Southwest Connecticut Mental Health System
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - June 2023   (Data as of Sep 25, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,775	3,127	-11%	▼
	Admits	1,895	2,528	-25%	▼
	Discharges	1,891	2,541	-26%	▼
	Service Hours	30,503	31,790	-4%	
	Bed Days	22,520	22,106	2%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	953	30.3%
	Crisis Services	875	27.8%
	Other	388	12.3%
	Intake	217	6.9%
	Community Support	178	5.7%
	Inpatient Services	98	3.1%
	ACT	58	1.8%
	Residential Services	15	0.5%
Forensic MH			
	Forensics Community-based	368	11.7%

Consumer Satisfaction Survey   (Based on 256 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		93%	80%	93%
✓	Overall		92%	80%	91%
✓	Respect		92%	80%	91%
✓	Participation in Treatment		91%	80%	92%
✓	Access		88%	80%	88%
✓	Outcome		87%	80%	83%
✓	General Satisfaction		87%	80%	92%
●	Recovery		78%	80%	79%

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

Client Demographics

Age

		#	%	State Avg
18-25		319	12%	10%
26-34		467	17%	21%
35-44		547	20%	24%
45-54		469	17%	18%
55-64		543	20%	18%
65+		414	15%	9%

Gender

		#	%	State Avg
Male		1,598	58%	59%
Female		1,168	42%	41%
Transgender		7	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,662	60%	67%
Unknown	447	16%	13%
Hispanic-Other	368	13%	9%
Hisp-Puerto Rican	260	9%	10%
Hispanic-Mexican	28	1%	1%
Hispanic-Cuban	10	0%	0%

Race

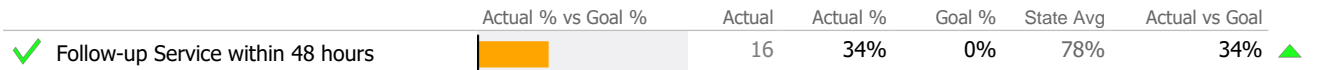|		#	%		State Avg
White/Caucasian		943	38%	▼	60%
Black/African American		879	36%	▲	18%
Other		513	21%		12%
Unknown		68	3%		7%
Asian		35	1%		1%
Multiple Races		23	1%		1%
Am. Indian/Native Alaskan		4	0%		1%
Hawaiian/Other Pacific Islander		4	0%		0%

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

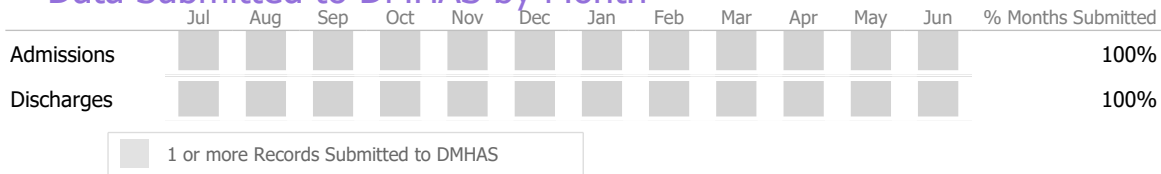Variances in data may be indicative of operational adjustments related to the pandemic.

97 Middle St.Jail Div
Southwest Connecticut Mental Health System
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	223	196	14%	▲
Admits	234	200	17%	▲
Discharges	220	203	8%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		16	34%	0%	78%	34%	▲

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

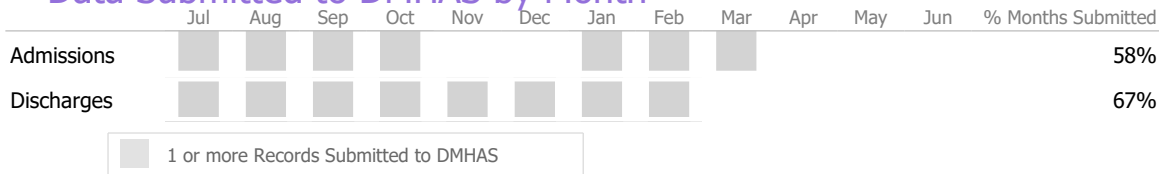|		
▲ > 10% Over	▼ < 10% Under	
▮ Actual	┃ Goal	✔ Goal Met	● Below Goal

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

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

97 Middle/Shltr Plus
Southwest Connecticut Mental Health System
Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	373	372	0%	
Admits	7	20	-65%	▼
Discharges	26	6	333%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 1 Active Housing Assistance Programs

