Southwest Connecticut Mental Health System
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - March 2024   (Data as of Jun 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,796	2,420	16%	▲
	Admits	1,938	1,303	49%	▲
	Discharges	1,943	1,339	45%	▲
	Service Hours	21,839	22,530	-3%	
	Bed Days	16,952	16,875	0%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	1,004	31.4%
	Outpatient	931	29.1%
	Other	360	11.3%
	Intake	243	7.6%
	Community Support	165	5.2%
	Inpatient Services	92	2.9%
	ACT	55	1.7%
	Residential Services	12	0.4%
Forensic MH			
	Forensics Community-based	333	10.4%

Consumer Satisfaction Survey   (Based on 155 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		92%	80%	91%
✔	Quality and Appropriateness		89%	80%	93%
✔	Participation in Treatment		89%	80%	92%
✔	Outcome		88%	80%	83%
✔	General Satisfaction		87%	80%	92%
✔	Respect		87%	80%	91%
✔	Access		85%	80%	88%
✔	Recovery		82%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	283	10%	9%
26-34	505	18%	20%
35-44	530	19%	25%
45-54	485	17%	18%
55-64	538	19%	19%
65+	435	16%	10%

Gender	#	%		State Avg
Male	1,675	60%		59%
Female	1,114	40%		40%
Transgender	6	0%		0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,529	55%	64%
Unknown	614	22%	14%
Hispanic-Other	352	13%	10%
Hisp-Puerto Rican	265	9%	10%
Hispanic-Mexican	27	1%	1%
Hispanic-Cuban	9	0%	0%

Race	#	%		State Avg
Black/African American	842	36%	▲	17%
White/Caucasian	827	36%	▼	59%
Other	517	22%		12%
Unknown	70	3%		9%
Asian	30	1%		1%
Multiple Races	27	1%		1%
Am. Indian/Native Alaskan	4	0%		1%
Hawaiian/Other Pacific Islander	4	0%		0%

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

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

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	202	170	19%	▲
Admits	200	172	16%	▲
Discharges	199	168	18%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▮▬▬	19	37%	0%	84%	37%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

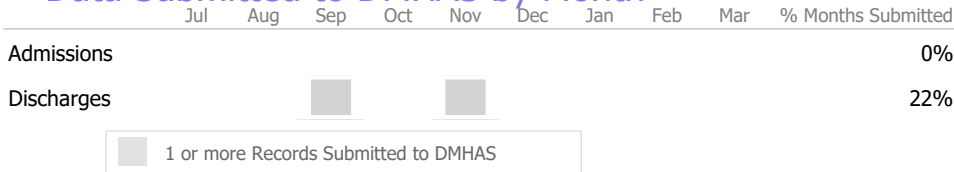| ▮ Actual	▮ Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	345	372	-7%	
Admits	-	7	-100%	▼
Discharges	2	27	-93%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges			▢		▢					22%

▢ 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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	56	-2%	
Admits	6	11	-45%	▼
Discharges	13	5	160%	▲
Service Hours	1,515	1,481	2%	

Discharge Outcomes

	Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		10	77%	65%	55%	12%	▲
✓	No Re-admit within 30 Days of Discharge		11	92%	85%	87%	7%	
🔴	Follow-up within 30 Days of Discharge		4	40%	90%	53%	-50%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
🔴	6 Month Updates		82%	91%

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

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		51	93%	60%	88%	33%	▲
✓	Social Support		36	65%	60%	78%	5%	
🔴	Employed		1	2%	15%	15%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		42	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▦	▦			▦	▦	▦	56%
Discharges	▦	▦	▦		▦		▦	▦	▦	89%
Services	▦	▦	▦	▦	▦		▦	▦	▦	100%

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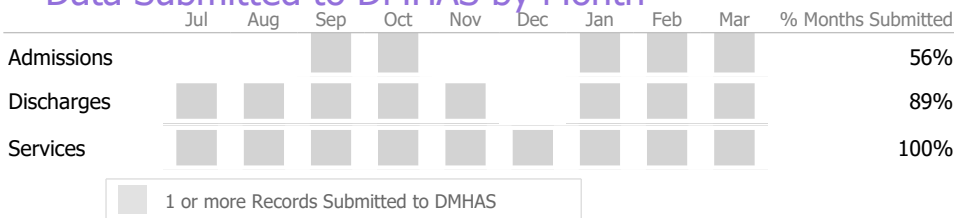
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

