

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,273	1,004	27%
	Admits	1,655	1,270	30%
	Discharges	1,653	1,280	29%
	Service Hours	208	298	-30%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Crisis Services		1,205	93.5%
Case Management		83	6.4%
IOP		1	0.1%

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		83%	80%	93%
✓ Respect		83%	80%	91%
● Overall		79%	80%	91%
● Participation in Treatment		78%	80%	92%
● General Satisfaction		78%	80%	92%
● Outcome		73%	80%	83%
● Access		64%	80%	88%
● Recovery		63%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | Under Goal

Client Demographics

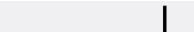
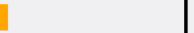
Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	170	16%	10%	Male		706	55%	59%
26-34	230	21%	22%	Female		567	45%	41%
35-44	249	23%	23%	Transgender				0%
45-54	151	14%	19%	Ethnicity	#	%	State Avg	
55-64	157	15%	19%	Non-Hispanic		974	77%	68%
65+	113	11%	8%	Hispanic-Other		216	17%	8%
				Unknown		48	4%	12%
				Hisp-Puerto Rican		35	3%	11%
				Hispanic-Cuban		0%		
				Hispanic-Mexican		1%		
				White/Caucasian		721	57%	62%
				Black/African American		270	21%	17%
				Other		220	17%	13%
				Unknown		31	2%	6%
				Multiple Races		20	2%	1%
				Asian		7	1%	1%
				Am. Indian/Native Alaskan		3	0%	0%
				Hawaiian/Other Pacific Islander		1	0%	0%

Unique Clients | State Avg | > 10% Over State Avg | > 10% Under State Avg

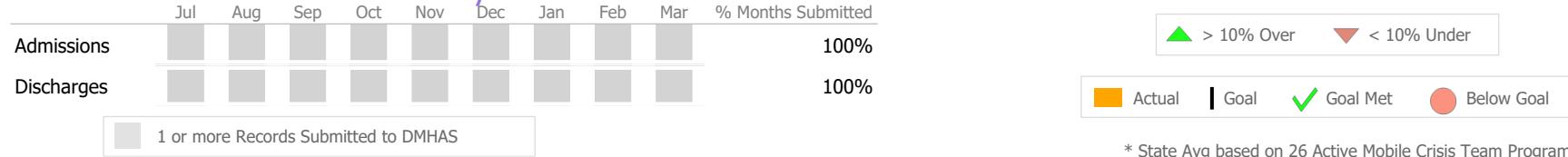
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	1,205	935	29%	▲
Admits	1,600	1,210	32%	▲
Discharges	1,597	1,209	32%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		745	51%	75%	70%	-24% 
Community Location Evaluation		0	0%	80%	71%	-80% 
Follow-up Service within 48 hours		39	6%	90%	65%	-84% 

Data Submitted to DMHAS by Month



* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic 6 Month Updates	0%	0%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	82%
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		N/A	N/A	50%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	24%	-30% ▼
Social Support		0	0%	60%	61%	-60% ▼
Stable Living Situation		0	0%	95%	82%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	50%	N/A ▼

Data Submitted to DMHAS by Month

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

Admissions	0%
Discharges	0%
Services	0%

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 3 Active Standard IOP Programs

1 or more Records Submitted to DMHAS

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
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Unique Clients

0

Admits

-

Discharges

-

Service Hours

-

Data Submission Quality

Data Entry	Actual	State Avg
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Valid NOMS Data

|

N/A

88%

On-Time Periodic

Actual

State Avg

6 Month Updates

|

N/A

53%

Co-occurring

Actual

State Avg

MH Screen Complete

|

N/A

90%

SA Screen Complete

|

N/A

90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30% ▼
Social Support		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	95%	72%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	82%	N/A ▼

Data Submitted to DMHAS by Month

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

Admissions

0%

Discharges

0%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

1 or more Records Submitted to DMHAS

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

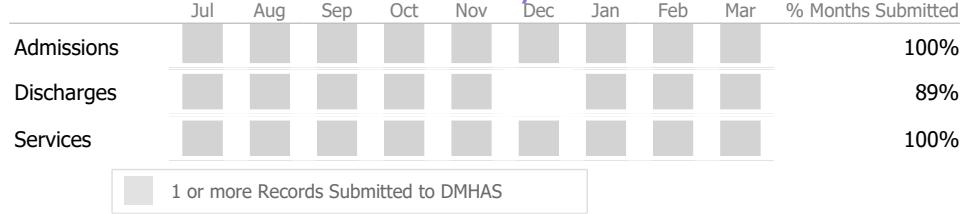
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	91	-9%
Admits	55	60	-8%
Discharges	56	71	-21% ▼
Service Hours	208	298	-30% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 55%; background-color: orange;"></div>	55	100%	50%	94%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

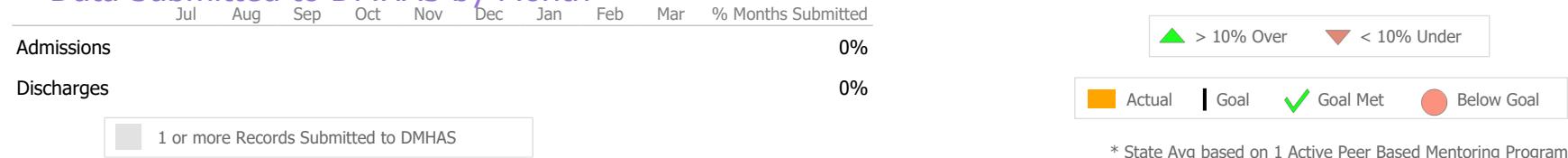
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

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

Data Submitted to DMHAS by Month



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

Program Activity

Measure Actual 1 Yr Ago Variance %

Unique Clients 0

Admits -

Discharges -

Service Hours -

Data Submission Quality

Data Entry Actual State Avg

Valid NOMS Data N/A 88%

On-Time Periodic Actual State Avg

6 Month Updates N/A 53%

Co-occurring Actual State Avg

MH Screen Complete N/A 90%

SA Screen Complete N/A 90%

Discharge Outcomes

Treatment Completed Successfully Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal

Recovery

National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal

Employed N/A 30% 25% -30% ▼

Social Support N/A 60% 61% -60% ▼

Stable Living Situation N/A 95% 72% -95% ▼

Service Utilization

Clients Receiving Services Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal

Clients Receiving Services N/A 90% 82% N/A ▼

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 74 Active Standard Outpatient Programs

Respite Program 201

Waterbury Hospital Health Center

Mental Health - Crisis Services - Respite Bed

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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	53%	-90%

Data Submitted to DMHAS by Month

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

Admissions

0%

▲ > 10% Over ▼ < 10% Under

Discharges

0%

Actual Goal Goal Met Below Goal

* State Avg based on 10 Active Respite Bed Programs

1 or more Records Submitted to DMHAS

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