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

ACT Middle Street Program 128B
Southwest Connecticut Mental Health System
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	55	5%
Admits	13	12	8%
Discharges	9	10	-10%
Service Hours	2,106	2,378	-11% ▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		93%	91%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		4	44%	65%	59%	-21% ▼
✓	No Re-admit within 30 Days of Discharge		9	100%	85%	93%	15% ▲
🔴	Follow-up within 30 Days of Discharge		3	75%	90%	50%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		52	90%	60%	88%	30% ▲
✓ Social Support		40	69%	60%	78%	9%
🔴 Employed		2	3%	15%	18%	-12% ▼
🔴 Improved/Maintained Function Score		10	19%	85%	25%	-66% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	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	■		■	■		■	■	■			■	■	75%
Discharges	■		■		■			■		■			50%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over ▼ < 10% Under
■ Actual | Goal ✓ Goal Met 🔴 Below Goal
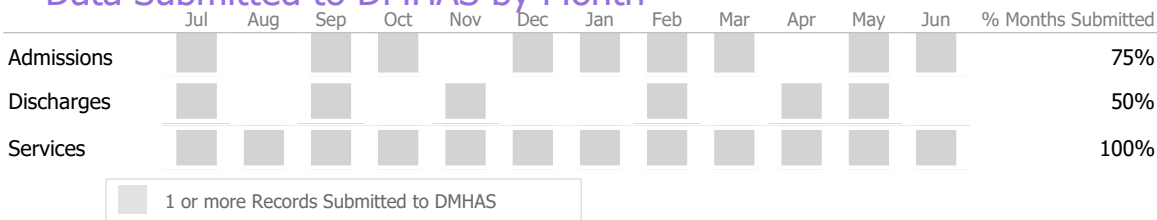
* State Avg based on 24 Active Assertive Community Treatment Programs

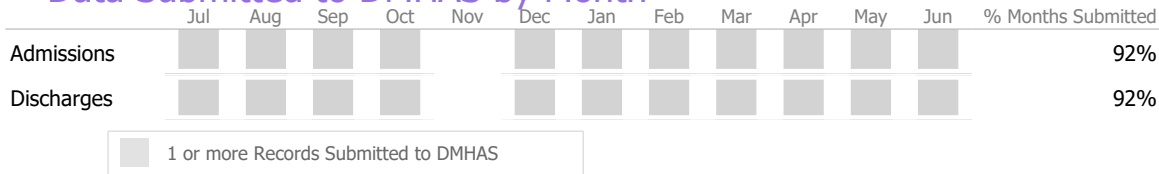Variances in data may be indicative of operational adjustments related to the pandemic.

Bpt Cntrl/CIT
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	380	843	-55%	▼
Admits	499	1,184	-58%	▼
Discharges	497	1,183	-58%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Evaluation within 1.5 hours of Request		0	0%	75%	70%	-75%	▼
●	Community Location Evaluation		0	0%	80%	79%	-80%	▼
●	Follow-up Service within 48 hours		0	NA	90%	75%	-90%	▼

Data Submitted to DMHAS by Month

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

▪ 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.

BPT Ctrl AIP PICU 1
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	38	-16%	▼
Admits	10	17	-41%	▼
Discharges	11	15	-27%	▼
Transfers - In	2	1	100%	▲
Transfers - Out	1	2	-50%	▼
Bed Days	7,586	7,489	1%	

Discharge Outcomes

		Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		9	75%	95%	78%	-20%	▼
✓ No Re-admit within 30 Days of Discharge		10	91%	85%	93%	6%	
● Follow-up within 30 Days of Discharge		8	89%	90%	65%	-1%	

Recovery

National Recovery Measures (NOMS)		Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Improved/Maintained Function Score		2	6%	95%	3%	-89%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	87%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	18%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	536 days	0.2	99%	90%	89%	9%

< 90%   90-110%   >110%

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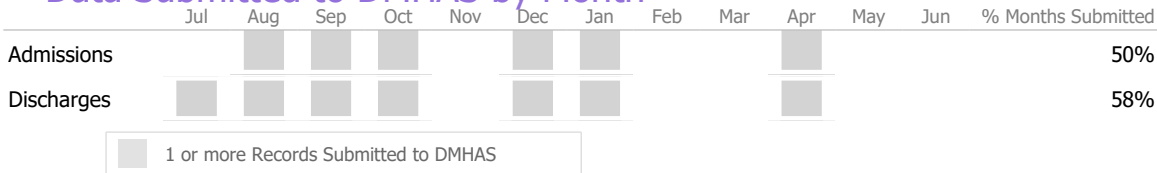
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪		▪	▪			▪			50%
Discharges	▪	▪	▪	▪		▪	▪			▪			58%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Acute Psychiatric Programs

