Southeastern Mental Health Authority
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,067	1,031	3%	
	Admits	382	366	4%	
	Discharges	508	362	40%	▲
	Service Hours	6,471	5,607	15%	▲
	Bed Days	1,184	1,159	2%	

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

Consumer Satisfaction Survey (Based on 195 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Respect		96%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Access		92%	80%	88%
✓ Outcome		92%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	253	20.4%
	Community Support	208	16.8%
	Crisis Services	180	14.5%
	ACT	153	12.4%
	Intake	34	2.7%
	Residential Services	22	1.8%
	Other	1	0.1%
Forensic MH			
	Forensics Community-based	387	31.3%

Client Demographics

Age

	#	%	State Avg
18-25	135	13%	8%
26-34	241	23%	18%
35-44	250	24%	24%
45-54	168	16%	18%
55-64	155	15%	20%
65+	112	11%	12%

Gender

	#	%	State Avg
Male	656	61%	58%
Female	400	37%	42%
Transgender/Other	11	1%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	787	74%	64%
Unknown	142	13%	14%
Hispanic-Other	78	7%	11%
Hisp-Puerto Rican	55	5%	10%
Hispanic-Cuban	4	0%	0%
Hispanic-Mexican	1	0%	1%

Race

	#	%	State Avg
White/Caucasian	655	66%	59%
Black/African American	152	15%	17%
Other	74	7%	12%
Multiple Races	43	4%	1%
Unknown	43	4%	9%
Asian	12	1%	1%
Am. Indian/Native Alaskan	11	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

ACCESS
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	81	12%	▲
Admits	9	6	50%	▲
Discharges	4	8	-50%	▼
Service Hours	1,622	960	69%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	50%	65%	52%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	91%	15%	▲
🔴	Follow-up within 30 Days of Discharge		1	50%	90%	55%	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	93%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	95%

Diagnosis		Actual	State Avg
	Valid MH/SU Diagnosis	95%	97%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		82	90%	60%	89%	30%	▲
✓	Social Support		66	73%	60%	76%	13%	▲
🔴	Employed		9	10%	15%	15%	-5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		87	100%	90%	98%	10%	

Data Submitted to DMHAS for Month
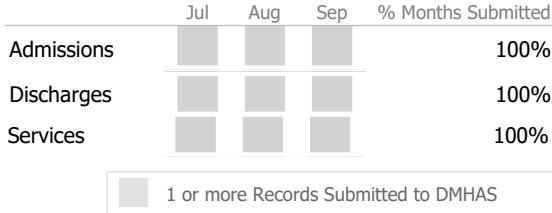
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25		
Admits	12	-	
Discharges	11	-	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Evaluation within 1.5 hours of Request		5	45%	90%	78%	-45% ▼
✓ Community Location Evaluation		11	100%	80%	81%	20% ▲
🔴 Follow-up Service within 48 hours		1	50%	90%	88%	-40% ▼
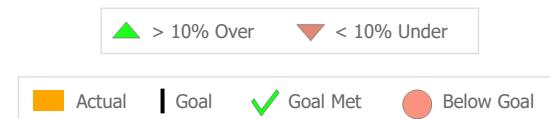
▲ > 10% Over	▼ < 10% Under

🟧 Actual	▌Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

CORP Post-Release
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Re-entry Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ☐ Actual | | Goal | ✓ Goal Met | ⬤ Below Goal |

* State Avg based on 1 Active Re-entry Programs Programs

Medication Management
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	96	-5%	
Admits	5	-		
Discharges	15	19	-21%	▼
Service Hours	472	396	19%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		85%	49%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		89%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	100%	50%	46%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		75	82%	60%	59%	22%	▲
✓	Stable Living Situation		87	96%	95%	68%	1%	
●	Employed		14	15%	30%	22%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		75	99%	90%	75%	9%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		3	60%	75%	81%	-15%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 79 Active Standard Outpatient Programs

SMHA Crisis
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	132	20%	▲
Admits	161	160	1%	
Discharges	156	159	-2%	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		107	67%	90%	78%	-23%	▼
✔ Community Location Evaluation		149	94%	80%	81%	14%	▲
🔴 Follow-up Service within 48 hours		1	12%	90%	88%	-78%	▼
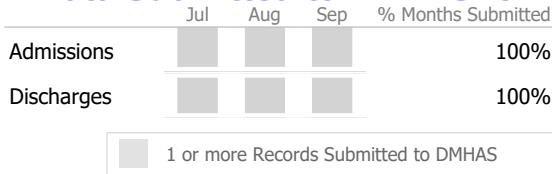
▲ > 10% Over	▼ < 10% Under

