Western Connecticut Mental Health Network
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - June 2022   (Data as of Oct 03, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,879	1,706	10%	
	Admits	1,948	1,527	28%	▲
	Discharges	1,951	1,565	25%	▲
	Service Hours	37,990	31,747	20%	▲
	Bed Days	5,229	4,579	14%	▲

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

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Crisis Services		898	35.8%
	Outpatient		610	24.3%
	ACT		232	9.2%
	Community Support		195	7.8%
	Intake		152	6.1%
	Social Rehabilitation		116	4.6%
	Other		76	3.0%
	Case Management		17	0.7%
	Residential Services		13	0.5%
Forensic MH				
	Forensics Community-based		193	7.7%
	Crisis Services		8	0.3%

Client Demographics

Age

	#	%	State Avg
18-25	325	17%	10%
26-34	394	21%	22%
35-44	341	18%	23%
45-54	263	14%	18%
55-64	341	18%	18%
65+	199	11%	8%

Gender

	#	%	State Avg
Male	1,156	62%	59%
Female	711	38%	41%
Transgender	10	1%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,411	75%	68%
Hispanic-Other	216	11%	9%
Unknown	150	8%	12%
Hisp-Puerto Rican	94	5%	11%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	3	0%	0%

Race

	#	%	State Avg
White/Caucasian	1,190	65%	61%
Black/African American	297	16%	17%
Other	214	12%	13%
Unknown	79	4%	6%
Multiple Races	33	2%	1%
Asian	19	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

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	9	856%	▲
Admits	93	9	933%	▲
Discharges	90	9	900%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤	Evaluation within 1.5 hours of Request		0	0%	75%	71%	-75%	▼
✓	Community Location Evaluation		77	100%	80%	72%	20%	▲
⬤	Follow-up Service within 48 hours		0	NA	90%	64%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   ▎ Goal   ✓ Goal Met   ⬤ Below Goal

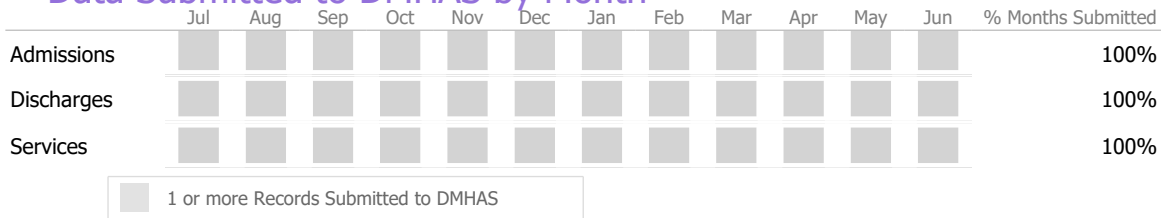* State Avg based on 26 Active Mobile Crisis Team Programs

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

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	28	25%	▲
Admits	32	26	23%	▲
Discharges	34	25	36%	▲
Service Hours	96	66	46%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

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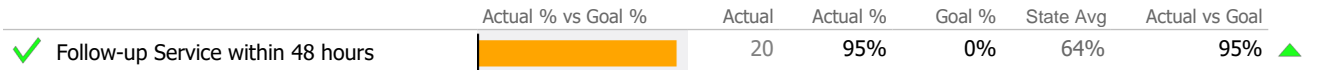
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 Active Central Intake Programs

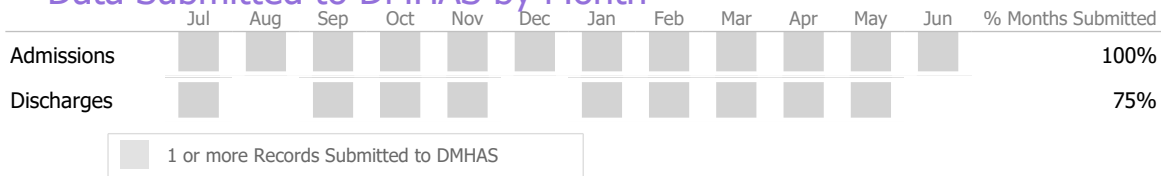Variances in data may be indicative of operational adjustments related to the pandemic.

