Western Connecticut Mental Health Network
Waterbury, 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	1,493	1,322	13%	▲
	Admits	1,060	668	59%	▲
	Discharges	1,069	695	54%	▲
	Service Hours	19,541	14,783	32%	▲
	Bed Days	2,647	2,255	17%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	580	30.6%
	Crisis Services	551	29.1%
	ACT	203	10.7%
	Community Support	170	9.0%
	Social Rehabilitation	101	5.3%
	Intake	84	4.4%
	Other	56	3.0%
	Case Management	17	0.9%
	Residential Services	12	0.6%
Forensic MH			
	Forensics Community-based	115	6.1%
	Crisis Services	6	0.3%

Consumer Satisfaction Survey   (Based on 453 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Access		91%	80%	88%
✓ General Satisfaction		90%	80%	92%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	238	16%	9%
26-34	309	21%	21%
35-44	263	18%	23%
45-54	217	15%	19%
55-64	296	20%	19%
65+	161	11%	9%

Gender

Gender	#	%	State Avg
Male	952	64%	59%
Female	534	36%	41%
Transgender	7	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	973	66%	62%
Black/African American	227	15%	17%
Other	171	12%	13%
Unknown	52	4%	6%
Multiple Races	26	2%	1%
Asian	18	1%	1%
Am. Indian/Native Alaskan	2	0%	0%
Hawaiian/Other Pacific Islander			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,159	78%	68%
Hispanic-Other	165	11%	8%
Unknown	85	6%	11%
Hisp-Puerto Rican	77	5%	11%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	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.

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61		
Admits	66	-	
Discharges	66	-	

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		50	100%	80%	69%	20%	▲
🔴 Follow-up Service within 48 hours		0	NA	90%	67%	-90%	▼
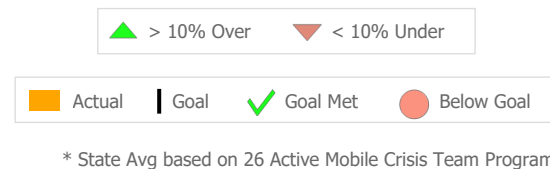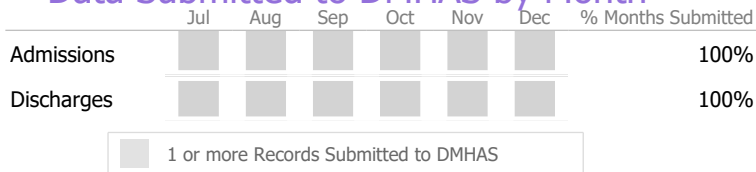
▲ > 10% Over	▼ < 10% Under

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.

Danbury Intake
Western Connecticut Mental Health Network
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	21	12	75%	▲
Admits	18	10	80%	▲
Discharges	21	9	133%	▲
Service Hours	64	26	141%	▲

Data Submitted to DMHAS by Month
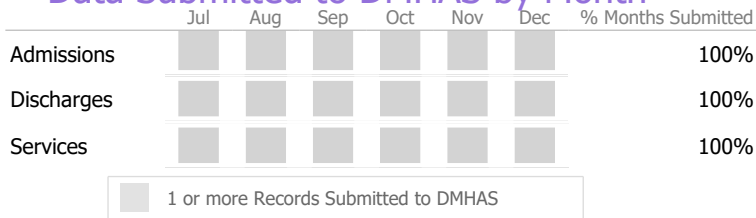
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▨	▨	▨	▨	▨	▨	100%
Discharges	▨	▨	▨	▨	▨	▨	100%
Services	▨	▨	▨	▨	▨	▨	100%

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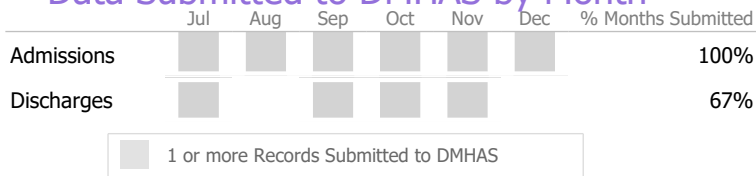
Variances in data may be indicative of operational adjustments related to the pandemic.

