges	6	4	50% ▲
Bed Days	1,804	1,761	2%

Data Submission Quality

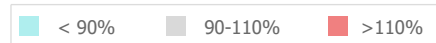
Data Entry	Actual	State Avg
Valid NOMS Data	87%	83%
On-Time Periodic		
6 Month Updates	70%	11%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	67%	95%	77%	-28% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	88%	-2%
Follow-up within 30 Days of Discharge		4	100%	90%	73%	10%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				21	484 days	0.8	93%	90%	88%	3%



Data Submitted to DMHAS by Month

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



* State Avg based on 10 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	0	5	▼
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	88%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	59%
SA Screen Complete	N/A	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	82%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	68%	N/A ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 7 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	8	25% ▲
Admits	1	2	-50% ▼
Discharges	1	-	
Service Hours	-	5	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	88%
Co-occurring		
MH Screen Complete	100%	59%
SA Screen Complete	100%	59%
Diagnosis		
Valid Axis I Diagnosis	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	95%	82%	5%
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	95%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	68%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 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	84	75	12% ▲
Admits	6	6	0%
Discharges	9	2	350% ▲
Service Hours	2,526	3,325	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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		7	78%	50%	40%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		77	92%	60%	57%	32% ▲
Stable Living Situation		83	99%	95%	66%	4%
Employed		16	19%	30%	21%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	100%	90%	74%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	100%	75%	79%	25% ▲

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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	45	78	-42% ▼
Admits	25	34	-26% ▼
Discharges	29	50	-42% ▼
Service Hours	172	253	-32% ▼

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	8	-50% ▼
Admits	-	2	-100% ▼
Discharges	1	-	
Service Hours	-	2	-100% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	■			33%
Services				0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	494	393	26% ▲
Admits	14	27	-48% ▼
Discharges	23	7	229% ▲
Service Hours	1,639	1,662	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	91%	54%
Co-occurring		
MH Screen Complete	77%	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		6	26%	50%	40%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		341	69%	60%	57%	9%
Stable Living Situation		482	98%	95%	66%	3%
Employed		82	17%	30%	21%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		464	98%	90%	74%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	100%	75%	79%	25% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 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	23	23	0%
Admits	3	3	0%
Discharges	3	5	-40% ▼
Bed Days	1,815	1,640	11% ▲

Data Submission Quality

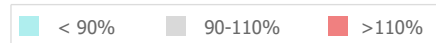
Data Entry	Actual	State Avg
Valid NOMS Data	96%	83%
On-Time Periodic		
6 Month Updates	69%	11%
Co-occurring		
MH Screen Complete	75%	85%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	95%	77%	5%
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	73%	10%

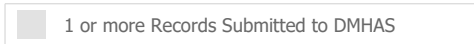
Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				20	364 days	0.9	99%	90%	88%	9%



Data Submitted to DMHAS by Month

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



* State Avg based on 10 Active Acute Psychiatric Programs

Variations 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	115	134	-14% ▼
Admits	129	167	-23% ▼
Discharges	127	167	-24% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		77	60%	75%	70%	-15% ▼
✓ Community Location Evaluation		126	98%	80%	70%	18% ▲
✓ Follow-up Service within 48 hours		23	96%	90%	66%	6%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* 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	52	45	16% ▲
Admits	2	1	100% ▲
Discharges	4	3	33% ▲
Service Hours	605	469	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	82%
On-Time Periodic		
6 Month Updates	91%	86%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
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%	56%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		48	92%	60%	79%	32% ▲
Stable Living Situation		51	98%	80%	86%	18% ▲
Employed		2	4%	20%	13%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	100%	90%	95%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	100	5%
Admits	7	7	0%
Discharges	2	5	-60% ▼
Service Hours	908	1,060	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	82%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	56%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		78	74%	60%	79%	14% ▲
Stable Living Situation		99	94%	80%	86%	14% ▲
Employed		5	5%	20%	13%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		103	100%	90%	95%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	303	300	1%
Admits	11	9	22% ▲
Discharges	12	7	71% ▲
Service Hours	1,357	1,550	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	100%	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		12	100%	50%	40%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		204	67%	60%	57%	7%
✓ Stable Living Situation		291	96%	95%	66%	1%
● Employed		67	22%	30%	21%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		290	100%	90%	74%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		11	100%	75%	79%	25% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 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	44	11	300% ▲
Admits	25	6	317% ▲
Discharges	21	2	950% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	100%	0%	57%	100% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

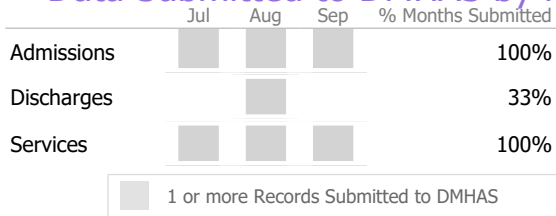
Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	10	20% ▲
Admits	7	4	75% ▲
Discharges	2	5	-60% ▼
Service Hours	61	56	8%

Data Submitted to DMHAS by Month



* State Avg based on 23 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	12	75% ▲
Admits	19	7	171% ▲
Discharges	19	12	58% ▲
Service Hours	81	46	76% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 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	24	28	-14% ▼
Admits	5	2	150% ▲
Discharges	-	2	-100% ▼
Service Hours	421	522	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic		
6 Month Updates	100%	54%
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		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	92%	60%	57%	32% ▲
● Stable Living Situation		22	92%	95%	66%	-3%
● Employed		4	17%	30%	21%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	74%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	100%	75%	79%	25% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	112	-8%
Admits	-	-	
Discharges	4	3	33% ▲
Service Hours	233	303	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	86%
On-Time Periodic		
6 Month Updates	92%	54%
Co-occurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
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%	50%	40%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		75	73%	60%	57%	13% ▲
Stable Living Situation		102	99%	95%	66%	4%
Employed		20	19%	30%	21%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		96	97%	90%	74%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	79%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 74 Active Standard Outpatient Programs

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