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	37	11%	▲
Admits	24	27	-11%	▼
Discharges	20	20	0%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▬▬▬	20	95%	0%	64%	95%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢		▢	▢	▢		▢	▢	▢	▢	▢		75%

▢ 1 or more Records Submitted to DMHAS

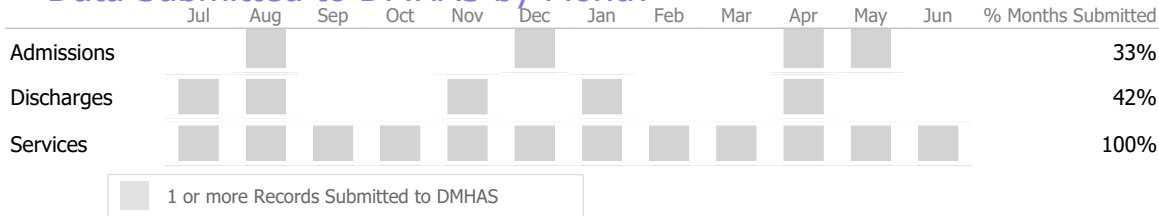| ▲ > 10% Over	▼ < 10% Under

| ▬ 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	16	19%	▲
Admits	8	6	33%	▲
Discharges	6	5	20%	▲
Service Hours	143	210	-32%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■				■				■	■		33%
Discharges	■	■			■		■			■			42%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	219	215	2%	
Admits	32	24	33%	▲
Discharges	32	28	14%	▲
Service Hours	5,025	3,832	31%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	88%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	97%	49%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	97%	90%
✔	SA Screen Complete	100%	91%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		10	31%	50%	41%	-19%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		184	84%	60%	62%	24%	▲
✔	Stable Living Situation		211	96%	95%	73%	1%	
●	Employed		34	15%	30%	26%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		188	100%	90%	84%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		30	94%	75%	79%	19%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪		▪			83%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪		92%
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

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	34	-6%	
Admits	9	9	0%	
Discharges	9	12	-25%	▼
Service Hours	1,715	2,117	-19%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		96%	85%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	90%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	92%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		97%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	44%	65%	49%	-21%	▼
✓	No Re-admit within 30 Days of Discharge		8	89%	85%	95%	4%	
🔴	Follow-up within 30 Days of Discharge		3	75%	90%	43%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		32	97%	60%	80%	37%	▲
✓ Stable Living Situation		29	88%	60%	91%	28%	▲
✓ Employed		12	36%	15%	19%	21%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		24	100%	90%	99%	10%

Data Submitted to DMHAS by Month
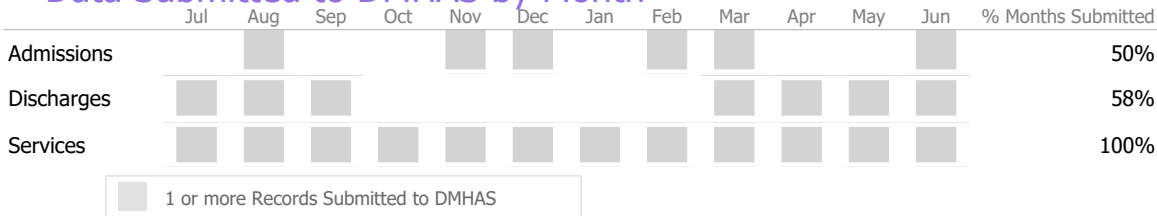
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢			▢			▢	▢			▢	50%
Discharges	▢	▢	▢						▢	▢	▢	▢	58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

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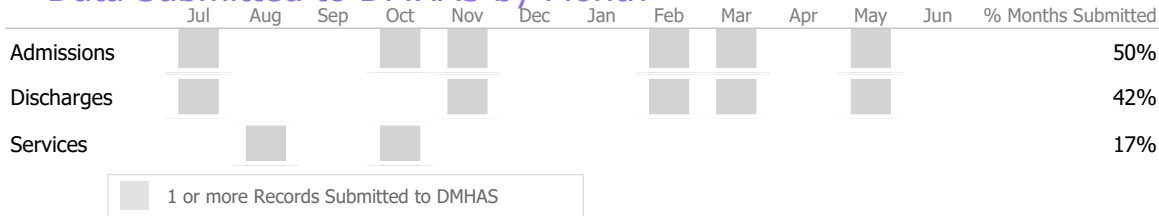
Actual | Goal   ✓ Goal Met   🔴 Below Goal

* 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	5	60%	▲
Admits	8	6	33%	▲
Discharges	8	6	33%	▲
Service Hours	2			

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪	▪			▪	▪		▪		50%
Discharges	▪				▪			▪	▪		▪		42%
Services		▪		▪									17%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Other Programs

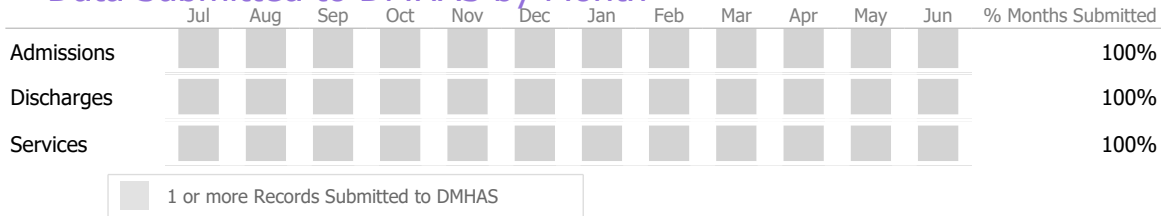Variances in data may be indicative of operational adjustments related to the pandemic.

