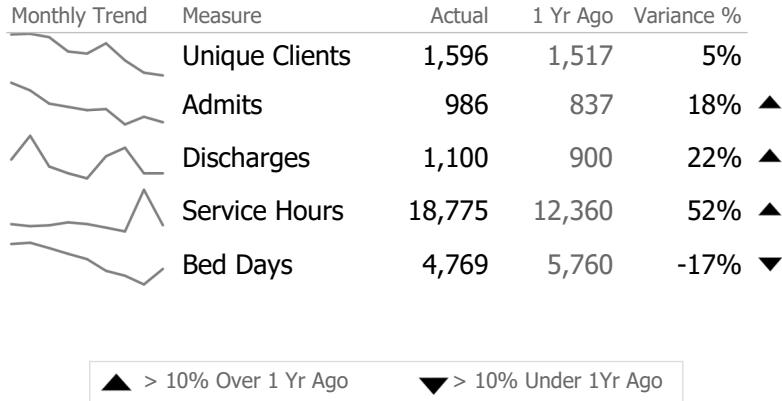


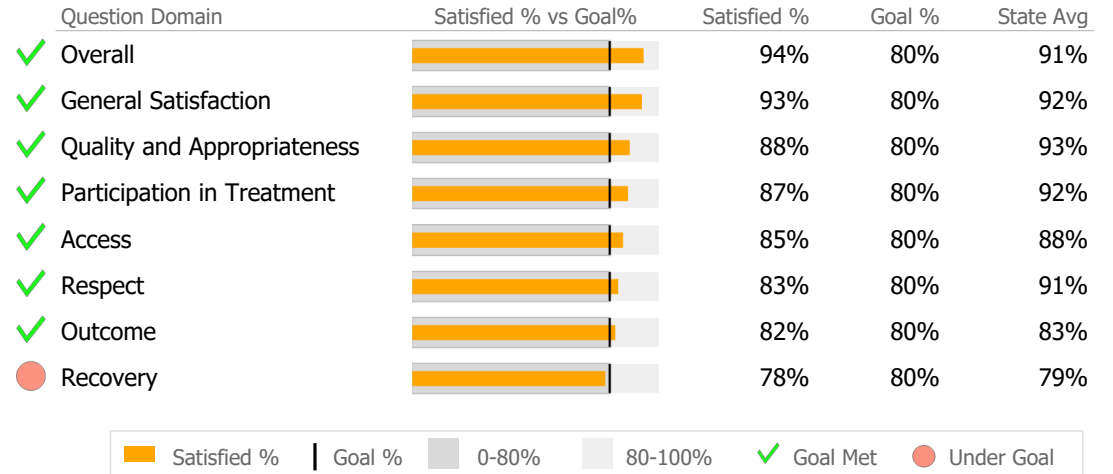
Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Provider Activity

