**Western Connecticut Mental Health Network**
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - December 2023  (Data as of Mar 26, 2024)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|---|
| | Unique Clients | 1,448 | 1,459 | -1% |
| | Admits | 1,072 | 1,001 | 7% |
| | Discharges | 1,073 | 1,029 | 4% |
| | Service Hours | 22,826 | 20,678 | 10% |
| | Bed Days | 2,651 | 2,994 | -11% ▼ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Mental Health** | | | |
| | Outpatient | 525 | 28.5% |
| | Crisis Services | 483 | 26.2% |
| | ACT | 224 | 12.2% |
| | Community Support | 175 | 9.5% |
| | Social Rehabilitation | 97 | 5.3% |
| | Intake | 90 | 4.9% |
| | Other | 41 | 2.2% |
| | Case Management | 18 | 1.0% |
| | Residential Services | 12 | 0.7% |
| **Forensic MH** | | | |
| | Forensics Community-based | 175 | 9.5% |
| | Crisis Services | 3 | 0.2% |

## Consumer Satisfaction Survey   (Based on 447 FY23 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✔ | Overall | | 92% | 80% | 91% |
| ✔ | General Satisfaction | | 92% | 80% | 92% |
| ✔ | Participation in Treatment | | 92% | 80% | 92% |
| ✔ | Quality and Appropriateness | | 91% | 80% | 93% |
| ✔ | Access | | 91% | 80% | 88% |
| ✔ | Respect | | 90% | 80% | 91% |
| ✔ | Outcome | | 83% | 80% | 83% |
| ● | Recovery | | 78% | 80% | 79% |

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

## Client Demographics

### Age

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 241 | 17% | 8% |
| 26-34 | 294 | 20% | 19% |
| 35-44 | 265 | 18% | 24% |
| 45-54 | 209 | 15% | 18% |
| 55-64 | 250 | 17% | 19% |
| 65+ | 181 | 13% | 10% |

### Gender

| Gender | # | % | State Avg |
|---|---|---|---|
| Male | 909 | 63% | 59% |
| Female | 528 | 36% | 41% |
| Transgender | 10 | 1% | 0% |

### Ethnicity

| Ethnicity | # | % | State Avg |
|---|---|---|---|
| Non-Hispanic | 1,086 | 75% | 65% |
| Hispanic-Other | 154 | 11% | 10% |
| Unknown | 116 | 8% | 14% |
| Hisp-Puerto Rican | 86 | 6% | 10% |
| Hispanic-Mexican | 4 | 0% | 1% |
| Hispanic-Cuban | 2 | 0% | 0% |

### Race

| Race | # | % | State Avg |
|---|---|---|---|
| White/Caucasian | 916 | 65% | 60% |
| Black/African American | 226 | 16% | 17% |
| Other | 169 | 12% | 12% |
| Unknown | 49 | 3% | 8% |
| Multiple Races | 28 | 2% | 1% |
| Asian | 22 | 2% | 1% |
| Am. Indian/Native Alaskan | 3 | 0% | 1% |
| Hawaiian/Other Pacific Islander | 2 | 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.

**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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 16 | 14 | 14% | ▲ |
| Admits | 15 | 13 | 15% | ▲ |
| Discharges | 17 | 13 | 31% | ▲ |

## Crisis

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Evaluation within 1.5 hours of Request | | 0 | 0% | 75% | 76% | -75% | ▼ |
| ✅ | Community Location Evaluation | | 9 | 100% | 80% | 79% | 20% | ▲ |
| 🔴 | Follow-up Service within 48 hours | | 0 | NA | 90% | 87% | -90% | ▼ |

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| Actual | \| Goal | ✅ Goal Met | 🔴 Below Goal |
|---|---|---|---|
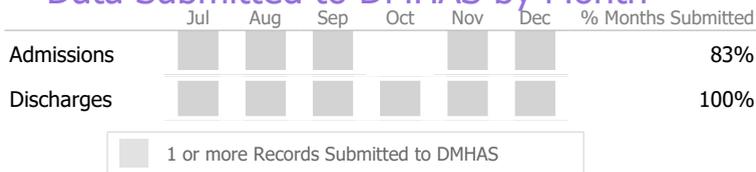
\* State Avg based on 26 Active Mobile Crisis Team Programs

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 83% |
| Discharges | | | | | | | 100% |

☐ 1 or more Records Submitted to DMHAS

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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 14 | 12 | 17% | ▲ |
| Admits | 13 | 11 | 18% | ▲ |
| Discharges | 14 | 12 | 17% | ▲ |
| Service Hours | 55 | 36 | 51% | ▲ |