Danbury Jail Diversion
Western Connecticut Mental Health Network
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	30	21	43%	▲
Admits	12	10	20%	▲
Discharges	8	8	0%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		11	100%	0%	54%	100%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▮	▮	▮	▮	▮	▮	100%
Discharges		▮		▮	▮	▮	67%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

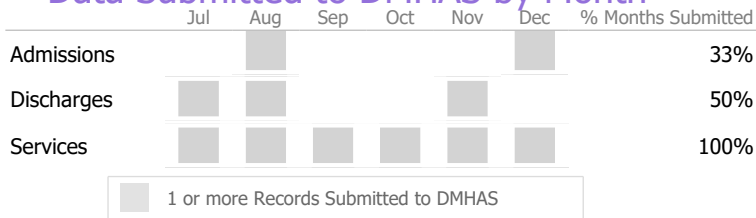* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Danbury Liaison
Western Connecticut Mental Health Network
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	15	12	25%	▲
Admits	4	2	100%	▲
Discharges	4	2	100%	▲
Service Hours	113	94	20%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪				▪	33%
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.

Danbury Outpatient
Western Connecticut Mental Health Network
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	208	198	5%	
Admits	21	6	250%	▲
Discharges	20	13	54%	▲
Service Hours	2,612	1,697	54%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	87%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	98%	55%

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

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	88%	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		6	30%	50%	42%	-20%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		176	84%	60%	59%	24%	▲
✓	Stable Living Situation		199	95%	95%	69%	0%	
●	Employed		30	14%	30%	23%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		189	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		20	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.

Danbury YAS
Western Connecticut Mental Health Network
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	29	32	-9%	
Admits	5	6	-17%	▼
Discharges	4	5	-20%	▼
Service Hours	925	844	10%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	50%	65%	52%	-15%	▼
🔴 No Re-admit within 30 Days of Discharge		3	75%	85%	96%	-10%	
🔴 Follow-up within 30 Days of Discharge		1	50%	90%	46%	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

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

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	
✓ Social Support		28	97%	60%	79%	37%	▲
✓ Stable Living Situation		27	93%	60%	92%	33%	▲
✓ Employed		12	41%	15%	16%	26%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	99%	10%

Data Submitted to DMHAS by Month
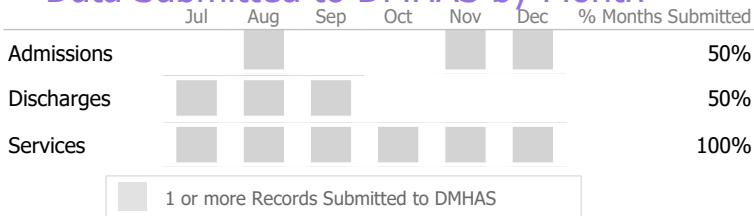
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢			▢	▢	50%
Discharges	▢	▢	▢				50%
Services	▢	▢	▢	▢	▢		100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
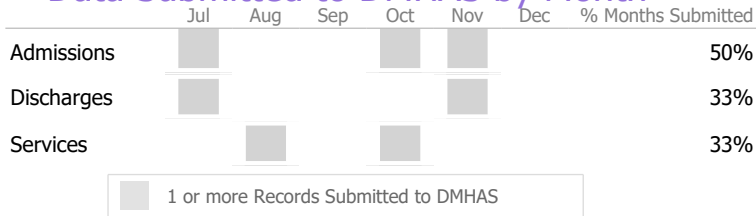
🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

Danbury YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
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	4	4	0%
Admits	4	4	0%
Discharges	3	4	-25% ▼
Service Hours	2	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢			▢	▢		50%
Discharges	▢				▢		33%
Services		▢		▢			33%

▢ 1 or more Records Submitted to DMHAS

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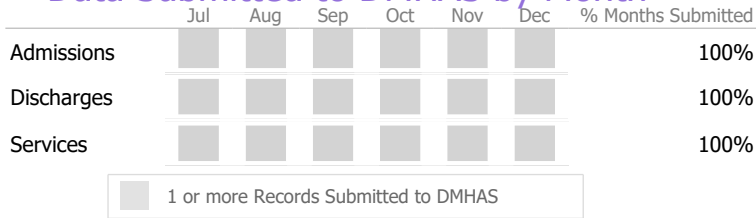
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Other Programs

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

Torrington Access Center
Western Connecticut Mental Health Network
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	32	19	68%	▲
Admits	31	18	72%	▲
Discharges	30	19	58%	▲
Service Hours	53	42	28%	▲

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.

