

### 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 | #     | %     |
|----------------------|--------------------|-------|-------|
| <b>Mental Health</b> | Crisis Services    | 1,205 | 93.5% |
|                      | Case Management    | 83    | 6.4%  |
|                      | IOP                | 1     | 0.1%  |

### Consumer Satisfaction Survey

(Based on 70 FY21 Surveys)

| 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 |
|-------|-----|-----|-----------|
| 18-25 | 170 | 16% | 10%       |
| 26-34 | 230 | 21% | 22%       |
| 35-44 | 249 | 23% | 23%       |
| 45-54 | 151 | 14% | 19%       |
| 55-64 | 157 | 15% | 19%       |
| 65+   | 113 | 11% | 8%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Male        | 706 | 55% | 59%       |
| Female      | 567 | 45% | 41%       |
| Transgender |     |     | 0%        |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic      | 974 | 77% | 68%       |
| Hispanic-Other    | 216 | 17% | 8%        |
| Unknown           | 48  | 4%  | 12%       |
| Hisp-Puerto Rican | 35  | 3%  | 11%       |
| Hispanic-Cuban    |     |     | 0%        |
| Hispanic-Mexican  |     |     | 1%        |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| 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

**Crisis 522-200**

Waterbury Hospital Health Center

Mental Health - Crisis Services - Mobile Crisis Team

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 | 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**

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % 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

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

### 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

| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data          | N/A    | 97%       |
| On-Time Periodic         | Actual | State Avg |
| ✓ 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            |

### 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%                 |

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 3 Active Standard IOP Programs

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   |        |           |
| 6 Month Updates    |        | N/A 53%   |
| Co-occurring       |        |           |
| 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%                 |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

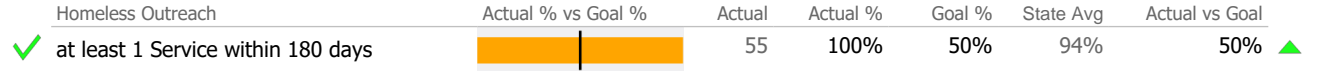
\* State Avg based on 74 Active Standard Outpatient Programs

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

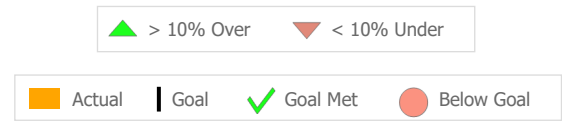
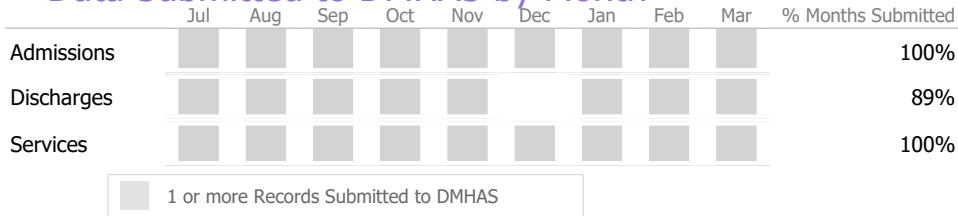
### Program Activity

| 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



### Data Submitted to DMHAS by Month



\* State Avg based on 48 Active Outreach & Engagement Programs

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 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 1 Active Peer Based Mentoring Programs

### 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   |        |           |
| 6 Month Updates    |        | N/A 53%   |
| Co-occurring       |        |           |
| 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%                 |

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

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     | -      | -        |            |

### 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            |
| 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%                 |
| Discharges |     |     |     |     |     |     |     |     |     | 0%                 |

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