Southwest Connecticut Mental Health System
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - December 2021   (Data as of Apr 18, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,346	2,294	2%	
	Admits	1,282	1,243	3%	
	Discharges	1,283	1,267	1%	
	Service Hours	16,822	19,373	-13%	▼
	Bed Days	10,972	10,300	7%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,031	39.4%
	Crisis Services	696	26.6%
	Other	290	11.1%
	Community Support	168	6.4%
	Intake	116	4.4%
	Inpatient Services	86	3.3%
	ACT	47	1.8%
	Residential Services	10	0.4%
Forensic MH			
	Forensics Community-based	171	6.5%

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%

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

Client Demographics

Age

	#	%	State Avg
18-25	232	10%	9%
26-34	372	16%	21%
35-44	464	20%	23%
45-54	406	17%	19%
55-64	515	22%	19%
65+	354	15%	9%

Gender

	#	%	State Avg
Male	1,371	58%	59%
Female	972	41%	41%
Transgender	3	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,439	61%	68%
Unknown	398	17%	11%
Hispanic-Other	260	11%	8%
Hisp-Puerto Rican	215	9%	11%
Hispanic-Mexican	26	1%	1%
Hispanic-Cuban	8	0%	0%

Race

	#	%		State Avg
Black/African American	735	37%	▲	17%
White/Caucasian	722	36%	▼	62%
Other	479	24%	▲	13%
Unknown	28	1%		6%
Asian	27	1%		1%
Multiple Races	17	1%		1%
Hawaiian/Other Pacific Islander	3	0%		0%
Am. Indian/Native Alaskan	2	0%		0%

Legend: ■ 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.

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 - December 2021 (Data as of Apr 18, 2022)
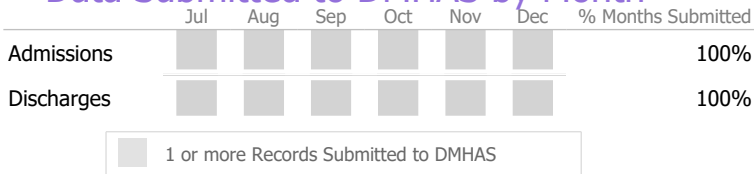
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	109	79	38%	▲
Admits	100	57	75%	▲
Discharges	99	62	60%	▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		8	62%	0%	54%	62%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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.

97 Middle/Shltr Plus
Southwest Connecticut Mental Health System
Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	275	277	-1%	
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 1 Active Housing Assistance Programs

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

ACT Middle Street Program 128B
Southwest Connecticut Mental Health System
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	51	-8%	
Admits	4	2	100%	▲
Discharges	5	6	-17%	▼
Service Hours	1,211	1,066	14%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	89%

Co-occurring		Actual	State Avg
MH Screen Complete		88%	95%
✓ SA Screen Complete		100%	93%

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		2	40%	65%	52%	-25%	▼
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	96%	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		44	94%	60%	92%	34%	▲
✓ Social Support		35	74%	60%	79%	14%	▲
🔴 Employed		2	4%	15%	16%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 23 Active Assertive Community Treatment Programs

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

BHH ADULT NAE
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

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	87%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	55%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	89%
SA Screen Complete		N/A	89%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Social Support		N/A	N/A	60%	59%	-60% ▼
Stable Living Situation		N/A	N/A	95%	69%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.
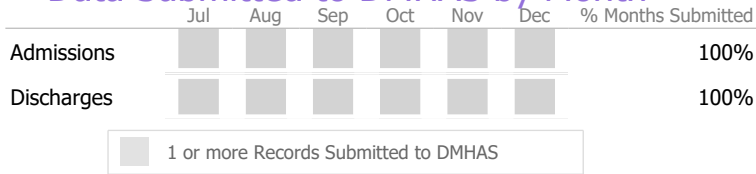
Bpt Cntrl/CIT
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	491	461	7%
Admits	643	640	0%
Discharges	642	640	0%

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%	69%	-80%	▼
Follow-up Service within 48 hours		0	NA	90%	67%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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.