## Data Submitted to DMHAS by Month
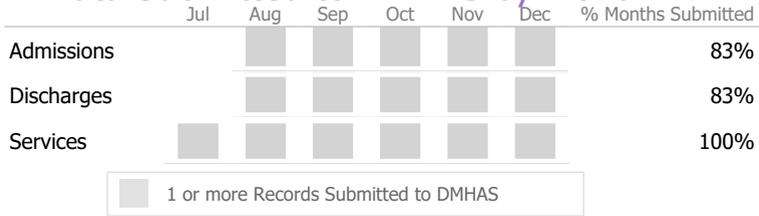
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | ▢ | ▢ | ▢ | ▢ | ▢ | 83% |
| Discharges | | ▢ | ▢ | ▢ | ▢ | ▢ | 83% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

■ Actual  │ Goal  ✓ Goal Met  ● Below Goal

\* State Avg based on 15 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 23 | 32 | -28% | ▼ |
| Admits | 10 | 13 | -23% | ▼ |
| Discharges | 12 | 21 | -43% | ▼ |

## Jail Diversion

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Follow-up Service within 48 hours | ▬▬▬ | 9 | 100% | 0% | 83% | 100% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | ▪ | | ▪ | | 67% |
| Discharges | | ▪ | ▪ | ▪ | ▪ | ▪ | 83% |

▪ 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 16 | 14 | 14% | ▲ |
| Admits | 2 | 1 | 100% | ▲ |
| Discharges | 4 | 3 | 33% | ▲ |
| Service Hours | 65 | 39 | 68% | ▲ |

## Data Submitted to DMHAS by Month
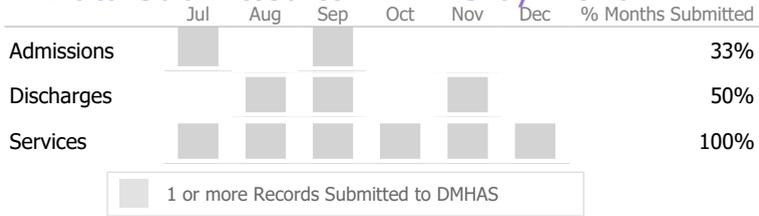
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▮ | | ▮ | | | | 33% |
| Discharges | | ▮ | ▮ | | ▮ | | 50% |
| Services | ▮ | ▮ | ▮ | ▮ | ▮ | ▮ | 100% |

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 24 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 192 | 198 | -3% | |
| Admits | 12 | 10 | 20% | ▲ |
| Discharges | 18 | 8 | 125% | ▲ |
| Service Hours | 2,358 | 2,533 | -7% | |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 98% | 52% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 89% | 97% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 4 | 22% | 50% | 38% | -28% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 164 | 85% | 60% | 63% | 25% | ▲ |
| 🔴 | Stable Living Situation | | 179 | 93% | 95% | 72% | -2% | |
| 🔴 | Employed | | 37 | 19% | 30% | 25% | -11% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 173 | 99% | 90% | 84% | 9% | |

## Service Engagement

| Outpatient | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | 2 or more Services within 30 days | | 11 | 92% | 75% | 61% | 17% | ▲ |

## Data Submitted to DMHAS by Month
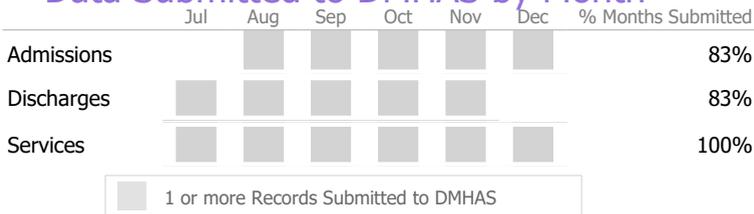
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | ▢ | ▢ | ▢ | ▢ | ▢ | 83% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | | 83% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▨ Actual | ❘ Goal | ✓ Goal Met | 🔴 Below Goal |
|---|---|---|---|

\* State Avg based on 77 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 35 | 28 | 25% | ▲ |
| Admits | 6 | 4 | 50% | ▲ |
| Discharges | 8 | 1 | 700% | ▲ |
| Service Hours | 1,661 | 823 | 102% | ▲ |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 5 | 62% | 65% | 53% | -3% | |
| 🔴 No Re-admit within 30 Days of Discharge | | 5 | 62% | 85% | 83% | -23% | ▼ |
| 🔴 Follow-up within 30 Days of Discharge | | 3 | 60% | 90% | 51% | -30% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 98% | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 86% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 97% | 98% |

## Recovery

National Recovery Measures (NOMS)

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 33 | 94% | 60% | 77% | 34% | ▲ |
| ✔ Stable Living Situation | | 33 | 94% | 60% | 89% | 34% | ▲ |
| ✔ Employed | | 7 | 20% | 15% | 15% | 5% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 27 | 100% | 90% | 98% | 10% |