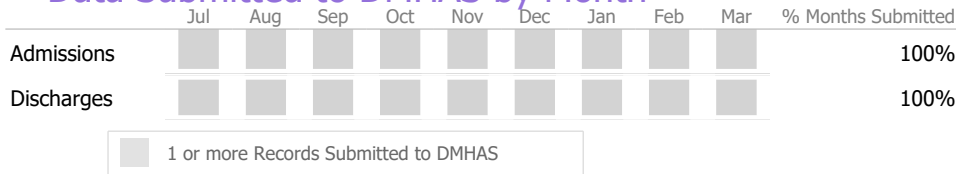Variances in data may be indicative of operational adjustments related to the pandemic.

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	721	210	243%	▲
Admits	957	265	261%	▲
Discharges	956	264	262%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		0	0%	75%	74%	-75%	▼
✔	Community Location Evaluation		7	100%	80%	78%	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	Jan	Feb	Mar	% 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.

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	31	3%	
Admits	12	9	33%	▲
Discharges	12	10	20%	▲
Bed Days	5,722	5,676	1%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		9	75%	95%	74%	-20%	▼
🔴 No Re-admit within 30 Days of Discharge		10	83%	85%	89%	-2%	
🔴 Follow-up within 30 Days of Discharge		8	89%	90%	58%	-1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	20%

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	583 days	0.3	99%	90%	98%	9%

🟦 < 90%	⬜ 90-110%	🟥 >110%
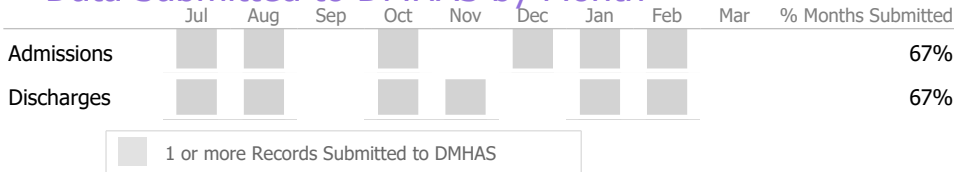
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	⬜	⬜		⬜		⬜	⬜	⬜		67%
Discharges	⬜	⬜		⬜	⬜		⬜	⬜		67%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	32	0%	
Admits	11	10	10%	
Discharges	11	9	22%	▲
Transfers - In	1	1	0%	
Transfers - Out	1	2	-50%	▼
Bed Days	5,763	5,727	1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	92%	95%	74%	-3%	
✔	No Re-admit within 30 Days of Discharge		10	91%	85%	89%	6%	
🔴	Follow-up within 30 Days of Discharge		8	73%	90%	58%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	94%	87%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	20%

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	630 days	0.3	100%	90%	98%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
Discharges										56%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
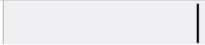
* State Avg based on 10 Active Acute Psychiatric Programs

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

BPT Ctrl Res Tran
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 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	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

    1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

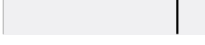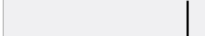* State Avg based on 24 Active Other Programs

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 2023 - March 2024 (Data as of Jun 10, 2024)

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%	74%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A
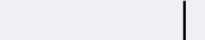
Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	95%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services			N/A	N/A	90%	76%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	13	-8%	
Admits	2	6	-67%	▼
Discharges	2	2	0%	
Service Hours	1	7	-92%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		1	50%	95%	74%	-45%	▼
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	93%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	95%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	90%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		2	20%	90%	76%	-70%	▼

Data Submitted to DMHAS by Month
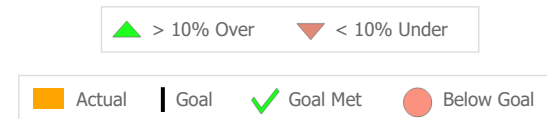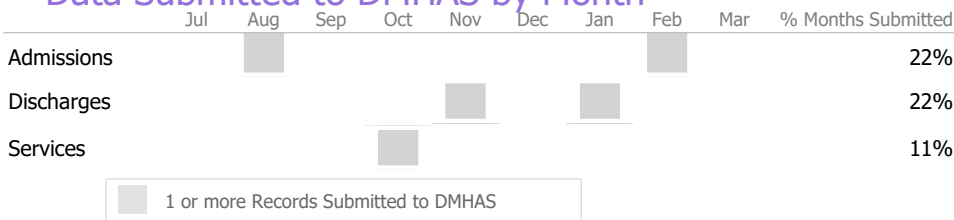
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪						▪		22%
Discharges					▪		▪			22%
Services				▪						11%

▫ 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.