BPT Ctrl AIP PICU 1
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	28	0%
Admits	8	9	-11% ▼
Discharges	7	8	-13% ▼
Bed Days	3,700	3,557	4%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		7	100%	95%	87%	5%
✓	No Re-admit within 30 Days of Discharge		7	100%	85%	94%	15% ▲
🔴	Follow-up within 30 Days of Discharge		4	57%	90%	71%	-33% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	89%	84%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	23%	8%

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	505 days	0.4	96%	90%	88%	6%

- 🟦 < 90%
- ⬜ 90-110%
- 🟥 >110%

Data Submitted to DMHAS by Month

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

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.

Bpt Ctrl AIP PICU 2
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	23	30%	▲
Admits	10	2	400%	▲
Discharges	10	4	150%	▲
Bed Days	3,670	3,509	5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	80%	95%	87%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		9	90%	85%	94%	5%	
🔴	Follow-up within 30 Days of Discharge		7	88%	90%	71%	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	84%	84%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	50%	8%

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	514 days	0.4	95%	90%	88%	5%

< 90%　　90-110%　　>110%

Data Submitted to DMHAS by Month

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

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

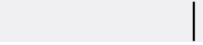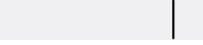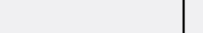Variances in data may be indicative of operational adjustments related to the pandemic.

BPT YAS 16 HR Residential
Southwest Connecticut Mental Health System
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	5		▼
Admits	-	-		
Discharges	-	2	-100%	▼
Service Hours	-	-		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	90%	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
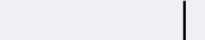
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	80%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	55%
SA Screen Complete	N/A	45%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	76%	N/A	▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 7 Active Transitional Programs

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

BPT YAS 24 HR Residential
Southwest Connecticut Mental Health System
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	4	-75% ▼
Discharges	1	2	-50% ▼
Service Hours	2	7	-75% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	80%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	55%
✓ SA Screen Complete		100%	45%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪					17%
Discharges		▪					17%
Services					▪		17%

[ ] 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	95%	90%	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		2	22%	90%	76%	-68% ▼

▲ > 10% Over	▼ < 10% Under

▪ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 7 Active Transitional Programs

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

BPTCtl YAS SPPOP
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	83	4%	
Admits	8	14	-43%	▼
Discharges	14	6	133%	▲
Service Hours	4,883	6,404	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	87%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	97%	55%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	89%
✓	SA Screen Complete	100%	89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▩	▩	▩	▩			67%
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		10	71%	50%	42%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		79	92%	60%	59%	32%	▲
✓	Stable Living Situation		84	98%	95%	69%	3%	
●	Employed		22	26%	30%	23%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		72	100%	90%	80%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		8	100%	75%	77%	25%	▲

▲ > 10% Over   ▼ < 10% Under

▩ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

Bridgeport Diagnosis and Evaluation CTR
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 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	102	-22%	▼
Admits	63	59	7%	
Discharges	53	82	-35%	▼
Service Hours	380	445	-15%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
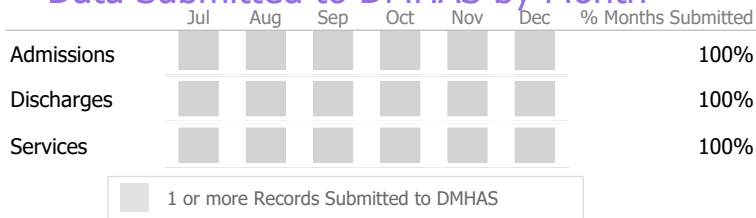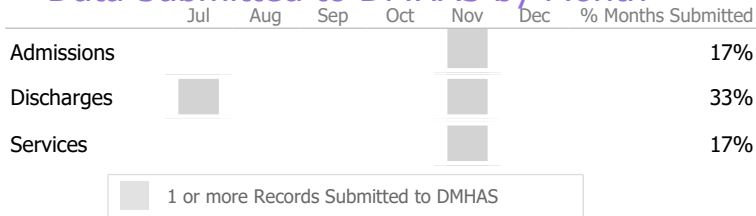
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 Active Central Intake Programs