## Data Submitted to DMHAS by Month
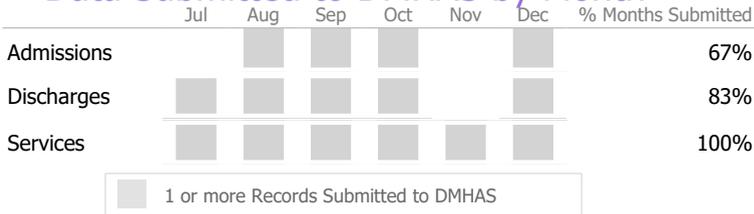
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | ▢ | ▢ | ▢ | | ▢ | 67% |
| Discharges | ▢ | ▢ | ▢ | ▢ | | ▢ | 83% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

▢ Actual     | Goal     ✔ Goal Met     🔴 Below Goal

\* State Avg based on 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 0 | 3 | | ▼ |
| Admits | - | 3 | -100% | ▼ |
| Discharges | - | 3 | -100% | ▼ |
| Service Hours | - | - | | |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 24 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 34 | 36 | -6% | |
| Admits | 32 | 35 | -9% | |
| Discharges | 28 | 30 | -7% | |
| Service Hours | 108 | 86 | 25% | ▲ |

## Data Submitted to DMHAS by Month
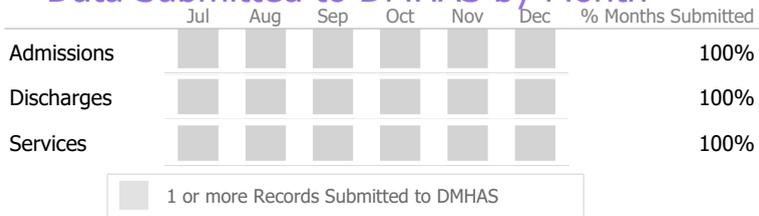
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 15 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 89 | 86 | 3% | |
| Admits | 14 | 15 | -7% | |
| Discharges | 9 | 15 | -40% | ▼ |
| Service Hours | 1,891 | 2,239 | -16% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ | Valid NOMS Data | 98% | 91% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ● | 6 Month Updates | 74% | 80% |

| 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 | | 5 | 56% | 65% | 52% | -9% | |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Social Support | | 68 | 76% | 60% | 79% | 16% | ▲ |
| ✔ | Stable Living Situation | | 80 | 90% | 80% | 87% | 10% | |
| ● | Employed | | 8 | 9% | 20% | 15% | -11% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 80 | 100% | 90% | 97% | 10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 100% |
| 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 35 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 2023 - December 2023  (Data as of Mar 26, 2024)
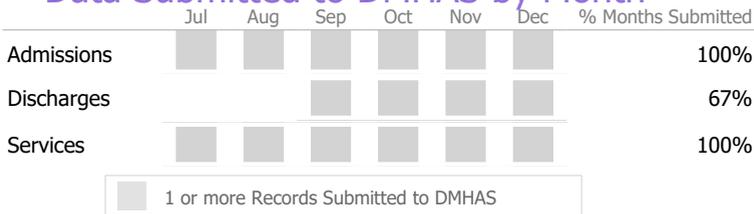
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 57 | 43 | 33% | ▲ |
| Admits | 30 | 26 | 15% | ▲ |
| Discharges | 34 | 25 | 36% | ▲ |

## Jail Diversion

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Follow-up Service within 48 hours | [bar] | 13 | 87% | 0% | 83% | 87% | ▲ |

## Data Submitted to DMHAS by Month
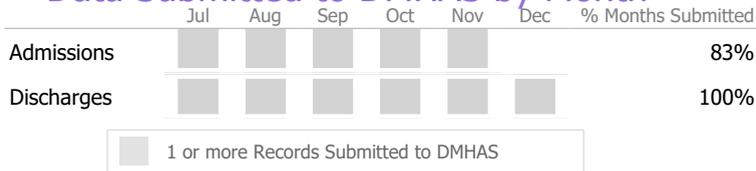
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | ▪ | ▪ | ▪ | | 83% |
| Discharges | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

▪ 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 7 | 5 | 40% | ▲ |
| Admits | 4 | 2 | 100% | ▲ |
| Discharges | 3 | 3 | 0% | |
| Service Hours | 58 | 12 | | |