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	76	-16%	▼
Admits	16	4	300%	▲
Discharges	11	16	-31%	▼
Service Hours	4,921	6,327	-22%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		95%	54%

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		3	27%	50%	42%	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		56	88%	60%	65%	28%	▲
🔴	Stable Living Situation		59	92%	95%	74%	-3%	
🔴	Employed		13	20%	30%	26%	-10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		53	100%	90%	89%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		16	100%	75%	66%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪		▪	▪	▪		▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

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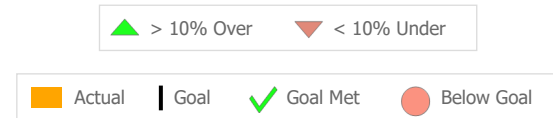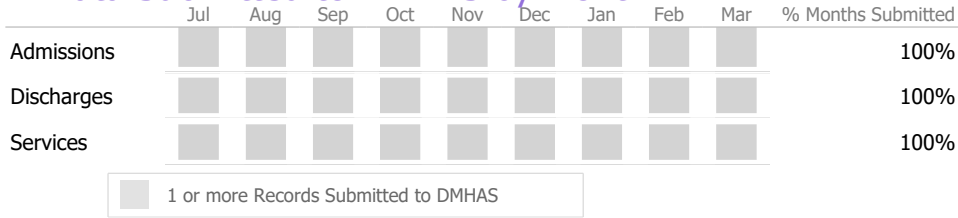
☐ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

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

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	201	133	51%	▲
Admits	107	85	26%	▲
Discharges	128	52	146%	▲
Service Hours	956	722	32%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▫	▫	▫	▫	▫	▫	▫	▫	▫	100%
Discharges	▫	▫	▫	▫	▫	▫	▫	▫	▫	100%
Services	▫	▫	▫	▫	▫	▫	▫	▫	▫	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 16 Active Central Intake Programs

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

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	6	-33%	▼
Admits	2	4	-50%	▼
Discharges	1	2	-50%	▼
Service Hours	12	88	-86%	▼

Data Submitted to DMHAS by Month
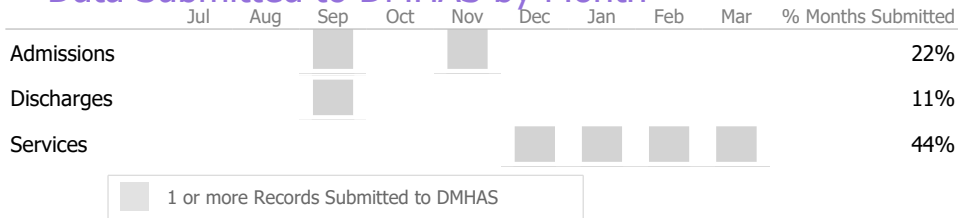
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▊		▊					22%
Discharges			▊							11%
Services						▊	▊	▊	▊	44%

☐ 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.

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	477	449	6%	
Admits	53	13	308%	▲
Discharges	45	36	25%	▲
Service Hours	4,906	4,106	19%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	89%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	54%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		21	47%	50%	42%	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		339	71%	60%	65%	11%	▲
✔ Stable Living Situation		467	98%	95%	74%	3%	
🔴 Employed		84	18%	30%	26%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		433	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		52	98%	75%	66%	23%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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.