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	44	41%	▲
Admits	62	43	44%	▲
Discharges	60	44	36%	▲
Service Hours	114	87	31%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	99	2%	
Admits	25	13	92%	▲
Discharges	31	23	35%	▲
Service Hours	3,381	2,853	18%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		16	52%	65%	56%	-13%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Social Support		88	86%	60%	80%	26%	▲
✅	Stable Living Situation		94	92%	80%	87%	12%	▲
🔴	Employed		8	8%	20%	14%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		71	100%	90%	98%	10%

Data Submission Quality

	Data Entry		Actual	State Avg
✅	Valid NOMS Data		97%	85%

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

	Co-occurring		Actual	State Avg
✅	MH Screen Complete		95%	95%
✅	SA Screen Complete		100%	94%

	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		91%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪		▪		▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

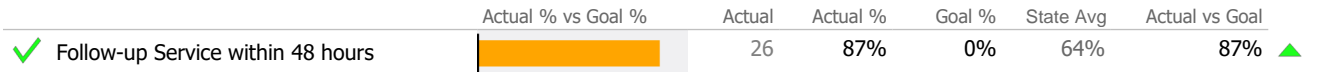▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 38 Active CSP Programs

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

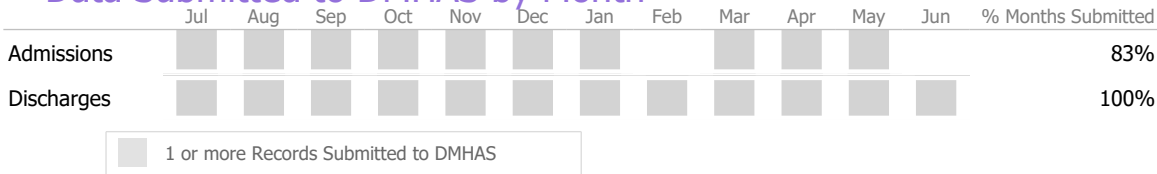**Torrington Jail Diversion**
Western Connecticut Mental Health Network
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	65	-6%
Admits	40	40	0%
Discharges	44	44	0%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		26	87%	0%	64%	87% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢		83%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

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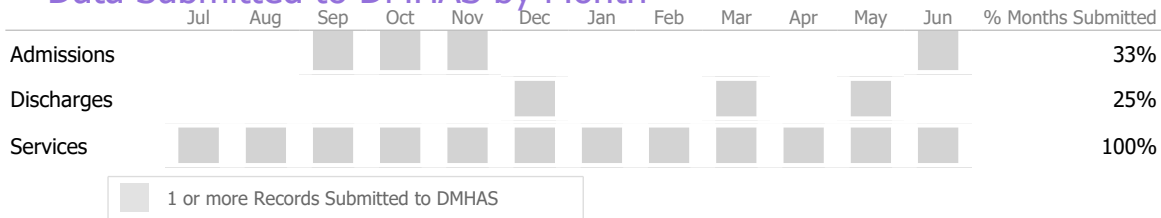
Actual | Goal   ✔ Goal Met   ● Below Goal

* 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	12	-33%	▼
Admits	4	2	100%	▲
Discharges	3	8	-63%	▼
Service Hours	18	36	-51%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪							▪	33%
Discharges						▪			▪		▪		25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Other Programs

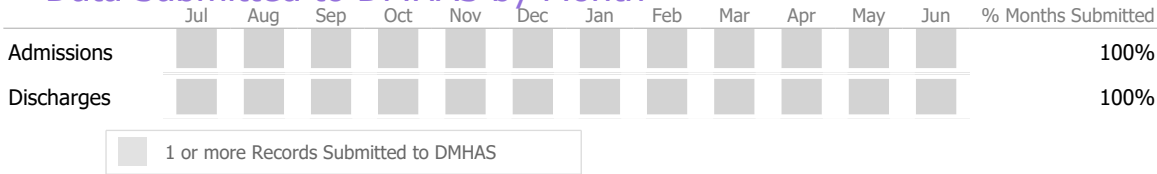Variances in data may be indicative of operational adjustments related to the pandemic.