Torrington CSP
Western Connecticut Mental Health Network
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	90	93	-3%	
Admits	13	6	117%	▲
Discharges	12	14	-14%	▼
Service Hours	1,817	1,360	34%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	83%

Co-occurring		Actual	State Avg
MH Screen Complete		91%	96%
✓ SA Screen Complete		100%	95%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		88%	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		7	58%	65%	57%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		82	91%	60%	80%	31%	▲
✓ Stable Living Situation		83	92%	80%	86%	12%	▲
🔴 Employed		7	8%	20%	14%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		78	100%	90%	98%	10%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal
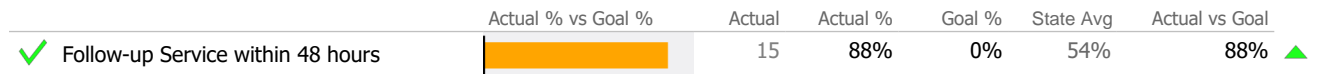
* State Avg based on 36 Active CSP Programs

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

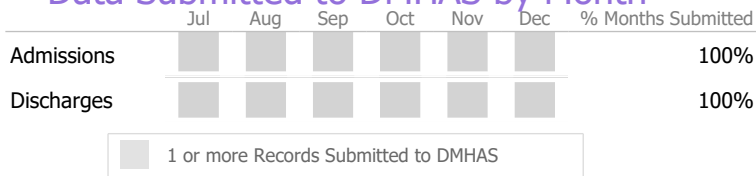**Torrington Jail Diversion**
Western Connecticut Mental Health Network
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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	46	53	-13%	▼
Admits	25	27	-7%	
Discharges	24	18	33%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	[bar]	15	88%	0%	54%	88%	▲

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

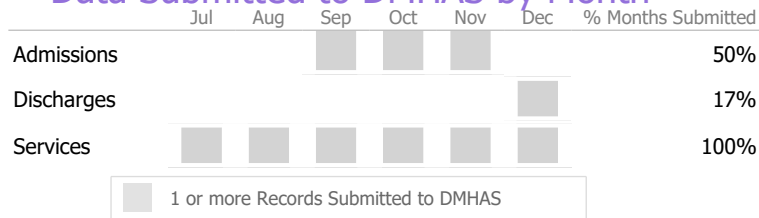* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Torrington Liaison
Western Connecticut Mental Health Network
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	7	12	-42%	▼
Admits	3	2	50%	▲
Discharges	1	5	-80%	▼
Service Hours	11	22	-51%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪	▪	▪		50%
Discharges						▪	17%
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.
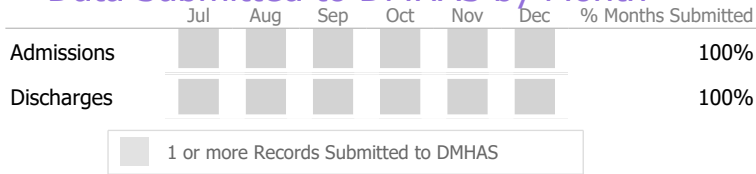
TORRINGTON MOBILE CRISIS
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	90	33%	▲
Admits	200	138	45%	▲
Discharges	196	138	42%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		166	85%	75%	70%	10%	
✓ Community Location Evaluation		194	99%	80%	69%	19%	▲
✓ Follow-up Service within 48 hours		73	97%	90%	67%	7%	

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.