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

Bridgeport Liaison Program
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	8	-38%	▼
Admits	1	2	-50%	▼
Discharges	2	1	100%	▲
Service Hours	-	3	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▢		17%
Discharges	▢				▢		33%
Services					▢		17%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Other Programs

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

Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	514	402	28%	▲
Admits	34	36	-6%	
Discharges	52	28	86%	▲
Service Hours	3,258	3,268	0%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	87%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		83%	55%

Co-occurring		Actual	State Avg
MH Screen Complete		80%	89%
✓ SA Screen Complete		100%	89%

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		14	27%	50%	42%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		352	68%	60%	59%	8%	
✓ Stable Living Situation		498	97%	95%	69%	2%	
🔴 Employed		86	17%	30%	23%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		462	100%	90%	80%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		33	97%	75%	77%	22%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

CO-OCCURRING TREATMENT UNIT
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	28	0%	
Admits	8	7	14%	▲
Discharges	9	11	-18%	▼
Bed Days	3,602	3,234	11%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	100%	95%	87%	5%	
✓	No Re-admit within 30 Days of Discharge		9	100%	85%	94%	15%	▲
✓	Follow-up within 30 Days of Discharge		9	100%	90%	71%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	95%	84%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	64%	8%

Co-occurring		Actual	State Avg
	MH Screen Complete	90%	92%
✓	SA Screen Complete	100%	100%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		20	396 days	0.4	98%	90%	88%	8%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

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

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.

Crisis Outreach
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	216	262	-18%	▼
Admits	265	323	-18%	▼
Discharges	262	322	-19%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		152	58%	75%	70%	-17%	▼
✔	Community Location Evaluation		258	98%	80%	69%	18%	▲
✔	Follow-up Service within 48 hours		63	98%	90%	67%	8%	
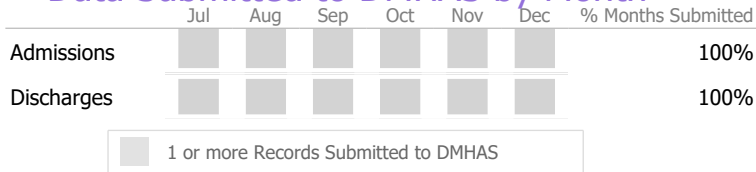
▲ > 10% Over	▼ < 10% Under

▮ Actual	▎Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

▮ 1 or more Records Submitted to DMHAS

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

CSP/RP - Stamford
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	50	12%	▲
Admits	6	6	0%	
Discharges	10	4	150%	▲
Service Hours	1,065	922	16%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	83%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	83%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	96%
✔ SA Screen Complete		100%	95%

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

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	40%	65%	57%	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		48	86%	60%	80%	26%	▲
✔	Stable Living Situation		55	98%	80%	86%	18%	▲
🔴	Employed		2	4%	20%	14%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		46	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.

CSP/RP, Middle Street, Bridgeport
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	113	104	9%	
Admits	15	11	36%	▲
Discharges	6	7	-14%	▼
Service Hours	1,762	2,002	-12%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	83%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		87%	83%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		100%	95%

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

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	33%	65%	57%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		83	73%	60%	80%	13%	▲
✓ Stable Living Situation		105	93%	80%	86%	13%	▲
🔴 Employed		6	5%	20%	14%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		107	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.

FSD - Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	312	310	1%	
Admits	20	19	5%	
Discharges	23	19	21%	▲
Service Hours	2,752	3,028	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	87%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	55%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	95%	89%
✓	SA Screen Complete	100%	89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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		21	91%	50%	42%	41%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		215	69%	60%	59%	9%
✓	Stable Living Situation		299	96%	95%	69%	1%
●	Employed		67	21%	30%	23%	-9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		288	100%	90%	80%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		19	95%	75%	77%	20%	▲

▲ > 10% Over   ▼ < 10% Under
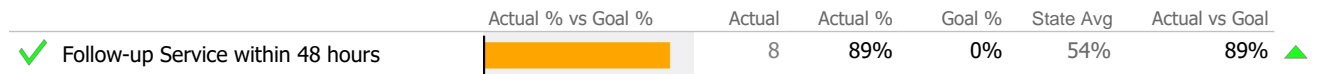
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