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	222	175	27%	▲
Admits	386	330	17%	▲
Discharges	384	330	16%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		340	90%	75%	71%	15%	▲
✓	Community Location Evaluation		376	99%	80%	72%	19%	▲
✓	Follow-up Service within 48 hours		126	98%	90%	64%	8%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	115	1%	
Admits	26	22	18%	▲
Discharges	28	25	12%	▲
Service Hours	2,806	2,455	14%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	54%	50%	41%	4%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		89	76%	60%	62%	16%	▲
✓	Stable Living Situation		113	97%	95%	73%	2%	
●	Employed		15	13%	30%	26%	-17%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		98%	88%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		94%	49%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	90%
✓	SA Screen Complete		100%	91%

	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		86%	98%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		89	100%	90%	84%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		22	85%	75%	79%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪		92%
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 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	91	27%	▲
Admits	44	22	100%	▲
Discharges	43	17	153%	▲
Service Hours	637	790	-19%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		75	96%	90%	75%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢		▢	▢	▢		83%
Discharges	▢	▢	▢	▢	▢			▢	▢	▢	▢	▢	83%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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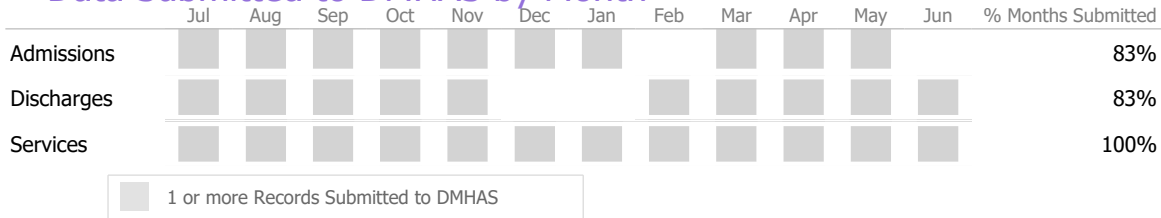
▲ > 10% Over	▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	3	2	50%	▲
Discharges	1	4	-75%	▼
Service Hours	1,222	1,552	-21%	▼
Bed Days	1,717	1,653	4%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	95%	84%	5%	
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	95%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	82%	10%	

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	94%
	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	94%
	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	62%
✓	SA Screen Complete		100%	49%
	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		71%	93%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		6	100%	90%	81%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		6	532 days	0.3	78%	90%	78%	-12%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■					■				17%
Discharges					■								8%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

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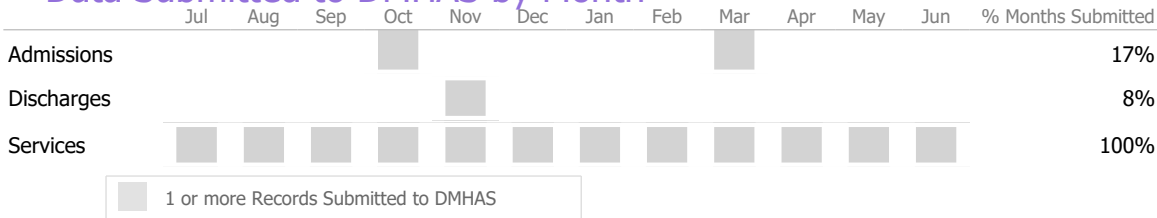
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 7 Active Transitional Programs
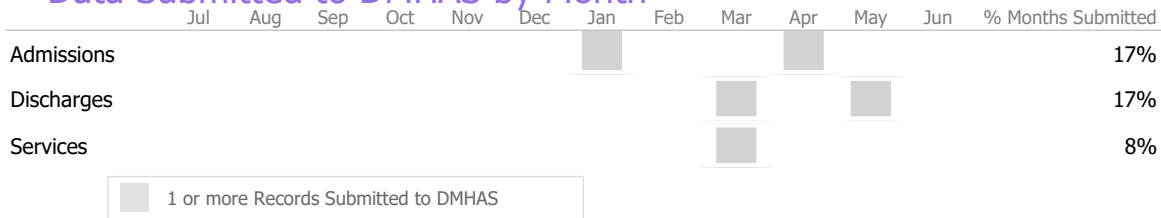
Variances in data may be indicative of operational adjustments related to the pandemic.

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	1	100%	▲
Admits	2	-		
Discharges	2	1	100%	▲
Service Hours	1	1	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▪			▪			17%
Discharges									▪		▪		17%
Services									▪				8%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 26 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	45	0%	
Admits	15	6	150%	▲
Discharges	7	15	-53%	▼
Service Hours	2,829	2,204	28%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

Co-occurring		Actual	State Avg
MH Screen Complete		88%	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		4	57%	65%	49%	-8%	
✓ No Re-admit within 30 Days of Discharge		6	86%	85%	95%	1%	
🔴 Follow-up within 30 Days of Discharge		3	75%	90%	43%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		45	100%	60%	91%	40%	▲
✓ Social Support		43	96%	60%	80%	36%	▲
✓ Employed		19	42%	15%	19%	27%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	97%	90%	99%	7%