Torrington Outpatient
Western Connecticut Mental Health Network
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	104	106	-2%	
Admits	13	12	8%	
Discharges	15	16	-6%	
Service Hours	1,380	1,174	18%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	55%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		89%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
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		8	53%	50%	42%	3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		81	78%	60%	59%	18%	▲
🔴 Stable Living Situation		98	94%	95%	69%	-1%	
🔴 Employed		13	12%	30%	23%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		88	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		9	69%	75%	77%	-6%

▲ > 10% Over   ▼ < 10% Under
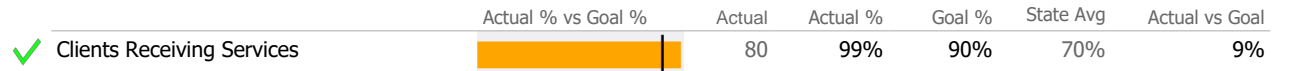
◼ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

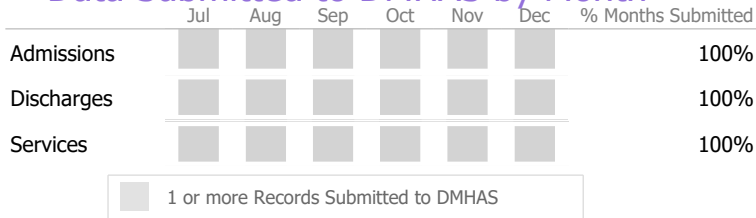Variances in data may be indicative of operational adjustments related to the pandemic.

Torrington Recovery and Wellness
Western Connecticut Mental Health Network
Mental Health - Social Rehabilitation - Social Rehabilitation

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	101	80	26%	▲
Admits	26	8	225%	▲
Discharges	22	10	120%	▲
Service Hours	209	285	-27%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		80	99%	90%	70%	9%

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 34 Active Social Rehabilitation Programs

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

Torrington Transitional Living Residence
Western Connecticut Mental Health Network
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	5	7	-29%	▼
Admits	1	1	0%	
Discharges	1	2	-50%	▼
Service Hours	598	850	-30%	▼
Bed Days	776	924	-16%	▼

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%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	67%	80%

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

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	80%	91%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	76%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		6	481 days	0.7	70%	90%	76%	-20%	▼

Legend: ■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				■			17%
Discharges					■		17%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS
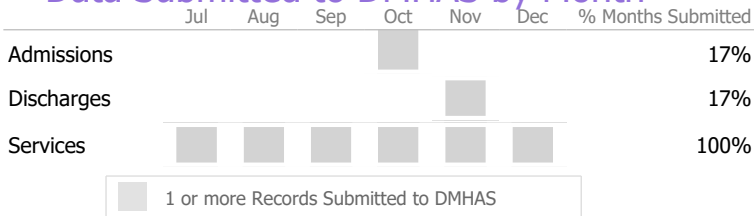
▲ > 10% Over   ▼ < 10% Under

■ 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.

Torrington YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
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	0	1		▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	-	1	-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 24 Active Other Programs

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

Torrington YAS Team 1
Western Connecticut Mental Health Network
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	38	40	-5%	
Admits	8	1	700%	▲
Discharges	1	9	-89%	▼
Service Hours	1,427	1,126	27%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	65%	52%	-65%	▼
✔	No Re-admit within 30 Days of Discharge		1	100%	85%	96%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	84%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	89%

Co-occurring		Actual	State Avg
	MH Screen Complete	89%	95%
✔	SA Screen Complete	100%	93%

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	
✔	Social Support		37	97%	60%	79%	37%	▲
✔	Stable Living Situation		36	95%	60%	92%	35%	▲
✔	Employed		18	47%	15%	16%	32%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		37	100%	90%	99%	10%

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

▲ > 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.

Torrington YAS Team 2
Western Connecticut Mental Health Network
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	42	45	-7%	
Admits	4	9	-56%	▼
Discharges	8	5	60%	▲
Service Hours	1,278	811	58%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	84%

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

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪			▪	50%
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		5	62%	65%	52%	-3%	
✓	No Re-admit within 30 Days of Discharge		8	100%	85%	96%	15%	▲
🔴	Follow-up within 30 Days of Discharge		4	80%	90%	46%	-10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		42	100%	60%	92%	40%	▲
✓	Social Support		38	90%	60%	79%	30%	▲
✓	Employed		8	19%	15%	16%	4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		34	100%	90%	99%	10%

▲ > 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.