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

Bpt Ctrl AIP PICU 2
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	40	-10%	
Admits	14	18	-22%	▼
Discharges	13	17	-24%	▼
Transfers - In	1	3	-67%	▼
Transfers - Out	2	3	-33%	▼
Bed Days	7,634	7,426	3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	73%	95%	78%	-22%	▼
✓	No Re-admit within 30 Days of Discharge		11	85%	85%	93%	0%	
✓	Follow-up within 30 Days of Discharge		9	90%	90%	65%	0%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Function Score		3	11%	95%	3%	-84%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	95%	87%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	18%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	718 days	0.2	100%	90%	89%	10%

Legend: < 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	▪	▪	▪		▪	▪	▪	▪	▪	▪		▪	83%
Discharges	▪		▪		▪	▪	▪	▪	▪	▪		▪	75%

▪ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 10 Active Acute Psychiatric Programs

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

BPT YAS 16 HR Residential
Southwest Connecticut Mental Health System
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	87%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		N/A	N/A	75%	19%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 8 Active Transitional Programs

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

BPT YAS 24 HR Residential
Southwest Connecticut Mental Health System
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	13	15%	▲
Admits	8	4	100%	▲
Discharges	5	6	-17%	▼
Service Hours	43	1		

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		3	60%	95%	72%	-35%	▼
✓	No Re-admit within 30 Days of Discharge		5	100%	85%	86%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	87%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	96%

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	92%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Improved/Maintained Function Score		0	0%	75%	19%	-75%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		4	36%	90%	80%	-54%	▼

Data Submitted to DMHAS by Month
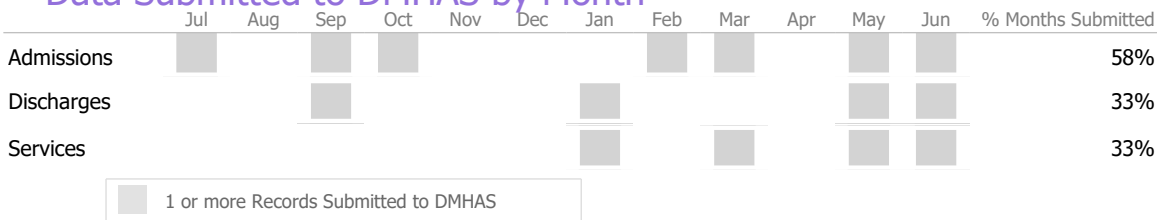
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪		▪	▪				▪	▪		▪	▪	58%
Discharges				▪				▪				▪	▪	33%
Services								▪		▪		▪	▪	33%

▪ 1 or more Records Submitted to DMHAS

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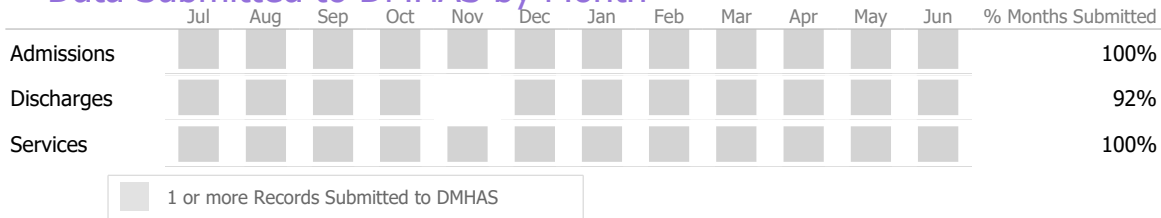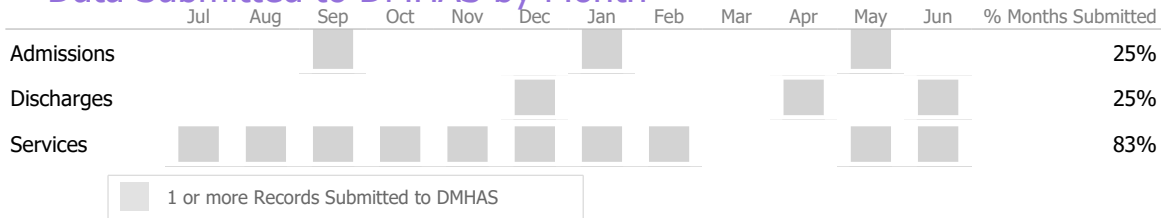▲ > 10% Over
▼ < 10% Under
■ Actual
| Goal
✓ Goal Met
● Below Goal