Data Submitted to DMHAS by Month
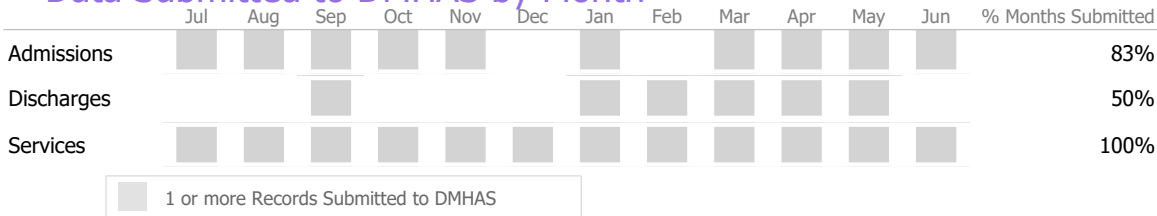
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	83%
Discharges			▪				▪	▪	▪	▪			50%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	49	-2%	
Admits	11	13	-15%	▼
Discharges	11	11	0%	
Service Hours	2,482	1,750	42%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	92%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		92%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	64%	65%	49%	-1%	
✓	No Re-admit within 30 Days of Discharge		11	100%	85%	95%	15%	▲
🔴	Follow-up within 30 Days of Discharge		6	86%	90%	43%	-4%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		47	96%	60%	91%	36%	▲
✓	Social Support		45	92%	60%	80%	32%	▲
🔴	Employed		7	14%	15%	19%	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		38	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪			▪		▪	▪	▪			50%
Discharges	▪	▪	▪	▪		▪	▪			▪			58%
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 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	21	-19%	▼
Admits	-	1	-100%	▼
Discharges	1	4	-75%	▼
Service Hours	282	275	3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	50%	63%	-50%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		14	82%	60%	74%	22%	▲
✓	Stable Living Situation		16	94%	80%	78%	14%	▲
🔴	Employed		0	0%	20%	20%	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	69%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	90%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges									▢				8%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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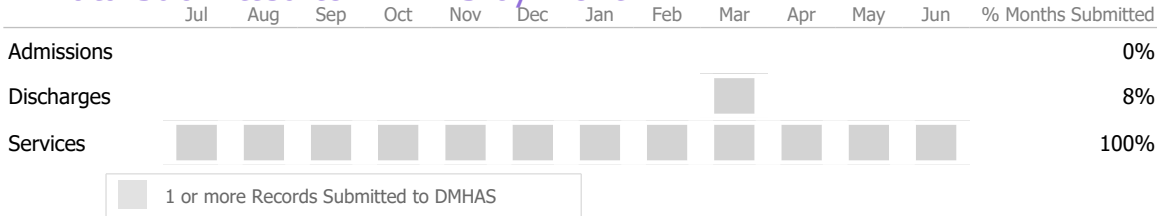
▲ > 10% Over   ▼ < 10% Under

| Actual | Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 31 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	56	13%	▲
Admits	21	15	40%	▲
Discharges	18	14	29%	▲
Service Hours	2,656	2,234	19%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		5	28%	65%	49%	-37%	▼
●	No Re-admit within 30 Days of Discharge		14	82%	85%	95%	-3%	
●	Follow-up within 30 Days of Discharge		3	60%	90%	43%	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	85%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	97%	90%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	95%
✓	SA Screen Complete	100%	92%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	90%	98%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		58	91%	60%	91%	31%	▲
✓	Social Support		45	70%	60%	80%	10%	
●	Employed		0	0%	15%	19%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		46	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													75%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal

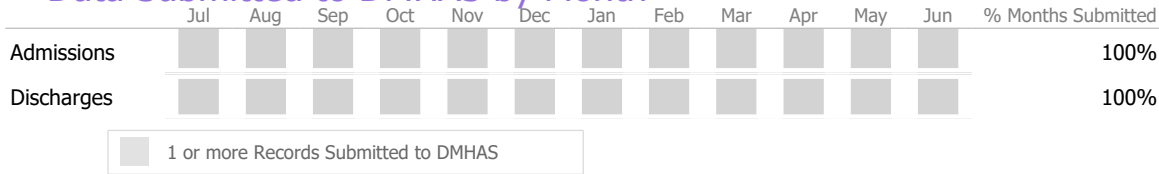* State Avg based on 23 Active Assertive Community Treatment Programs

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

Waterbury 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	327	306	7%
Admits	381	367	4%
Discharges	381	367	4%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Evaluation within 1.5 hours of Request		2	1%	75%	71%	-74% ▼
🔴 Community Location Evaluation		265	70%	80%	72%	-10% ▼
✔️ Follow-up Service within 48 hours		1	100%	90%	64%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