Waterbury ABI
Western Connecticut Mental Health Network
Mental Health - Case Management - Standard Case Management

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	17	20	-15%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	174	130	34%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	55%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
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		N/A	N/A	50%	64%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		14	82%	60%	69%	22%	▲
✓ Stable Living Situation		17	100%	80%	72%	20%	▲
● Employed		0	0%	20%	15%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	80%	10%
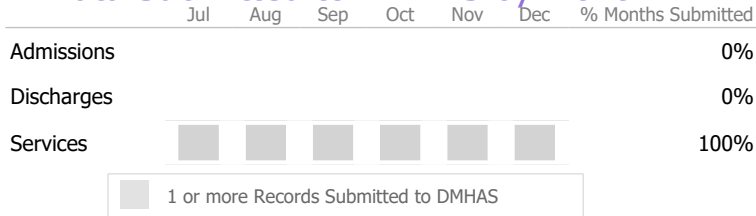
▲ > 10% Over	▼ < 10% Under

■ Actual	| Goal	✓ Goal Met	● Below Goal

* State Avg based on 30 Active Standard Case Management Programs

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

Waterbury ACT
Western Connecticut Mental Health Network
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	53	45	18%	▲
Admits	10	4	150%	▲
Discharges	13	4	225%	▲
Service Hours	1,355	1,066	27%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		89%	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	15%	65%	52%	-50%	▼
✓ No Re-admit within 30 Days of Discharge		12	92%	85%	96%	7%	
🔴 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		47	89%	60%	92%	29%	▲
✓ Social Support		38	72%	60%	79%	12%	▲
🔴 Employed		0	0%	15%	16%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	99%	10%

▲ > 10% Over   ▼ < 10% Under

▮ Actual   ❘ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

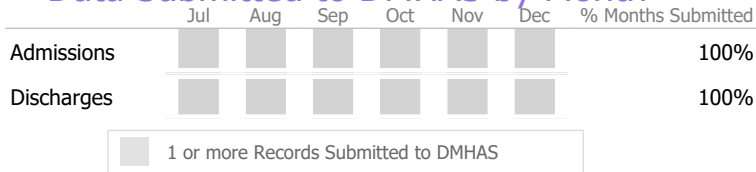Variances in data may be indicative of operational adjustments related to the pandemic.

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	210	126	67%	▲
Admits	239	137	74%	▲
Discharges	239	137	74%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Evaluation within 1.5 hours of Request		1	0%	75%	70%	-75%	▼
● Community Location Evaluation		123	51%	80%	69%	-29%	▼
● 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
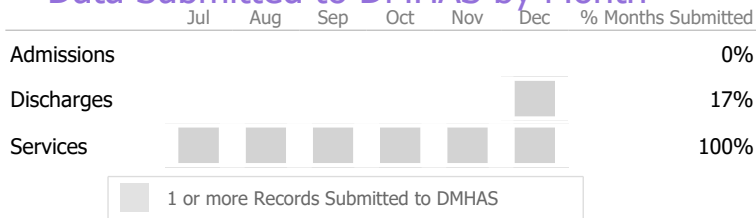
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Waterbury CORP
Western Connecticut Mental Health Network
Forensic MH - Forensics Community-based - Re-entry Programs

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	9	-44%	▼
Admits	-	3	-100%	▼
Discharges	1	5	-80%	▼
Service Hours	54	45	19%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges						▢	17%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 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.

Waterbury CSP
Western Connecticut Mental Health Network
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	80	80	0%	
Admits	7	3	133%	▲
Discharges	11	6	83%	▲
Service Hours	864	849	2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	83%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪	▪	▪		50%
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		1	9%	65%	57%	-56%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		72	90%	60%	80%	30%	▲
✔	Stable Living Situation		76	95%	80%	86%	15%	▲
🔴	Employed		12	15%	20%	14%	-5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		69	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.