* State Avg based on 8 Active Transitional Programs

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

BPTCtl YAS SPPOP
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	95	-18%	▼
Admits	7	17	-59%	▼
Discharges	31	23	35%	▲
Service Hours	8,468	8,358	1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	90%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	57%

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		23	74%	50%	40%	24%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		69	87%	60%	66%	27%	▲
✔ Employed		28	35%	30%	28%	5%	
● Stable Living Situation		70	89%	95%	78%	-6%	
● Improved/Maintained Function Score		1	1%	75%	33%	-74%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		49	100%	90%	90%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		6	86%	75%	74%	11%	▲

Data Submitted to DMHAS by Month
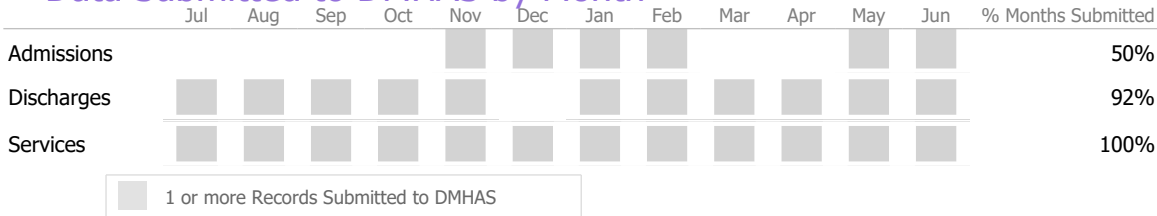
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▪	▪	▪	▪			▪	▪	50%
Discharges	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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

Bridgeport Diagnosis and Evaluation CTR
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	174	147	18%	▲
Admits	127	131	-3%	
Discharges	76	103	-26%	▼
Service Hours	988	834	19%	▲

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 15 Active Central Intake Programs

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

Bridgeport Liaison Program
Southwest Connecticut Mental Health System

Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	▲
Admits	5	2	150%	▲
Discharges	4	3	33%	▲
Service Hours	92	1		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪				▪				▪		25%
Discharges						▪				▪		▪	25%
Services		▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 27 Active Other Programs

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

Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	469	533	-12%	▼
Admits	34	54	-37%	▼
Discharges	46	98	-53%	▼
Service Hours	5,594	6,256	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	90%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	90%	57%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		21	46%	50%	40%	-4%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		323	69%	60%	66%	9%	
✓	Stable Living Situation		462	98%	95%	78%	3%	
🔴	Employed		86	18%	30%	28%	-12%	▼
🔴	Improved/Maintained Function Score		1	0%	75%	33%	-75%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		423	100%	90%	90%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		33	97%	75%	74%	22%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪	▪	▪		▪		▪	▪		▪	75%
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 72 Active Standard Outpatient Programs

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

CO-OCCURRING TREATMENT UNIT
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	14	13	8%
Discharges	13	15	-13% ▼
Bed Days	7,300	7,191	2%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		10	77%	95%	78%	-18% ▼
✓	No Re-admit within 30 Days of Discharge		11	85%	85%	93%	0%
🔴	Follow-up within 30 Days of Discharge		8	80%	90%	65%	-10%

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		93%	87%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		75%	18%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	100%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Function Score		5	20%	95%	3%	-75% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		20	559 days	0.2	100%	90%	89%	10%

	< 90%		90-110%		>110%

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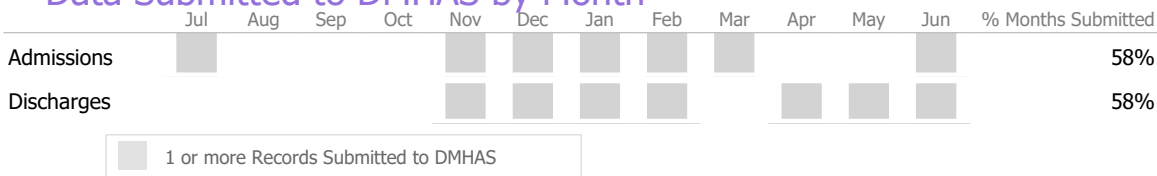
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪				▪	▪	▪	▪	▪			▪	58%
Discharges					▪	▪	▪	▪		▪	▪	▪	58%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Acute Psychiatric Programs