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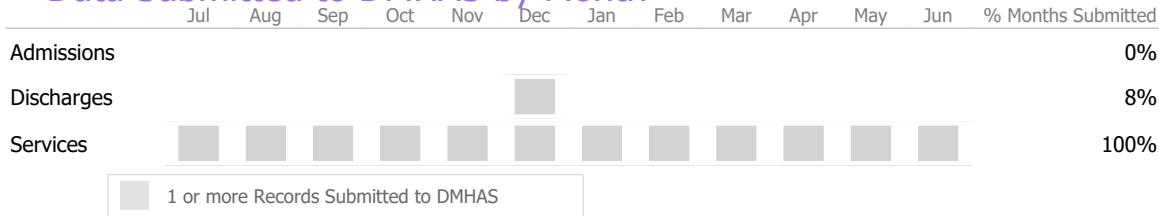
🟧 Actual | Goal   ✔️ Goal Met   🔴 Below Goal

* 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	11	-55%	▼
Admits	-	5	-100%	▼
Discharges	1	6	-83%	▼
Service Hours	102	88	16%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges						▢							8%
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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	83	14%	▲
Admits	22	7	214%	▲
Discharges	15	11	36%	▲
Service Hours	1,949	1,765	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	83%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	94%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		91%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	13%	65%	56%	-52%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		83	87%	60%	80%	27%	▲
✓	Stable Living Situation		90	95%	80%	87%	15%	▲
🔴	Employed		13	14%	20%	14%	-6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		79	99%	90%	98%	9%

Data Submitted to DMHAS by Month
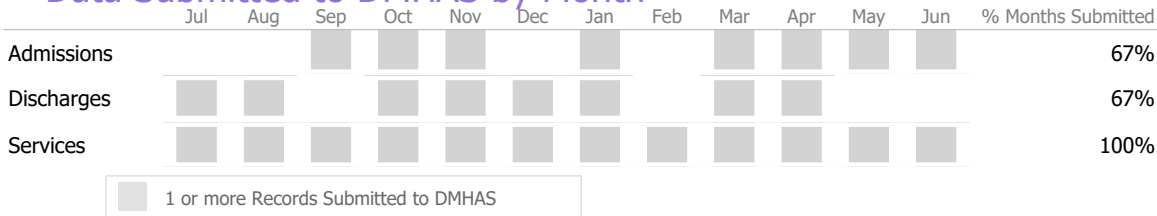
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪		▪		▪	▪	▪		67%
Discharges	▪	▪		▪	▪	▪			▪	▪			67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪			100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 38 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	▲
Admits	5	4	25%	▲
Discharges	8	4	100%	▲
Service Hours	229	59		
Bed Days	867	407	113%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		8	100%	85%	94%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	81%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		4	151 days	0.3	59%	90%	50%	-31%	▼

🟦 < 90%　　⬜ 90-110%　　🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													42%
Discharges													58%
Services													100%

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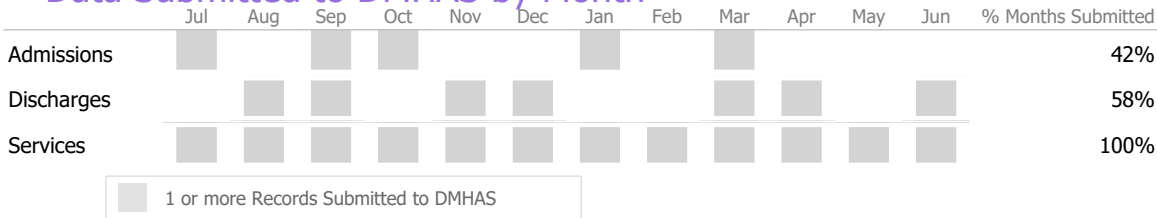
▲ > 10% Over　　▼ < 10% Under

🟧 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	54	2%	
Admits	53	52	2%	
Discharges	55	51	8%	
Service Hours	173	151	15%	▲

Data Submitted to DMHAS by Month
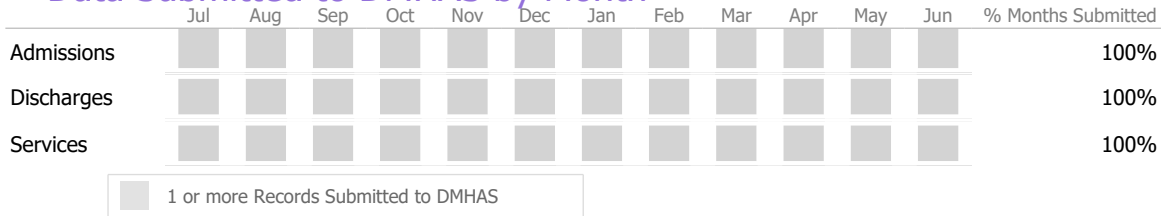
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