## Data Submitted to DMHAS by Month
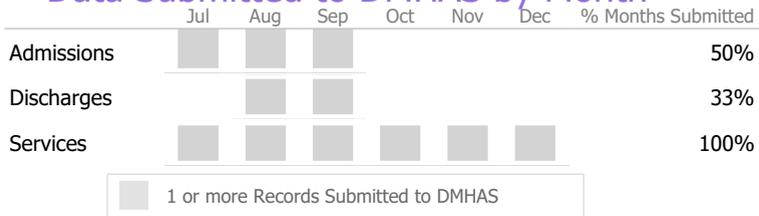
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | ▢ | ▢ | | | | 50% |
| Discharges | | | ▢ | ▢ | | | 33% |
| Services | | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 24 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 177 | 149 | 19% | ▲ |
| Admits | 327 | 245 | 33% | ▲ |
| Discharges | 320 | 244 | 31% | ▲ |

## Crisis

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Evaluation within 1.5 hours of Request | | 283 | 87% | 75% | 76% | 12% | ▲ |
| ✓ | Community Location Evaluation | | 326 | 100% | 80% | 79% | 20% | ▲ |
| ✓ | Follow-up Service within 48 hours | | 89 | 97% | 90% | 87% | 7% | |

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ■ Actual | ❘ Goal | ✓ Goal Met | ● Below Goal |
|---|---|---|---|
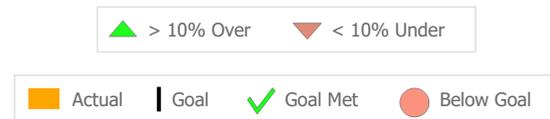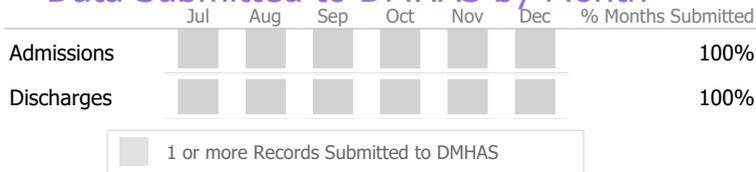
\* State Avg based on 26 Active Mobile Crisis Team Programs

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 100% |
| Discharges | | | | | | | 100% |

☐ 1 or more Records Submitted to DMHAS

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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 99 | 98 | 1% | |
| Admits | 10 | 9 | 11% | ▲ |
| Discharges | 10 | 12 | -17% | ▼ |
| Service Hours | 1,634 | 1,573 | 4% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 98% | 90% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 94% | 52% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 93% | 97% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Treatment Completed Successfully | | 5 | 50% | 50% | 38% | 0% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 83 | 84% | 60% | 63% | 24% | ▲ |
| 🔴 Stable Living Situation | | 92 | 93% | 95% | 72% | -2% | |
| 🔴 Employed | | 19 | 19% | 30% | 25% | -11% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 88 | 99% | 90% | 84% | 9% | |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ 2 or more Services within 30 days | | 10 | 100% | 75% | 61% | 25% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 77 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 97 | 98 | -1% | |
| Admits | 25 | 24 | 4% | |
| Discharges | 43 | 35 | 23% | ▲ |
| Service Hours | 413 | 607 | -32% | ▼ |
| Social Rehab/PHP/IOP Days | 0 | 0 | | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ● | Clients Receiving Services | | 47 | 85% | 90% | 74% | -5% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

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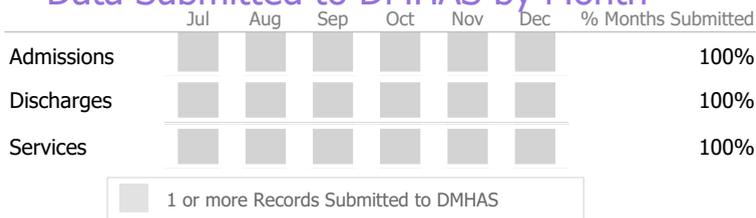
▲ > 10% Over    ▼ < 10% Under

■ Actual    │ Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 6 | 8 | -25% | ▼ |
| Admits | 3 | 2 | 50% | ▲ |
| Discharges | - | 3 | -100% | ▼ |
| Service Hours | 799 | 799 | 0% | |
| Bed Days | 710 | 1,041 | -32% | ▼ |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 95% | 77% | 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% | 75% | N/A |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 94% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 91% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 67% | 94% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 6 | 100% | 90% | 79% | 10% |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ● Avg Utilization Rate | | 6 | 330 days | 0.7 | 64% | 90% | 57% | -26% ▼ |

| ☐ < 90% | ☐ 90-110% | ☐ >110% |
|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | ☐ | | ☐ | 33% |
| Discharges | | | | | | | 0% |
| Services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | 100% |

☐ 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.