Waterbury Forensic Respite
Western Connecticut Mental Health Network
Forensic MH - Crisis Services - Respite Bed

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	6	4	50%	▲
Admits	3	1	200%	▲
Discharges	5	3	67%	▲
Service Hours	102	50	107%	▲
Bed Days	612	305	101%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		5	100%	85%	88%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		4	137 days	0.4	83%	90%	65%	-7%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■			50%
Discharges		■	■		■	■	67%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS
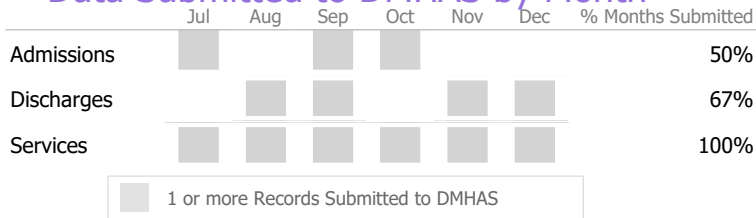
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 7 Active Respite Bed Programs

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

Waterbury Intake
Western Connecticut Mental Health Network
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	31	26	19%	▲
Admits	27	23	17%	▲
Discharges	30	23	30%	▲
Service Hours	95	69	38%	▲

Data Submitted to DMHAS by Month
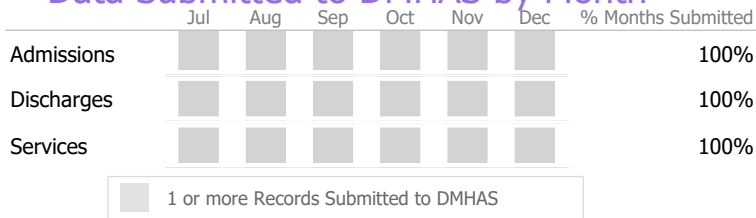
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

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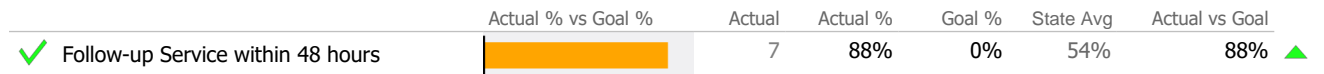
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 Active Central Intake Programs

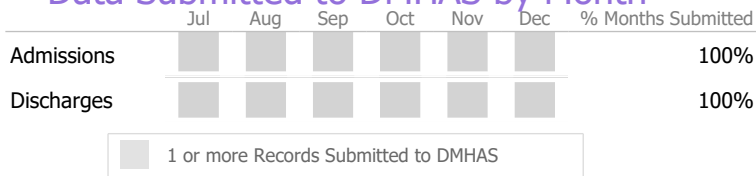Variances in data may be indicative of operational adjustments related to the pandemic.

Waterbury Jail Diversion
Western Connecticut Mental Health Network
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	36	36	0%	
Admits	26	18	44%	▲
Discharges	28	24	17%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		7	88%	0%	54%	88%	▲

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
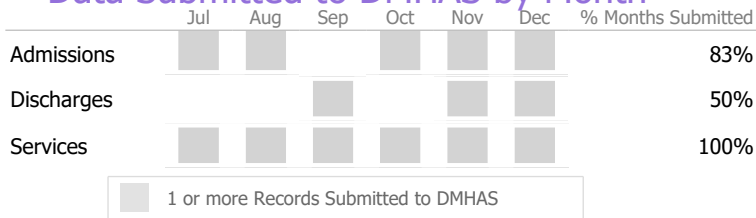
■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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

Waterbury Liaison
Western Connecticut Mental Health Network
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	22	16	38%	▲
Admits	11	4	175%	▲
Discharges	7	4	75%	▲
Service Hours	92	48	91%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■		■	■	■	83%
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.

WATERBURY MOBILE CRISIS
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 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	167	128	30%	▲
Admits	239	170	41%	▲
Discharges	239	169	41%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		184	77%	75%	70%	2%	
✓	Community Location Evaluation		230	96%	80%	69%	16%	▲
✓	Follow-up Service within 48 hours		27	100%	90%	67%	10%	
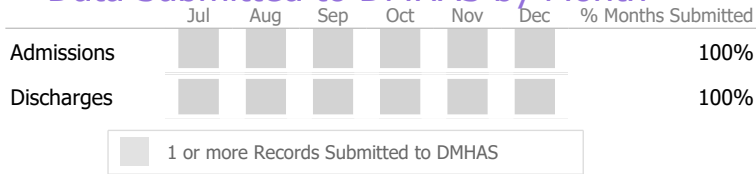
▲ > 10% Over	▼ < 10% Under

■ 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.