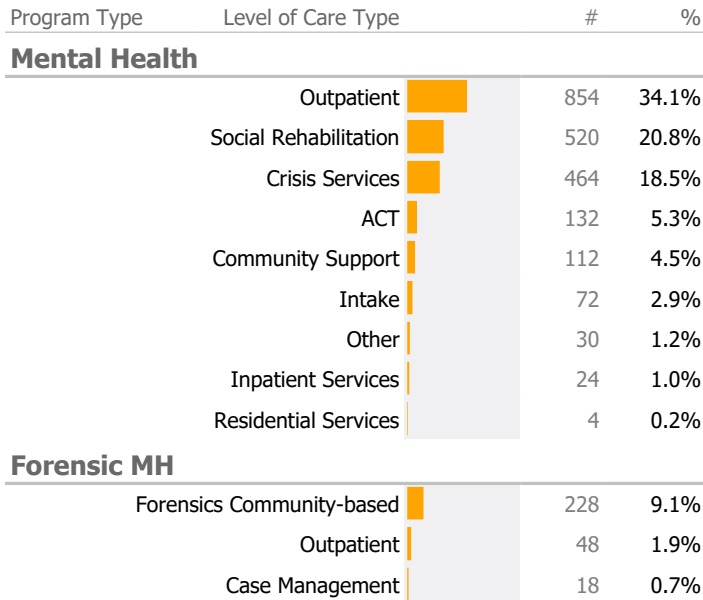


Consumer Satisfaction Survey

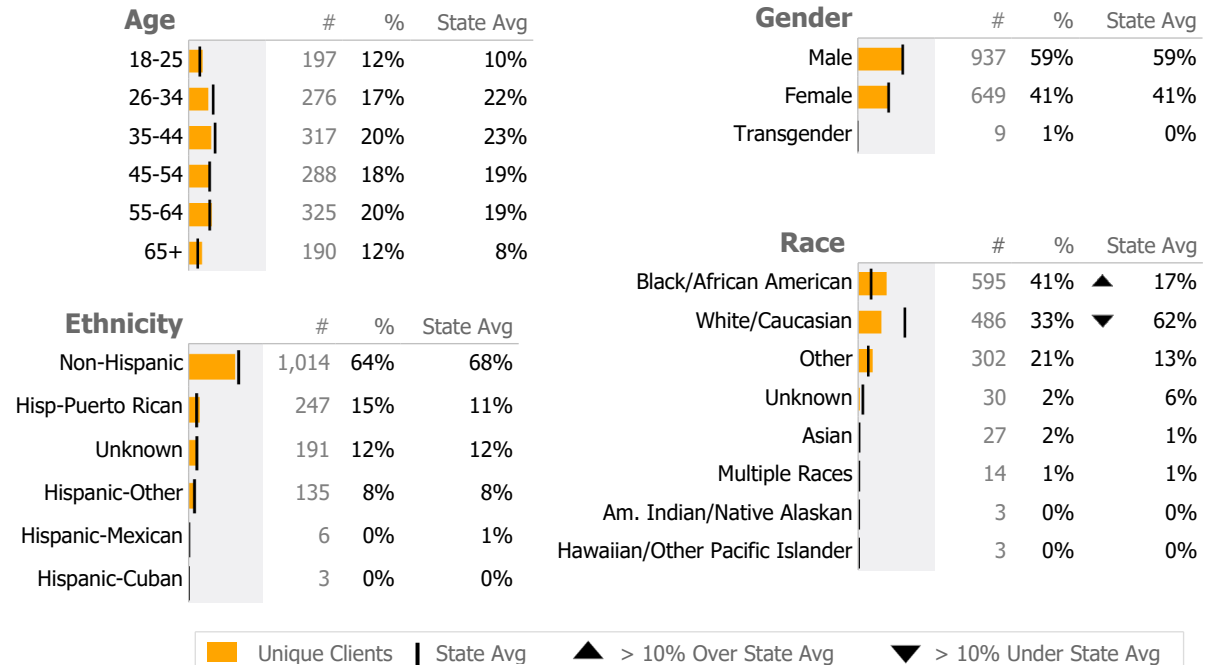
(Based on 144 FY21 Surveys)



Clients by Level of Care



Client Demographics



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

500 Vine Jail Div

Capitol Region Mental Health Center

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

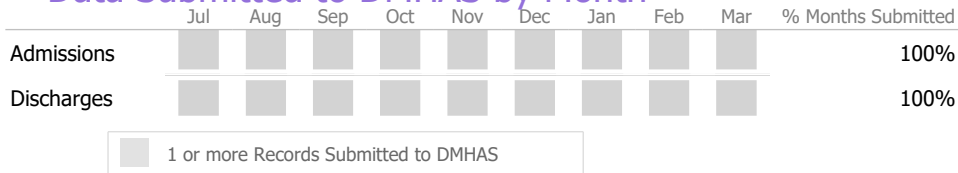
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	224	153	46% ▲
Admits	177	122	45% ▲
Discharges	196	85	131% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		12	25%	0%	61%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	42	-5%
Admits	-	1	-100% ▼
Discharges	3	2	50% ▲
Service Hours	750	752	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
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	67%	65%	48%	2%
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	96%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	42%	10%

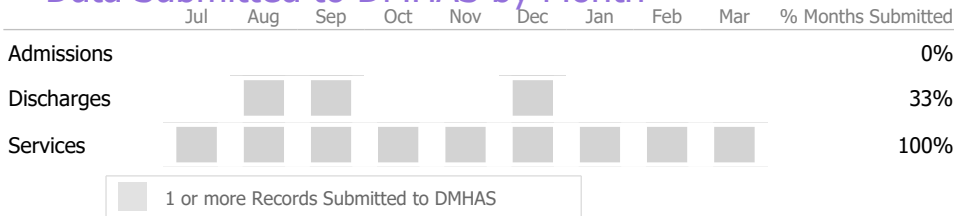
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		33	82%	60%	91%	22% ▲
✓ Social Support		27	68%	60%	79%	8%
● Employed		4	10%	15%	17%	-5%

