

Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,193	1,285	-7%
	Admits	329	369	-11% ▼
	Discharges	378	382	-1%
	Service Hours	4,953	5,349	-7%
	Bed Days	1,468	1,814	-19% ▼

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

### Consumer Satisfaction Survey

(Based on 187 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Respect		88%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Access		84%	80%	88%
✓ Outcome		82%	80%	83%
● Recovery		74%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	759	40.7%
	Social Rehabilitation	458	24.6%
	Crisis Services	191	10.2%
	ACT	123	6.6%
	Community Support	83	4.5%
	Intake	46	2.5%
	Other	29	1.6%
	Inpatient Services	18	1.0%
	<b>Forensic MH</b>	Forensics Community-based	98
Outpatient		33	1.8%
Case Management		26	1.4%

### Client Demographics

Age	#	%	State Avg
18-25	154	13%	10%
26-34	168	14%	21%
35-44	222	19%	23%
45-54	220	19%	19%
55-64	282	24%	20%
65+	142	12%	8%

Gender	#	%	State Avg
Male	700	59%	58%
Female	487	41%	42%
Transgender	6	1%	0%

Race	#	%	State Avg
Black/African American	481	42%	▲ 17%
White/Caucasian	373	32%	▼ 62%
Other	234	20%	12%
Unknown	29	3%	6%
Asian	25	2%	1%
Multiple Races	9	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

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

**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 2022 - September 2022 (Data as of Dec 16, 2022)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	141	-33% ▼
Admits	41	68	-40% ▼
Discharges	31	58	-47% ▼

**Jail Diversion**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		1	14%	0%	56%	14% ▲

**Data Submitted to DMHAS by Month**

	Jul	Aug	Sep	% 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 Active Court Liaison-Jail Diversion Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	40	0%
Admits	2	-	
Discharges	-	2	-100% ▼
Service Hours	397	217	82% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic		
6 Month Updates	100%	87%
Diagnosis		
Valid Axis I Diagnosis	93%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	92%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	38%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		34	85%	60%	90%	25% ▲
Social Support		27	68%	60%	78%	8%
Employed		3	8%	15%	17%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	100%	90%	97%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 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	26	10	160% ▲
Admits	8	1	700% ▲
Discharges	10	2	400% ▲
Service Hours	195	124	57% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	92%
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		1	10%	50%	10%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		26	100%	60%	97%	40% ▲
Social Support		20	77%	60%	77%	17% ▲
Employed		5	19%	20%	17%	-1%
Stable Living Situation		19	73%	80%	77%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	95%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

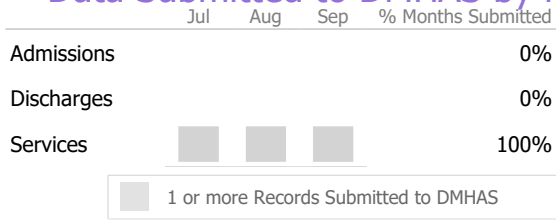
\* State Avg based on Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	8	-38% ▼
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	63	78	-19% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 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	% 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 Active UM Screening Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	96	-14% ▼
Admits	1	12	-92% ▼
Discharges	24	16	50% ▲
Service Hours	400	673	-41% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
On-Time Periodic		
6 Month Updates	96%	83%
Diagnosis		
Valid Axis I Diagnosis	70%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	21%	65%	57%	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		76	92%	80%	86%	12% ▲
Social Support		56	67%	60%	77%	7%
Employed		10	12%	20%	14%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		50	81%	90%	94%	-9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 Active CSP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	76	8%
Admits	1	1	0%
Discharges	5	2	150% ▲
Service Hours	252	272	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	90%
On-Time Periodic		
6 Month Updates	99%	52%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	42%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		62	76%	60%	57%	16% ▲
Employed		30	37%	30%	23%	7%
Stable Living Situation		79	96%	95%	71%	1%

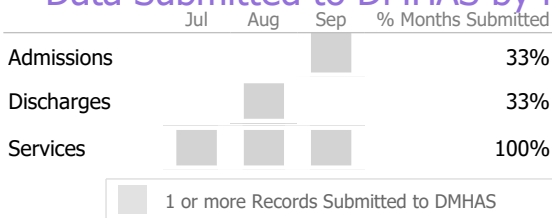
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		77	100%	90%	74%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	79%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 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	33	43	-23% ▼
Admits	8	7	14% ▲
Discharges	7	10	-30% ▼
Service Hours	291	331	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic		
6 Month Updates	100%	93%
Diagnosis		
Valid Axis I Diagnosis	85%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	30%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		33	100%	60%	42%	40% ▲
Social Support		26	79%	60%	45%	19% ▲
Employed		6	18%	30%	22%	-12% ▼
Stable Living Situation		26	79%	95%	80%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	100%	90%	94%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	100%	75%	91%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Outpatient Programs