Waterbury Outpatient
Western Connecticut Mental Health Network
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	180	183	-2%	
Admits	8	9	-11%	▼
Discharges	17	10	70%	▲
Service Hours	1,231	1,297	-5%	

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		92%	55%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	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		9	53%	50%	42%	3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		158	87%	60%	59%	27%	▲
✓ Stable Living Situation		178	98%	95%	69%	3%	
● Employed		13	7%	30%	23%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		164	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		6	75%	75%	77%	0%

▲ > 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.

Waterbury Recovery Program
Western Connecticut Mental Health Network
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	96	95	1%	
Admits	9	6	50%	▲
Discharges	17	8	113%	▲
Service Hours	1,754	1,140	54%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	87%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	55%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		88%	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		13	76%	50%	42%	26%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		83	86%	60%	59%	26%	▲
✓	Stable Living Situation		91	95%	95%	69%	0%	
●	Employed		4	4%	30%	23%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		79	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	78%	75%	77%	3%

▲ > 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.

Waterbury Respite/Transitional Housing
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Respite Bed

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	18	14	29%	▲
Admits	12	11	9%	
Discharges	10	6	67%	▲
Service Hours	279	219	27%	▲
Bed Days	1,259	1,026	23%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		10	100%	85%	92%	15%	▲
✓	Follow-up within 30 Days of Discharge		5	100%	90%	76%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		11	177 days	0.4	62%	90%	52%	-28%	▼

■ < 90%   ■ 90-110%   ■ >110%

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 10 Active Respite Bed Programs

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

Waterbury YAS
Western Connecticut Mental Health Network
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	43	44	-2%	
Admits	8	10	-20%	▼
Discharges	8	6	33%	▲
Service Hours	2,437	1,428	71%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	89%

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

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	62%	65%	52%	-3%	
✓	No Re-admit within 30 Days of Discharge		7	100%	85%	96%	15%	▲
🔴	Follow-up within 30 Days of Discharge		2	40%	90%	46%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		41	93%	60%	92%	33%	▲
✓	Social Support		39	89%	60%	79%	29%	▲
✓	Employed		7	16%	15%	16%	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	97%	90%	99%	7%

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
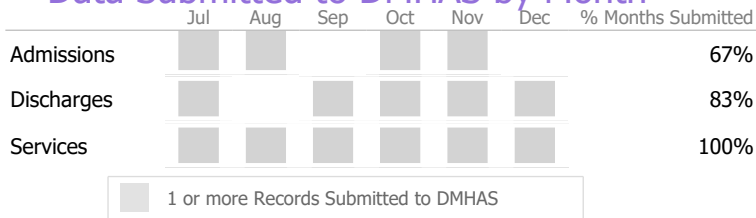
▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

Waterbury YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
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	8	11	-27%	▼
Admits	5	8	-38%	▼
Discharges	7	9	-22%	▼
Service Hours	9	14	-37%	▼

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

▲ > 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.

Waterbury YAS Res Support
Western Connecticut Mental Health Network
Mental Health - Residential Services - Residential Support

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	7	5	40%	▲
Admits	2	1	100%	▲
Discharges	1	2	-50%	▼
Service Hours	606	97		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		�				▢	33%
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%	88%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		7	100%	60%	87%	40%	▲
✓ Stable Living Situation		6	86%	85%	97%	1%	
● Employed		0	0%	25%	14%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		6	100%	90%	97%	10%	
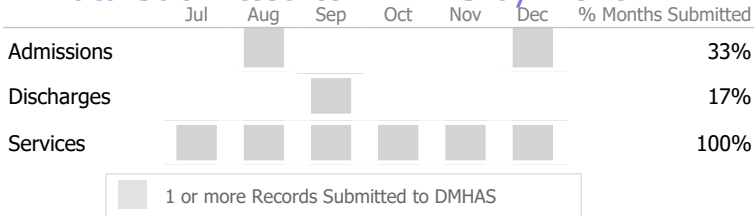
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Residential Support Programs

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