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



▲ > 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	18	23	-22% ▼
Admits	9	9	0%
Discharges	4	10	-60% ▼
Service Hours	388	479	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	17%	-50% ▼

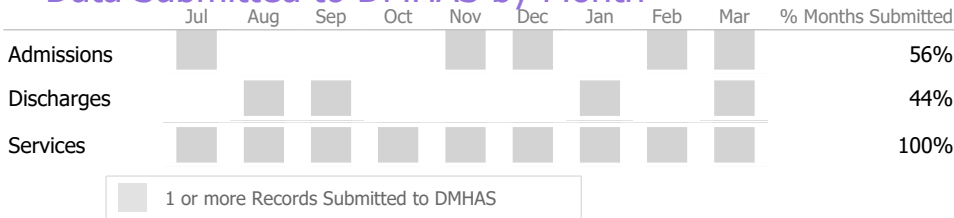
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		18	100%	60%	91%	40% ▲
Social Support		11	61%	60%	68%	1%
Stable Living Situation		14	78%	80%	82%	-2%
Employed		3	17%	20%	14%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	93%	90%	94%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

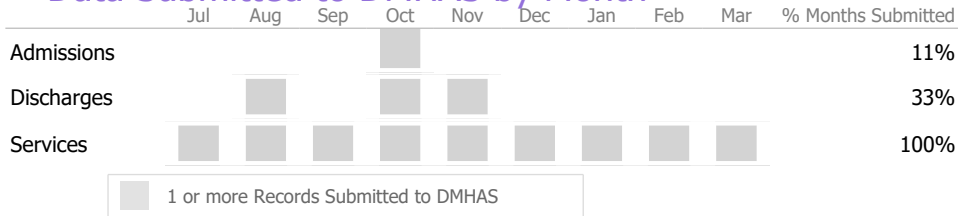
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	2	-50% ▼
Discharges	4	1	300% ▲
Service Hours	235	163	44% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 0 Active UM Screening Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	111	1%
Admits	30	17	76% ▲
Discharges	41	23	78% ▲
Service Hours	1,572	545	189% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
On-Time Periodic		
6 Month Updates	98%	84%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	70%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	54%	65%	57%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		106	93%	80%	87%	13% ▲
Social Support		75	66%	60%	80%	6%
Employed		15	13%	20%	14%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		71	91%	90%	98%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	90	-9%
Admits	7	6	17% ▲
Discharges	4	16	-75% ▼
Service Hours	819	988	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic		
6 Month Updates	99%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	41%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	78%	60%	61%	18% ▲
✓ Employed		30	37%	30%	25%	7%
✓ Stable Living Situation		79	96%	95%	72%	1%

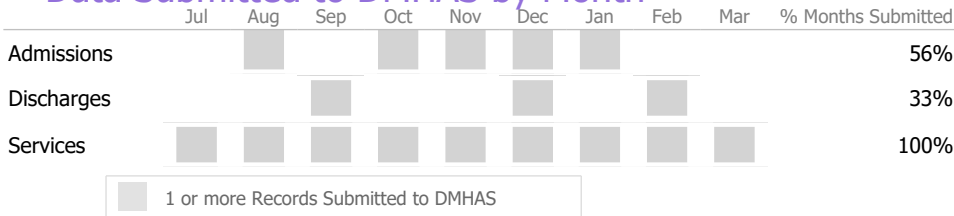
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		78	100%	90%	82%	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%	78%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	43	12% ▲
Admits	13	11	18% ▲
Discharges	24	8	200% ▲
Service Hours	842	597	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	81%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	21%	50%	36%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		49	100%	60%	34%	40% ▲
Social Support		38	78%	60%	62%	18% ▲
Stable Living Situation		37	76%	95%	78%	-19% ▼
Employed		3	6%	30%	20%	-24% ▼