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

Crisis Outreach
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	520	470	11%	▲
Admits	692	597	16%	▲
Discharges	673	591	14%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		428	62%	75%	70%	-13%	▼
✔ Community Location Evaluation		657	95%	80%	79%	15%	▲
✔ Follow-up Service within 48 hours		57	100%	90%	75%	10%	

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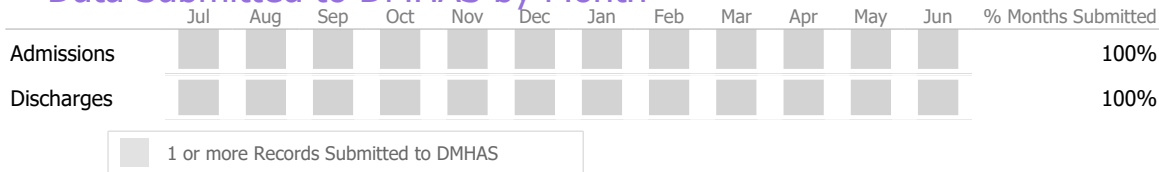
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 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.

CSP/RP - Stamford
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	67	3%	
Admits	14	19	-26%	▼
Discharges	17	13	31%	▲
Service Hours	2,563	2,151	19%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	89%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	83%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	41%	65%	53%	-24%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		52	74%	60%	79%	14%	▲
✓	Stable Living Situation		61	87%	80%	88%	7%	
🔴	Employed		5	7%	20%	15%	-13%	▼
🔴	Improved/Maintained Function Score		18	28%	65%	44%	-37%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		53	100%	90%	97%	10%

Data Submitted to DMHAS by Month
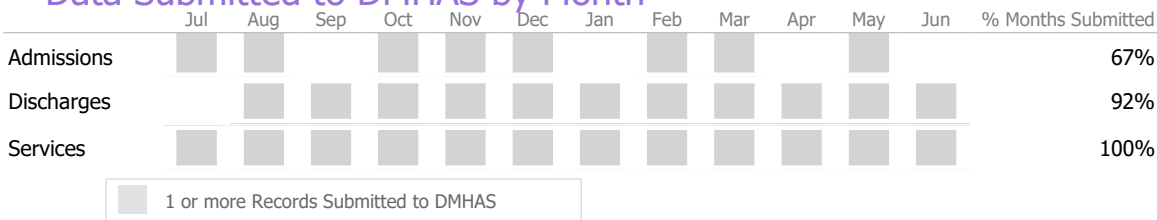
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢		▢	▢	▢		▢	▢		▢		67%
Discharges		▢	▢		▢	▢	▢	▢	▢	▢		▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 36 Active CSP Programs

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

CSP/RP, Middle Street, Bridgeport
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	109	121	-10%	
Admits	10	24	-58%	▼
Discharges	14	23	-39%	▼
Service Hours	2,695	3,439	-22%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	89%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		9	64%	65%	53%	-1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		81	74%	60%	79%	14%	▲
✓ Stable Living Situation		88	81%	80%	88%	1%	
🔴 Employed		7	6%	20%	15%	-14%	▼
🔴 Improved/Maintained Function Score		25	25%	65%	44%	-40%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		95	100%	90%	97%	10%	

Data Submitted to DMHAS by Month
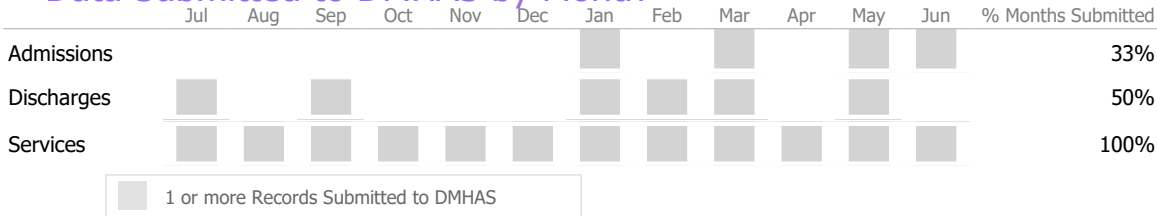
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▪		▪		▪	▪	33%
Discharges	▪		▪				▪	▪	▪		▪		50%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 36 Active CSP Programs