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

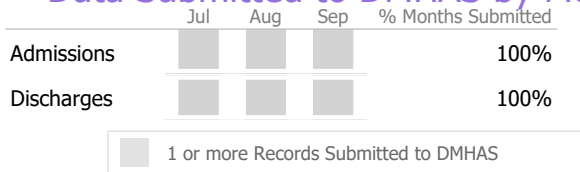
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	88	15% ▲
Admits	103	97	6%
Discharges	102	96	6%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		89	90%	75%	65%	15% ▲
✓ Community Location Evaluation		98	99%	80%	73%	19% ▲
● Follow-up Service within 48 hours		3	17%	90%	64%	-73% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 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	18	18	0%
Admits	2	4	-50% ▼
Discharges	2	4	-50% ▼
Bed Days	1,468	1,446	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				16	294 days	0.9	100%	90%	100%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

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

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

## Intake Team

Capitol Region Mental Health Center  
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	37	24% ▲
Admits	26	21	24% ▲
Discharges	27	23	17% ▲
Service Hours	105	120	-13% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	29	20	45% ▲
Admits	10	5	100% ▲
Discharges	8	1	700% ▲
Service Hours	10	48	-80% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Other Programs

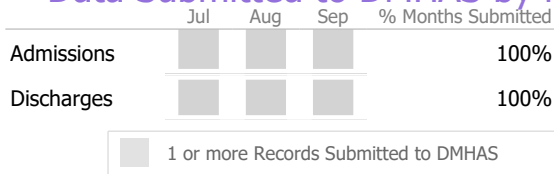
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	110	-5%
Admits	106	129	-18% ▼
Discharges	101	128	-21% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		97	95%	75%	65%	20% ▲
✓ Community Location Evaluation		102	100%	80%	73%	20% ▲
● Follow-up Service within 48 hours		8	47%	90%	64%	-43% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Mobile Crisis Team Programs

**Peer Support**

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

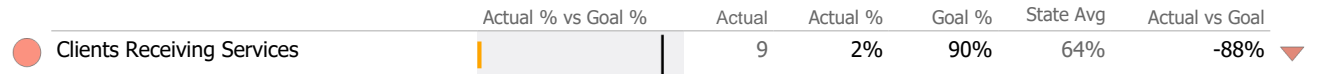
Program Quality Dashboard

Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

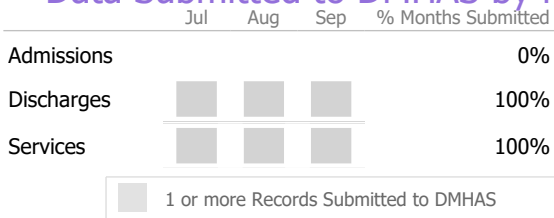
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	458	520	-12% ▼
Admits	-	-	
Discharges	18	13	38% ▲
Service Hours	4	2	53% ▲
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 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	337	390	-14% ▼
Admits	6	7	-14% ▼
Discharges	14	10	40% ▲
Service Hours	849	1,062	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	98%	52%
Diagnosis		
Valid Axis I Diagnosis	73%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	21%	50%	42%	-29% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		219	65%	60%	57%	5%
Stable Living Situation		318	94%	95%	71%	-1%
Employed		38	11%	30%	23%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		318	98%	90%	74%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	67%	75%	79%	-8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 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	340	371	-8%
Admits	3	9	-67% ▼
Discharges	12	9	33% ▲
Service Hours	798	1,056	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	91%	52%
Diagnosis		
Valid Axis I Diagnosis	89%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	25%	50%	42%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		267	79%	60%	57%	19% ▲
Stable Living Situation		327	96%	95%	71%	1%
Employed		48	14%	30%	23%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		318	97%	90%	74%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	100%	75%	79%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	83	81	2%
Admits	12	8	50% ▲
Discharges	17	6	183% ▲
Service Hours	1,592	1,365	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	89%
On-Time Periodic		
6 Month Updates	98%	87%
Diagnosis		
Valid Axis I Diagnosis	99%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	18%	65%	72%	-47% ▼
No Re-admit within 30 Days of Discharge		17	100%	85%	92%	15% ▲
Follow-up within 30 Days of Discharge		1	33%	90%	38%	-57% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		74	89%	60%	90%	29% ▲
Social Support		58	70%	60%	78%	10%
Employed		19	23%	15%	17%	8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		61	92%	90%	97%	2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Assertive Community Treatment Programs