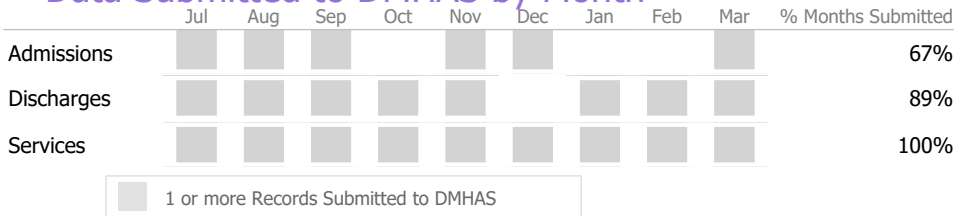
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	100%	90%	97%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	100%	75%	95%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

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

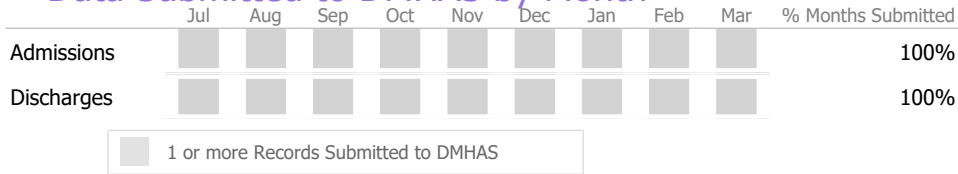
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	259	168	54% ▲
Admits	306	186	65% ▲
Discharges	305	185	65% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		230	86%	75%	70%	11% ▲
✓ Community Location Evaluation		240	90%	80%	71%	10%
● Follow-up Service within 48 hours		5	12%	90%	65%	-78% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	8	-50% ▼
Admits	-	1	-100% ▼
Discharges	4	3	33% ▲
Bed Days	549	1,080	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	78%
On-Time Periodic 6 Month Updates	N/A	90%
Co-occurring MH Screen Complete	N/A	98%
SA Screen Complete	N/A	88%
Diagnosis Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	60%	72%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	50%	25%	12%	25% ▲
✓ Social Support		3	75%	60%	85%	15% ▲
✓ Stable Living Situation		4	100%	95%	95%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	856 days	1.3	20%	90%	92%	-70% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges			■	■						22%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Supervised Apartments 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	10	13	-23% ▼
Discharges	10	12	-17% ▼
Bed Days	4,220	4,043	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic		
6 Month Updates	100%	100%
Co-occurring		
MH Screen Complete	N/A	N/A
SA Screen Complete	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

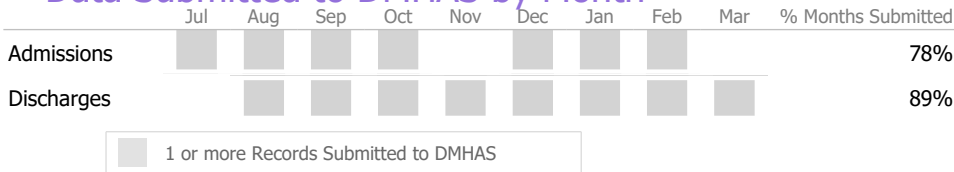
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	70%	95%	70%	-25% ▼
No Re-admit within 30 Days of Discharge		8	80%	85%	80%	-5%
Follow-up within 30 Days of Discharge		7	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	521 days	0.3	96%	90%	96%	6%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

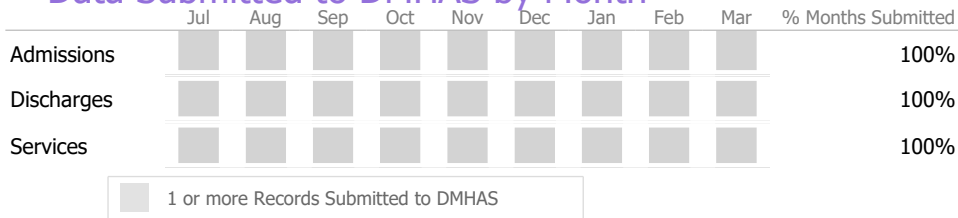
* State Avg based on 1 Active Non-Certified Subacute Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	72	0%
Admits	57	50	14% ▲
Discharges	55	50	10%
Service Hours	261	295	-12% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