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

FSD - Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	292	328	-11%	▼
Admits	31	36	-14%	▼
Discharges	52	66	-21%	▼
Service Hours	4,527	5,107	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	90%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		91%	57%

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		21	40%	50%	40%	-10%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		220	75%	60%	66%	15%	▲
✔	Stable Living Situation		282	96%	95%	78%	1%	
🔴	Employed		67	23%	30%	28%	-7%	
🔴	Improved/Maintained Function Score		4	1%	75%	33%	-74%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		241	100%	90%	90%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		31	100%	75%	74%	25%	▲

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 72 Active Standard Outpatient Programs

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

FSD Jail Div
Southwest Connecticut Mental Health System
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	148	99	49%	▲
Admits	123	88	40%	▲
Discharges	117	74	58%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▮▬	27	90%	0%	78%	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 19 Active Court Liaison-Jail Diversion Programs

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

FSD Liaison
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	13	-38%	▼
Admits	3	8	-63%	▼
Discharges	4	8	-50%	▼
Service Hours	124	171	-28%	▼

Data Submitted to DMHAS by Month

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

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
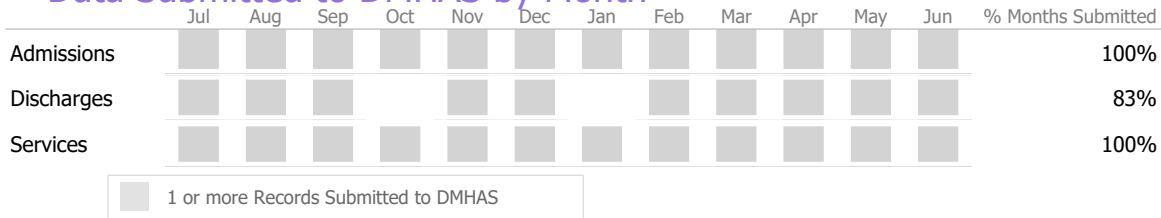
* State Avg based on 27 Active Other Programs

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

FSD Triage Program
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	63	-32%	▼
Admits	43	62	-31%	▼
Discharges	40	64	-38%	▼
Service Hours	238	289	-18%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
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 15 Active Central Intake Programs

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

FSD Young Adult Service Program
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	38	5%	
Admits	7	19	-63%	▼
Discharges	11	5	120%	▲
Service Hours	2,224	1,924	16%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	57%

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		5	45%	50%	40%	-5%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		36	90%	60%	66%	30%	▲
🔴	Employed		10	25%	30%	28%	-5%	
🔴	Stable Living Situation		34	85%	95%	78%	-10%	
🔴	Improved/Maintained Function Score		2	6%	75%	33%	-69%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		29	100%	90%	90%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		7	100%	75%	74%	25%	▲

Data Submitted to DMHAS by Month
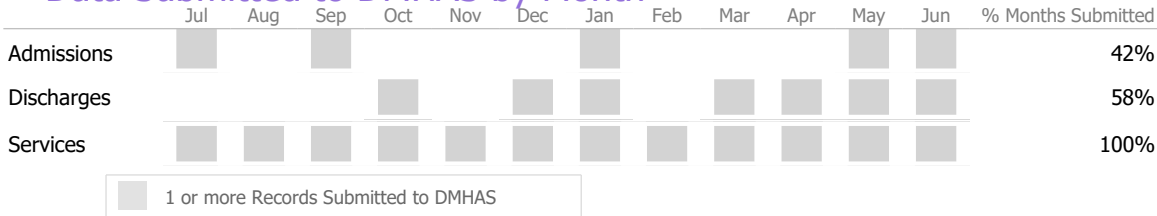
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪				▪				▪	▪	42%
Discharges				▪		▪	▪		▪	▪	▪	▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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

Medication Clinic
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	106	-14%	▼
Admits	-	3	-100%	▼
Discharges	12	15	-20%	▼
Service Hours	840	882	-5%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	90%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		85%	57%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	17%	50%	40%	-33%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		71	78%	60%	66%	18%	▲
✔	Stable Living Situation		89	98%	95%	78%	3%	
🔴	Employed		19	21%	30%	28%	-9%	
🔴	Improved/Maintained Function Score		0	0%	75%	33%	-75%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		79	100%	90%	90%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		0	0%	75%	74%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
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 72 Active Standard Outpatient Programs

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