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	28	7%	
Admits	9	10	-10%	
Discharges	9	8	13%	▲
Transfers - In	1	-		
Transfers - Out	1	-		
Bed Days	5,467	5,472	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		9	90%	95%	74%	-5%
✔	No Re-admit within 30 Days of Discharge		8	89%	85%	89%	4%
🔴	Follow-up within 30 Days of Discharge		8	89%	90%	58%	-1%

Data Submission Quality

	Data Entry	Actual	State Avg
✔	Valid NOMS Data	90%	87%

	On-Time Periodic	Actual	State Avg
✔	6 Month Updates	93%	20%

	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		20	522 days	0.3	99%	90%	98%	9%

	< 90%		90-110%		>110%
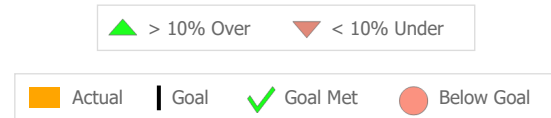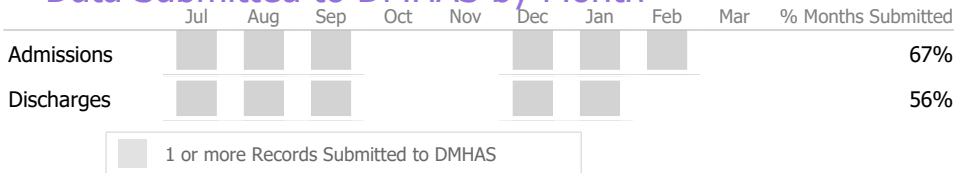
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										56%

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
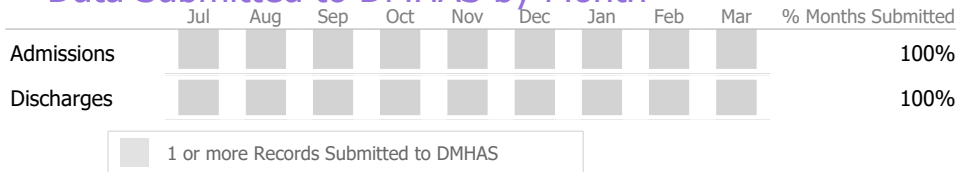Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024   (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	304	429	-29%	▼
Admits	336	562	-40%	▼
Discharges	323	552	-41%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Evaluation within 1.5 hours of Request		224	67%	75%	74%	-8%	
✓	Community Location Evaluation		325	97%	80%	78%	17%	▲
✓	Follow-up Service within 48 hours		23	100%	90%	87%	10%	

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	68	-3%
Admits	13	12	8%
Discharges	14	14	0%
Service Hours	1,656	1,972	-16% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	91%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		85%	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		3	21%	65%	51%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		48	73%	60%	79%	13% ▲
✓ Stable Living Situation		60	91%	80%	86%	11% ▲
● Employed		4	6%	20%	16%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		52	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 35 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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	102	1%	▼
Admits	8	3	167%	▲
Discharges	12	12	0%	
Service Hours	2,083	1,827	14%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	91%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	93%	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	33%	65%	51%	-32%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		80	78%	60%	79%	18%	▲
✔	Stable Living Situation		89	86%	80%	86%	6%	
🔴	Employed		7	7%	20%	16%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		91	100%	90%	97%	10%

Data Submitted to DMHAS by Month
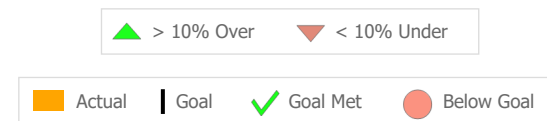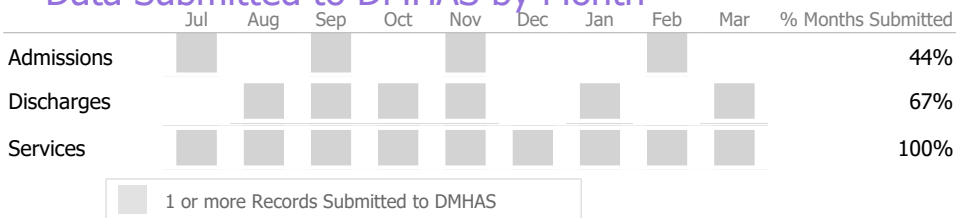
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪		▪			▪		44%
Discharges		▪	▪	▪	▪		▪	▪		67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 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.

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	279	285	-2%	
Admits	38	24	58%	▲
Discharges	29	34	-15%	▼
Service Hours	3,389	3,362	1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	54%

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		13	45%	50%	42%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		205	73%	60%	65%	13%	▲
✔ Stable Living Situation		271	97%	95%	74%	2%	
🔴 Employed		56	20%	30%	26%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		250	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		38	100%	75%	66%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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.