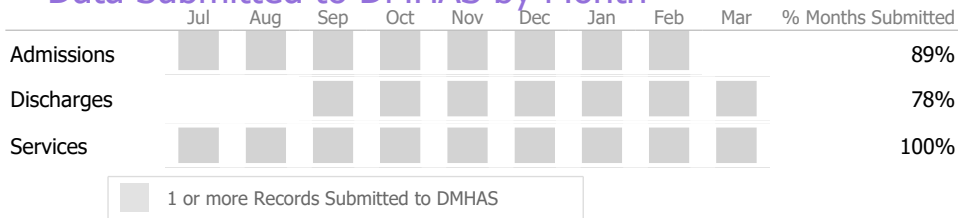
* State Avg based on 16 Active Central Intake Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	29	3%
Admits	15	7	114% ▲
Discharges	12	9	33% ▲
Service Hours	125	175	-29% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Other Programs

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

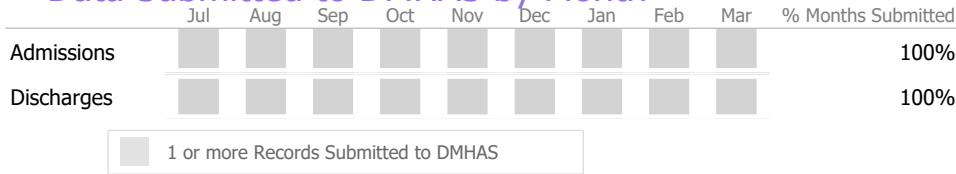
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	243	254	-4%
Admits	303	356	-15% ▼
Discharges	300	354	-15% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		226	82%	75%	70%	7%
✓ Community Location Evaluation		236	86%	80%	71%	6%
● Follow-up Service within 48 hours		45	62%	90%	65%	-28% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Peer Support

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

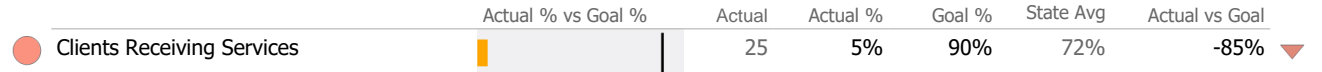
Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

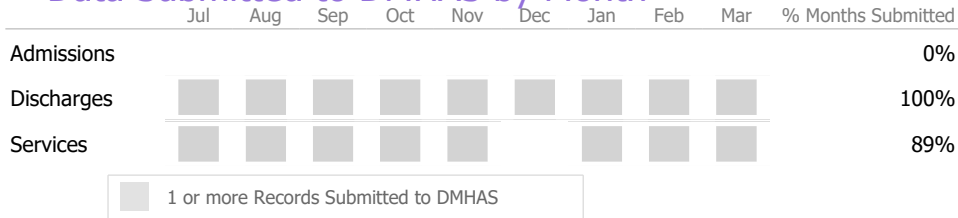
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	520	581	-10% ▼
Admits	-	-	
Discharges	39	47	-17% ▼
Service Hours	15	10	49% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	396	415	-5%
Admits	14	21	-33% ▼
Discharges	46	34	35% ▲
Service Hours	2,909	2,422	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	96%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	74%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	30%	50%	41%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		250	63%	60%	61%	3%
Stable Living Situation		373	94%	95%	72%	-1%
Employed		42	11%	30%	25%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		350	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	93%	75%	78%	18% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	387	392	-1%
Admits	25	15	67% ▲
Discharges	33	32	3%
Service Hours	2,907	3,491	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	95%	53%
Co-occurring		
MH Screen Complete	89%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	88%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	6%	50%	41%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		311	80%	60%	61%	20% ▲
Stable Living Situation		369	95%	95%	72%	0%
Employed		61	16%	30%	25%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		354	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	76%	75%	78%	1%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	102	-10%
Admits	19	19	0%
Discharges	20	28	-29% ▼
Service Hours	7,952	2,441	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic		
6 Month Updates	98%	84%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	10%	65%	48%	-55% ▼
No Re-admit within 30 Days of Discharge		20	100%	85%	96%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	42%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		83	90%	60%	91%	30% ▲
Social Support		67	73%	60%	79%	13% ▲
Employed		16	17%	15%	17%	2%

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	89%
Discharges		■	■	■		■	■	■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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