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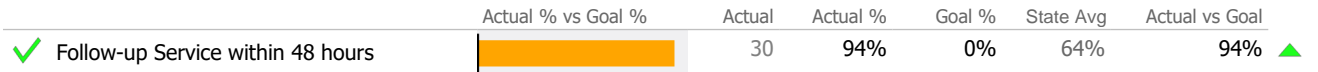
■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 16 Active Central Intake Programs

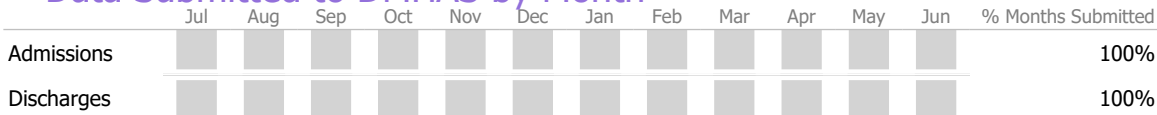Variances in data may be indicative of operational adjustments related to the pandemic.

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	52	69%	▲
Admits	83	34	144%	▲
Discharges	62	41	51%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▬	30	94%	0%	64%	94%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

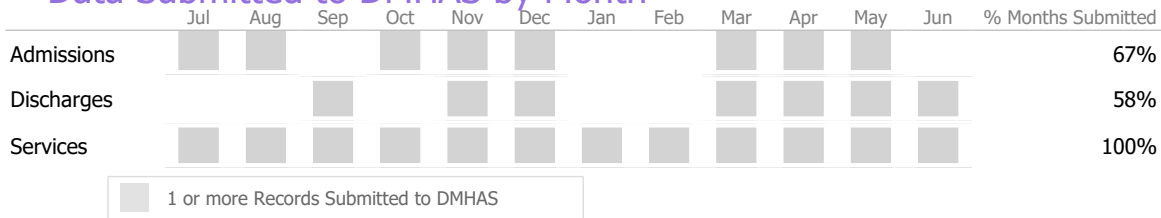| ▲ > 10% Over	▼ < 10% Under

| ▮ 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	20	30%	▲
Admits	16	9	78%	▲
Discharges	16	10	60%	▲
Service Hours	180	127	41%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪	▪			▪	▪	▪		67%
Discharges			▪		▪	▪			▪	▪	▪	▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Other Programs

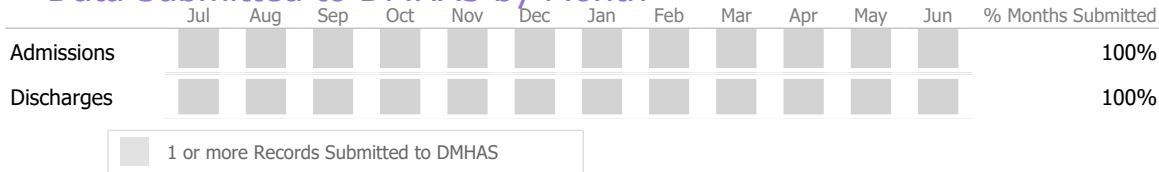Variances in data may be indicative of operational adjustments related to the pandemic.

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	287	242	19%	▲
Admits	448	351	28%	▲
Discharges	445	350	27%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		352	79%	75%	71%	4%	
✓ Community Location Evaluation		438	98%	80%	72%	18%	▲
✓ Follow-up Service within 48 hours		49	100%	90%	64%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	183	194	-6%	
Admits	12	20	-40%	▼
Discharges	51	21	143%	▲
Service Hours	2,396	2,508	-4%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	49%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	91%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		32	63%	50%	41%	13%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		160	86%	60%	62%	26%	▲
✔	Stable Living Situation		180	97%	95%	73%	2%	
●	Employed		13	7%	30%	26%	-23%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		135	100%	90%	84%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		10	83%	75%	79%	8%

Data Submitted to DMHAS by Month
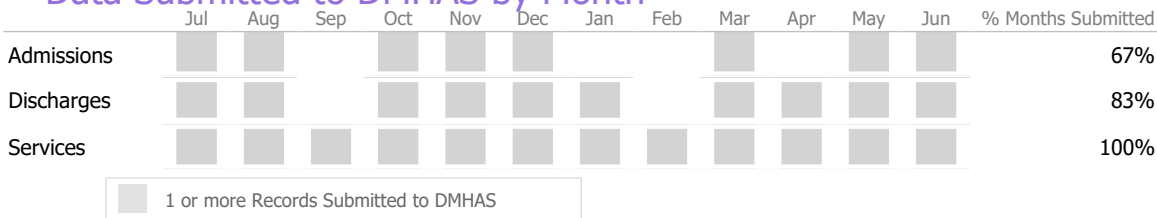
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■			■		■		67%
Discharges	■	■		■	■	■	■		■	■	■		83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	113	102	11%	▲
Admits	30	14	114%	▲
Discharges	31	16	94%	▲
Service Hours	3,199	2,394	34%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	49%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	91%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		86%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		18	58%	50%	41%	8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		100	85%	60%	62%	25%	▲
● Stable Living Situation		110	94%	95%	73%	-1%	
● Employed		8	7%	30%	26%	-23%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		84	98%	90%	84%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		17	61%	75%	79%	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
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