**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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

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

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 24 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 37 | 41 | -10% | |
| Admits | 9 | 3 | 200% | ▲ |
| Discharges | 15 | 8 | 88% | ▲ |
| Service Hours | 1,207 | 1,758 | -31% | ▼ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 11 | 73% | 65% | 53% | 8% | |
| ● | No Re-admit within 30 Days of Discharge | | 6 | 40% | 85% | 83% | -45% | ▼ |
| ● | Follow-up within 30 Days of Discharge | | 4 | 36% | 90% | 51% | -54% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 97% | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 86% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 97% | 98% |

## Recovery

National Recovery Measures (NOMS)

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Stable Living Situation | | 36 | 97% | 60% | 89% | 37% | ▲ |
| ✓ | Social Support | | 34 | 92% | 60% | 77% | 32% | ▲ |
| ✓ | Employed | | 11 | 30% | 15% | 15% | 15% | ▲ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 22 | 100% | 90% | 98% | 10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 51 | 46 | 11% | ▲ |
| Admits | 14 | 8 | 75% | ▲ |
| Discharges | 13 | 13 | 0% | |
| Service Hours | 2,096 | 1,185 | 77% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 94% | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 96% | 86% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 84% | 98% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 5 | 38% | 65% | 53% | -27% | ▼ |
| 🔴 | No Re-admit within 30 Days of Discharge | | 10 | 77% | 85% | 83% | -8% | |
| 🔴 | Follow-up within 30 Days of Discharge | | 2 | 40% | 90% | 51% | -50% | ▼ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Stable Living Situation | | 50 | 98% | 60% | 89% | 38% | ▲ |
| ✓ | Social Support | | 45 | 88% | 60% | 77% | 28% | ▲ |
| ✓ | Employed | | 16 | 31% | 15% | 15% | 16% | ▲ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 38 | 100% | 90% | 98% | 10% |

## Data Submitted to DMHAS by Month
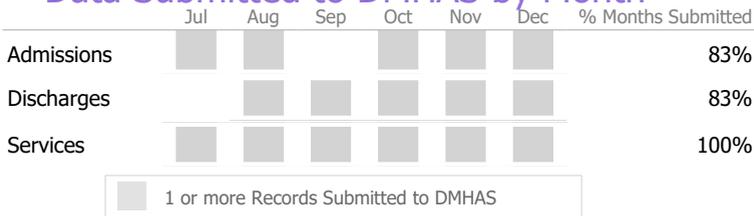
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 83% |
| Discharges | | | | | | | 83% |
| Services | | | | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over       ▼ < 10% Under

🟧 Actual    | Goal    ✓ Goal Met    🔴 Below Goal

* State Avg based on 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 18 | 18 | 0% | |
| Admits | 1 | 2 | -50% | ▼ |
| Discharges | 1 | 1 | 0% | |
| Service Hours | 192 | 117 | 63% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 97% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 66% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 0 | 0% | 50% | 62% | -50% | ▼ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 13 | 72% | 60% | 72% | 12% | ▲ |
| ✓ | Stable Living Situation | | 16 | 89% | 80% | 82% | 9% | |
| 🔴 | Employed | | 0 | 0% | 20% | 18% | -20% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 17 | 100% | 90% | 84% | 10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | ▮ | | | 17% |
| Discharges | | | | | | ▮ | 17% |
| Services | | ▮ | ▮ | ▮ | ▮ | ▮ | 100% |

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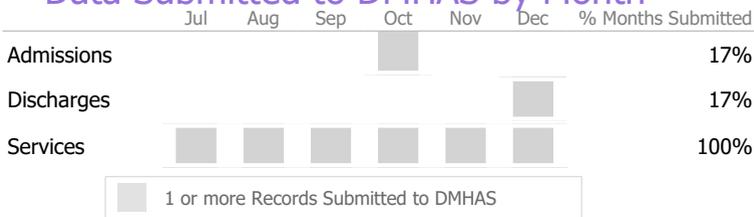
| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▮ Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |
|---|---|---|---|---|

\* State Avg based on 24 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 59 | 55 | 7% | |
| Admits | 9 | 10 | -10% | |
| Discharges | 9 | 7 | 29% | ▲ |
| Service Hours | 1,603 | 1,682 | -5% | |

## Data Submission Quality

| Data Entry | Actual % vs Goal | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 98% | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 95% | 86% |

| 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 | 44% | 65% | 53% | -21% | ▼ |
| ✓ | No Re-admit within 30 Days of Discharge | | 8 | 89% | 85% | 83% | 4% | |
| ✓ | Follow-up within 30 Days of Discharge | | 4 | 100% | 90% | 51% | 10% | |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Stable Living Situation | | 47 | 80% | 60% | 89% | 20% | ▲ |
| ✓ | Social Support | | 44 | 75% | 60% | 77% | 15% | ▲ |
| 🔴 | Employed | | 0 | 0% | 15% | 15% | -15% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 50 | 100% | 90% | 98% | 10% | |