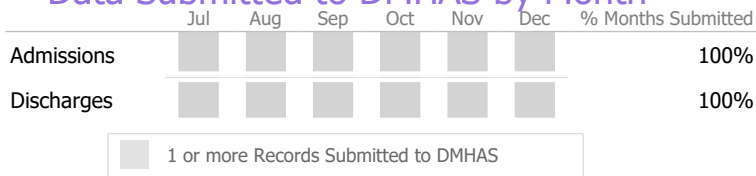Variances in data may be indicative of operational adjustments related to the pandemic.

FSD 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 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	18	261%	▲
Admits	46	15	207%	▲
Discharges	42	11	282%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		8	89%	0%	54%	89%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
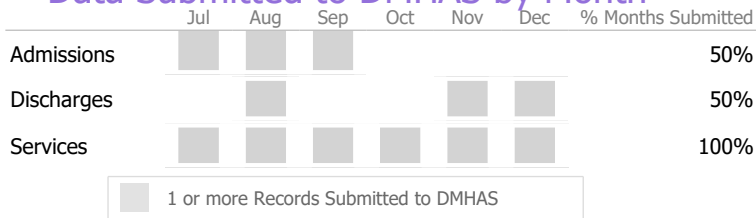
■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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

FSD Liaison
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	11	9%	
Admits	7	5	40%	▲
Discharges	5	9	-44%	▼
Service Hours	104	112	-7%	

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Other Programs

Variances 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

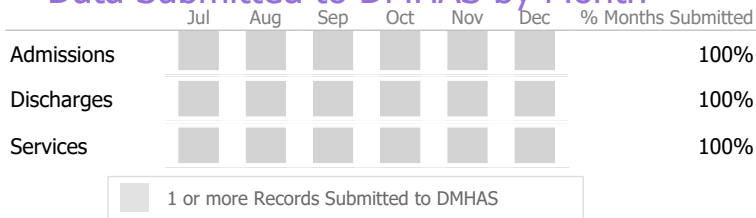Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	22	64%	▲
Admits	34	17	100%	▲
Discharges	32	20	60%	▲
Service Hours	152	80	89%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 16 Active Central Intake Programs

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

FSD Young Adult Service Program
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	29	-10%	▼
Admits	7	3	133%	▲
Discharges	1	7	-86%	▼
Service Hours	792	878	-10%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	87%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	55%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	89%
✓ SA Screen Complete		100%	89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪		83%
Discharges				▪			17%
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		1	100%	50%	42%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		23	88%	60%	59%	28%	▲
●	Stable Living Situation		23	88%	95%	69%	-7%	
●	Employed		5	19%	30%	23%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		25	100%	90%	80%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		7	100%	75%	77%	25%	▲
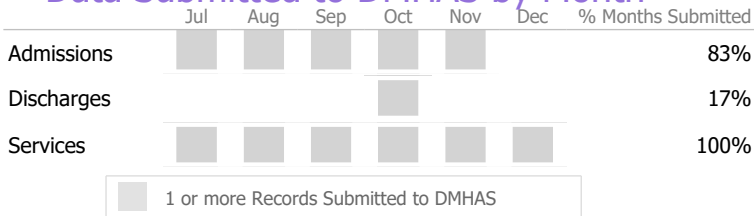
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

Medication Clinic
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	114	-8%	
Admits	2	2	0%	
Discharges	8	6	33%	▲
Service Hours	459	573	-20%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		97%	87%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		76%	55%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	89%
SA Screen Complete		N/A	89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▇		17%
Discharges	▇		▇		▇	▇	67%
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		5	62%	50%	42%	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		75	71%	60%	59%	11%	▲
✔ Stable Living Situation		104	99%	95%	69%	4%	
● Employed		20	19%	30%	23%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		96	99%	90%	80%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		1	50%	75%	77%	-25%	▼

▲ > 10% Over   ▼ < 10% Under

▇ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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