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	19	63%	▲
Admits	27	17	59%	▲
Discharges	25	15	67%	▲
Service Hours	925	541	71%	▲
Bed Days	2,645	2,519	5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		24	96%	85%	89%	11%	▲
✓	Follow-up within 30 Days of Discharge		8	100%	90%	80%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		11	186 days	0.2	66%	90%	49%	-24%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■		■	■	■	■	92%
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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	49	0%	
Admits	14	15	-7%	
Discharges	16	13	23%	▲
Service Hours	4,378	3,186	37%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		97%	85%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	90%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	92%

Diagnosis	Actual % vs Goal %	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		11	69%	65%	49%	4%	
✓	No Re-admit within 30 Days of Discharge		14	93%	85%	95%	8%	
●	Follow-up within 30 Days of Discharge		3	27%	90%	43%	-63%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		47	94%	60%	91%	34%	▲
✓ Social Support		43	86%	60%	80%	26%	▲
✓ Employed		16	32%	15%	19%	17%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	97%	90%	99%	7%

Data Submitted to DMHAS by Month
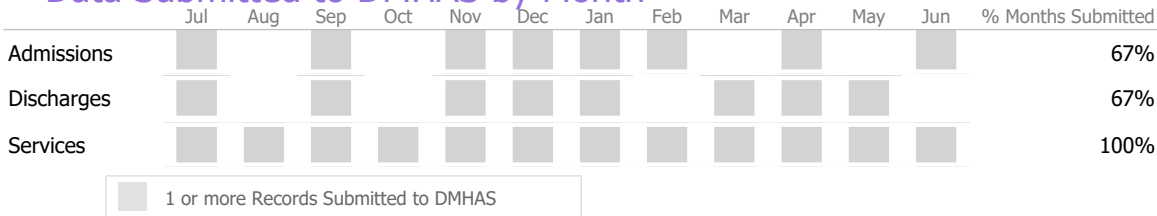
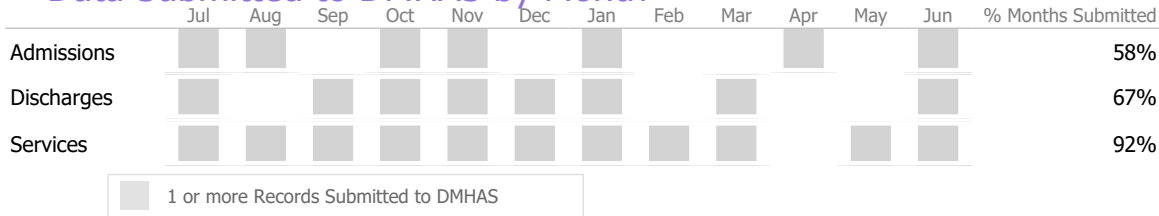|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪		▪	▪	▪	▪		▪			67%
Discharges	▪		▪		▪	▪	▪		▪	▪	▪		67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	15	-13%	▼
Admits	10	13	-23%	▼
Discharges	11	13	-15%	▼
Service Hours	20	25	-22%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢		▢	▢		▢			▢		▢	58%
Discharges	▢		▢	▢	▢	▢	▢		▢			▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	
Admits	2	3	-33%	▼
Discharges	2	2	0%	
Service Hours	1,028	438	135%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	50%	50%	79%	0%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		7	100%	60%	85%	40%	▲
✓	Employed		2	29%	25%	16%	4%	
✓	Stable Living Situation		6	86%	85%	96%	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		5	100%	90%	98%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪				▪							17%
Discharges			▪						▪				17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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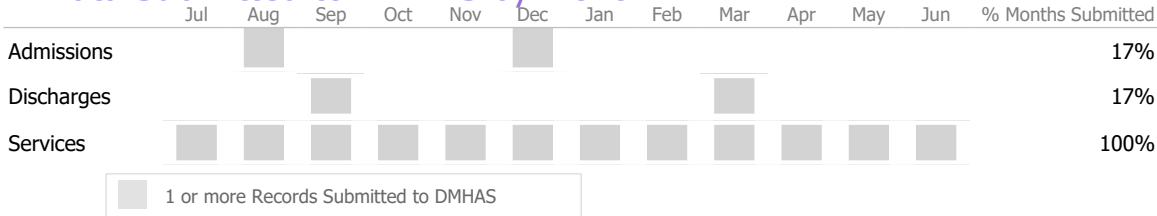
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 25 Active Residential Support Programs

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