## Data Submitted to DMHAS by Month
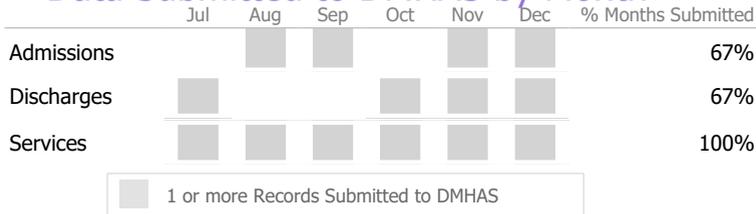
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | ▢ | ▢ | | ▢ | | 67% |
| Discharges | ▢ | | | ▢ | ▢ | | 67% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 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 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 146 | 160 | -9% |
| Admits | 157 | 174 | -10% |
| Discharges | 157 | 173 | -9% |

## Crisis

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Evaluation within 1.5 hours of Request | | 2 | 1% | 75% | 76% | -74% ▼ |
| ✔ Community Location Evaluation | | 156 | 99% | 80% | 79% | 19% ▲ |
| ✔ Follow-up Service within 48 hours | | 2 | 100% | 90% | 87% | 10% |
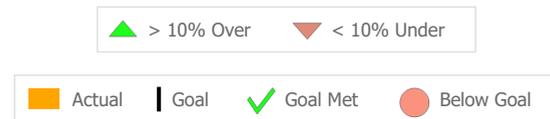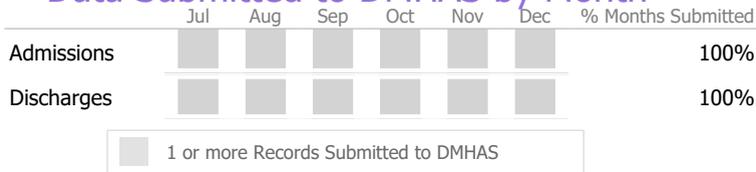
▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 100% |
| Discharges | | | | | | | 100% |

☐ 1 or more Records Submitted to DMHAS

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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 0 | 4 | | ▼ |
| Admits | - | - | | |
| Discharges | - | 3 | -100% | ▼ |
| Service Hours | - | 11 | -100% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 2 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 86 | 88 | -2% | |
| Admits | 5 | 8 | -38% | ▼ |
| Discharges | 6 | 6 | 0% | |
| Service Hours | 1,234 | 1,013 | 22% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 91% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 99% | 80% |

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

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 5 | 83% | 65% | 52% | 18% | ▲ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 76 | 88% | 60% | 79% | 28% | ▲ |
| ✓ | Stable Living Situation | | 80 | 93% | 80% | 87% | 13% | ▲ |
| ● | Employed | | 12 | 14% | 20% | 15% | -6% | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 80 | 100% | 90% | 97% | 10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | ▪ | | ▪ | ▪ | 50% |
| 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 35 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 2023 - December 2023  (Data as of Mar 26, 2024)
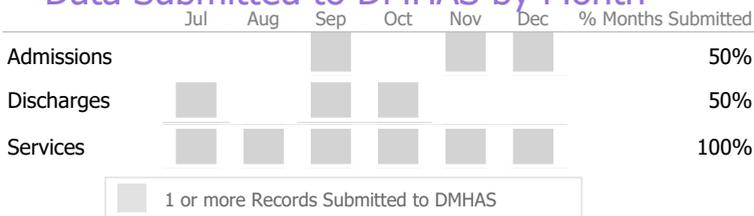
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 3 | 4 | -25% | ▼ |
| Admits | - | 4 | -100% | ▼ |
| Discharges | 3 | 1 | 200% | ▲ |
| Service Hours | 55 | 62 | -12% | ▼ |
| Bed Days | 259 | 298 | -13% | ▼ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | No Re-admit within 30 Days of Discharge | | 3 | 100% | 85% | 100% | 15% | ▲ |

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Follow-up within 30 Days of Discharge | | 2 | 100% | 90% | 77% | 10% | |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 4 | 288 days | 0.8 | 35% | 90% | 35% | -55% | ▼ |

■ < 90%    ■ 90-110%    ■ >110%

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 0% |
| Discharges | ■ | | | ■ | | ■ | 50% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

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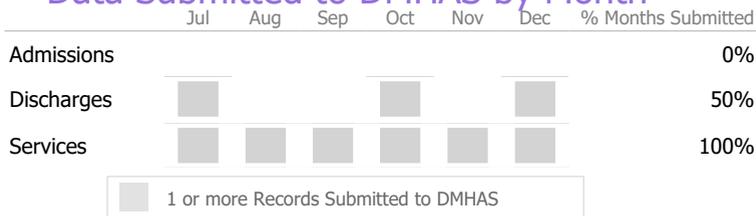
▲ > 10% Over     ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    🔴 Below Goal