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	135	104	30%	▲
Admits	104	73	42%	▲
Discharges	109	82	33%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours		30	94%	0%	84%	94%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

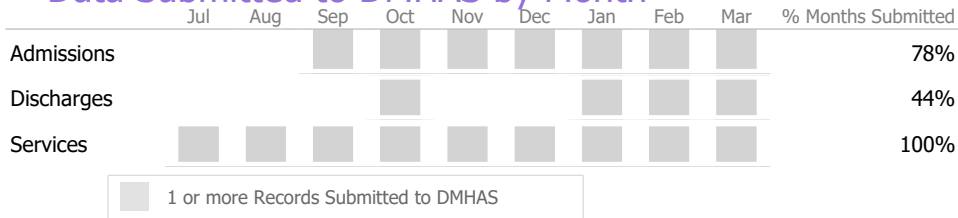◼ Actual   │ Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	6	100%	▲
Admits	9	1	800%	▲
Discharges	7	3	133%	▲
Service Hours	62	89	-31%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢	▢	▢	▢	▢	▢	▢	78%
Discharges				▢			▢	▢	▢	44%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual		Goal	✓ Goal Met	● Below Goal

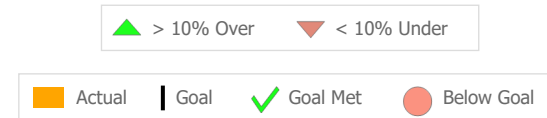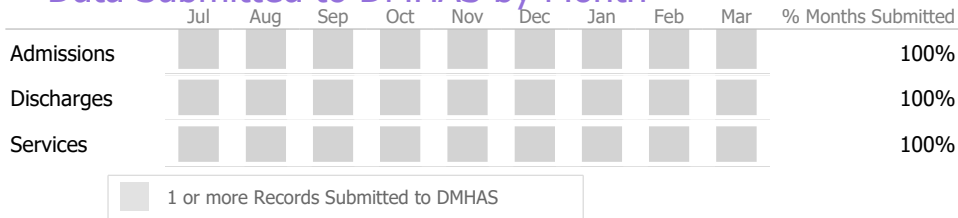* State Avg based on 24 Active Other Programs

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

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	29	48%	▲
Admits	41	29	41%	▲
Discharges	44	30	47%	▲
Service Hours	202	158	28%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Central Intake Programs

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

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	36	14%	▲
Admits	13	3	333%	▲
Discharges	13	5	160%	▲
Service Hours	1,542	1,768	-13%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		96%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	54%

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		10	77%	50%	42%	27%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		40	95%	60%	65%	35%	▲
🔴	Employed		11	26%	30%	26%	-4%	
🔴	Stable Living Situation		36	86%	95%	74%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		29	100%	90%	89%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		13	100%	75%	66%	25%	▲

Data Submitted to DMHAS by Month
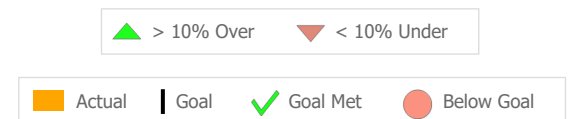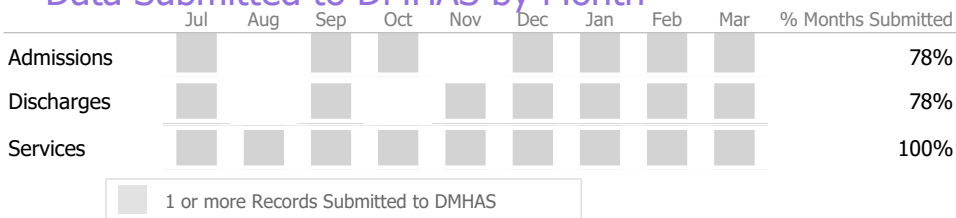
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢		▢		▢	▢	▢	▢	▢	78%
Discharges	▢		▢		▢	▢	▢	▢	▢	78%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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.

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 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	91	-12%	▼
Admits	1	-		
Discharges	3	8	-63%	▼
Service Hours	596	623	-4%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	89%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		91%	54%

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		1	33%	50%	42%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		63	79%	60%	65%	19%	▲
✔	Stable Living Situation		79	99%	95%	74%	4%	
🔴	Employed		18	22%	30%	26%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		77	100%	90%	89%	10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		1	100%	75%	66%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢							11%
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 77 Active Standard Outpatient Programs

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