* State Avg based on 6 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 42 | 43 | -2% |
| Admits | 40 | 43 | -7% |
| Discharges | 40 | 37 | 8% |
| Service Hours | 142 | 146 | -3% |

## Data Submitted to DMHAS by Month
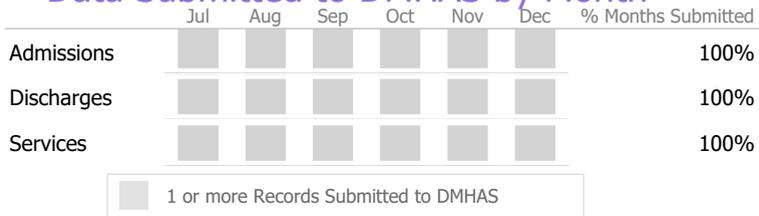
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 100% |
| Discharges | | | | | | | 100% |
| Services | | | | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 15 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 98 | 79 | 24% | ▲ |
| Admits | 81 | 60 | 35% | ▲ |
| Discharges | 74 | 69 | 7% | |

## Jail Diversion

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Follow-up Service within 48 hours | | 16 | 100% | 0% | 83% | 100% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 19 | 15 | 27% | ▲ |
| Admits | 5 | 4 | 25% | ▲ |
| Discharges | 6 | 3 | 100% | ▲ |
| Service Hours | 98 | 72 | 36% | ▲ |

## Data Submitted to DMHAS by Month
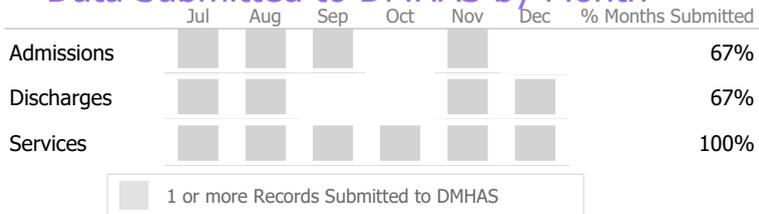
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | | ▢ | | 67% |
| Discharges | ▢ | ▢ | | | ▢ | ▢ | 67% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 24 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 148 | 174 | -15% | ▼ |
| Admits | 192 | 226 | -15% | ▼ |
| Discharges | 194 | 225 | -14% | ▼ |

## Crisis

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Evaluation within 1.5 hours of Request | | 167 | 87% | 75% | 76% | 12% | ▲ |
| ✓ | Community Location Evaluation | | 192 | 100% | 80% | 79% | 20% | ▲ |
| ✓ | Follow-up Service within 48 hours | | 13 | 100% | 90% | 87% | 10% | |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 100% |
| Discharges | | | | | | | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

▢ Actual     | Goal     ✓ Goal Met     ● Below Goal
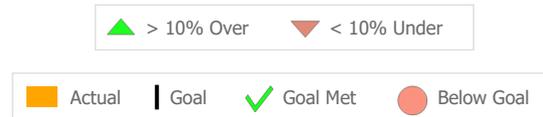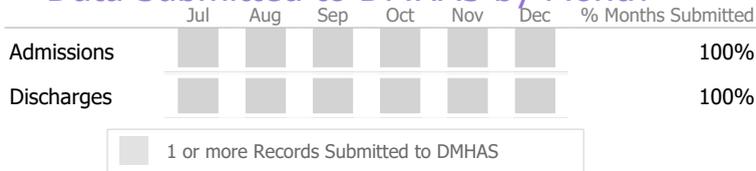
* State Avg based on 26 Active Mobile Crisis Team Programs

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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 142 | 140 | 1% | |
| Admits | 13 | 6 | 117% | ▲ |
| Discharges | 7 | 19 | -63% | ▼ |
| Service Hours | 1,065 | 877 | 21% | ▲ |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 98% | 52% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 89% | 97% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 4 | 57% | 50% | 38% | 7% | |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 123 | 87% | 60% | 63% | 27% | ▲ |
| ✓ | Stable Living Situation | | 136 | 96% | 95% | 72% | 1% | |
| ● | Employed | | 11 | 8% | 30% | 25% | -22% | ▼ |

## 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 | | 9 | 69% | 75% | 61% | -6% | |

## Data Submitted to DMHAS by Month
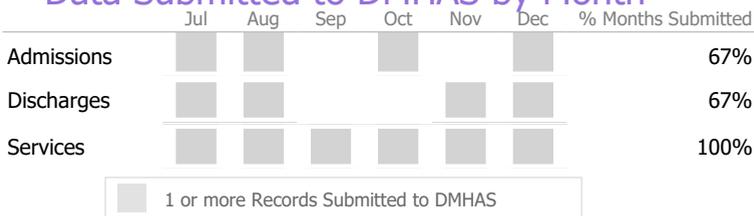
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | | ▢ | | ▢ | 67% |
| Discharges | ▢ | ▢ | | | ▢ | ▢ | 67% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 77 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 100 | 94 | 6% | |
| Admits | 18 | 8 | 125% | ▲ |
| Discharges | 11 | 10 | 10% | |
| Service Hours | 1,640 | 1,170 | 40% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 98% | 90% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 52% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 90% | 97% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 6 | 55% | 50% | 38% | 5% | |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 83 | 83% | 60% | 63% | 23% | ▲ |
| ● | Stable Living Situation | | 92 | 92% | 95% | 72% | -3% | |
| ● | Employed | | 8 | 8% | 30% | 25% | -22% | ▼ |

## 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 | | 16 | 89% | 75% | 61% | 14% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 77 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 22 | 19 | 16% | ▲ |
| Admits | 13 | 12 | 8% | |
| Discharges | 12 | 10 | 20% | ▲ |
| Service Hours | 423 | 432 | -2% | |
| Bed Days | 1,682 | 1,655 | 2% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | No Re-admit within 30 Days of Discharge | | 12 | 100% | 85% | 88% | 15% | ▲ |

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Follow-up within 30 Days of Discharge | | 3 | 100% | 90% | 79% | 10% | |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 11 | 189 days | 0.4 | 83% | 90% | 53% | -7% |

| ■ < 90% | ■ 90-110% | ■ >110% |
|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 11 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 55 | 48 | 15% | ▲ |
| Admits | 12 | 14 | -14% | ▼ |
| Discharges | 5 | 7 | -29% | ▼ |
| Service Hours | 3,082 | 2,746 | 12% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 97% | 95% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 86% |

| Diagnosis | | 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 | | 3 | 60% | 65% | 53% | -5% | |
| ✓ No Re-admit within 30 Days of Discharge | | 5 | 100% | 85% | 83% | 15% | ▲ |
| 🔴 Follow-up within 30 Days of Discharge | | 1 | 33% | 90% | 51% | -57% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 52 | 93% | 60% | 89% | 33% | ▲ |
| ✓ Social Support | | 50 | 89% | 60% | 77% | 29% | ▲ |
| ✓ Employed | | 11 | 20% | 15% | 15% | 5% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 51 | 100% | 90% | 98% | 10% |

## Data Submitted to DMHAS by Month
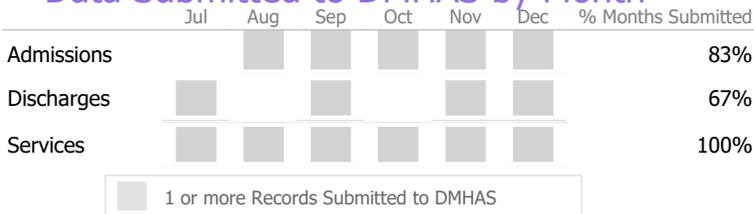
| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | ▢ | ▢ | ▢ | ▢ | ▢ | 83% |
| Discharges | ▢ | | ▢ | | ▢ | | 67% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

Legend:
▲ > 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 0 | 7 | | ▼ |
| Admits | - | 5 | -100% | ▼ |
| Discharges | - | 7 | -100% | ▼ |
| Service Hours | - | 12 | -100% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 24 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 2023 - December 2023  (Data as of Mar 26, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 6 | 6 | 0% | |
| Admits | - | 1 | -100% | ▼ |
| Discharges | - | 2 | -100% | ▼ |
| Service Hours | 950 | 648 | 47% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 100% |

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

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 50% | 69% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 6 | 100% | 60% | 87% | 40% | ▲ |
| ● Stable Living Situation | | 5 | 83% | 85% | 97% | -2% | |
| ● Employed | | 1 | 17% | 25% | 15% | -8% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 6 | 100% | 90% | 98% | 10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | 0% |
| Discharges | | | | | | | 0% |
| Services | | | | | | | 100% |

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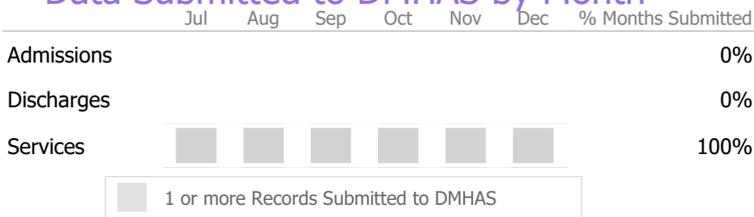
▲ > 10% Over    ▼ < 10% Under

☐ Actual    | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 22 Active Residential Support Programs

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