🟧 Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

☐ 1 or more Records Submitted to DMHAS

SMHA Forensics
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	2	2	0%	
Discharges	2	2	0%	

Data Submitted to DMHAS for Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
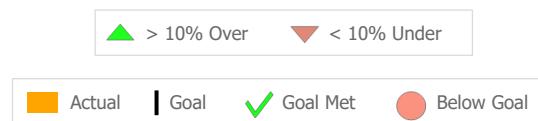
* State Avg based on 1 Active Outreach & Engagement Programs

SMHA Intake Unit
Southeastern Mental Health Authority
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	33	3%	
Admits	33	29	14%	▲
Discharges	28	29	-3%	
Service Hours	88	68	30%	▲

Data Submitted to DMHAS for Month

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

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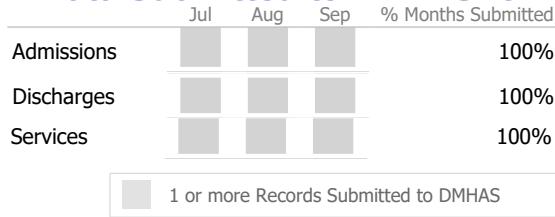
▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 17 Active Central Intake Programs

SMHA Jail Diversion
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	363	357	2%	
Admits	99	123	-20%	▼
Discharges	250	106	136%	▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		43	96%	0%	88%	96%	▲
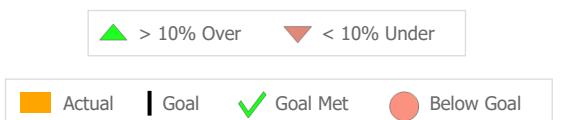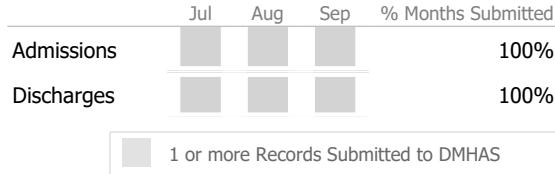
▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

	1 or more Records Submitted to DMHAS

SMHA Liaison
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Other Programs

SMHA Sub-Acute BCP
Southeastern Mental Health Authority
Mental Health - Residential Services - Sub-Acute

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	23	-4%	
Admits	10	9	11%	▲
Discharges	13	11	18%	▲
Bed Days	1,184	1,159	2%	

Data Submission Quality

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

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

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		95%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		8	62%	95%	62%	-33%	▼
🔴 No Re-admit within 30 Days of Discharge		10	77%	85%	77%	-8%	
✓ Follow-up within 30 Days of Discharge		8	100%	90%	100%	10%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		15	100 days	0.7	86%	90%	86%	-4%

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	⬜	⬜	⬜	100%
Discharges	⬜	⬜	⬜	100%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 1 Active Sub-Acute Programs

SMHA/OUTPT CLINICAL
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	178	158	13%	▲
Admits	29	8	263%	▲
Discharges	6	9	-33%	▼
Service Hours	1,084	1,032	5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		93%	49%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		93%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	100%	50%	46%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		136	76%	60%	59%	16%	▲
●	Stable Living Situation		168	94%	95%	68%	-1%	
●	Employed		33	18%	30%	22%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		159	92%	90%	75%	2%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		23	79%	75%	81%	4%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Veterans Jail Diversion Initiative
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	2	3	-33%	▼
Discharges	3	2	50%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		1	100%	0%	88%	100%	▲

Data Submitted to DMHAS for Month
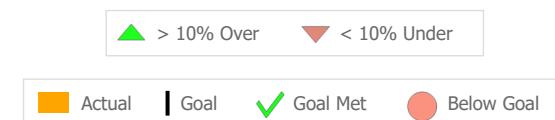
	Jul	Aug	Sep	% Months Submitted
Admissions	▢			33%
Discharges	▢	▢		67%

▢ 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

WRAP (CSP- Wellness Recovery Adv. Prgm.)
Southeastern Mental Health Authority
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	208	195	7%	
Admits	15	13	15%	▲
Discharges	12	5	140%	▲
Service Hours	2,098	1,653	27%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	86%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		93%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		8	67%	65%	61%	2%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		158	76%	60%	79%	16%	▲
✔	Stable Living Situation		198	95%	80%	86%	15%	▲
●	Employed		19	9%	20%	15%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		192	98%	90%	94%	8%	

Data Submitted to DMHAS for Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 33 Active CSP Programs

YAS Pre-Admit
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▢		33%
Services				0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 23 Active Other Programs

Young Adult Services
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 19, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	77	-19%	▼
Admits	5	12	-58%	▼
Discharges	7	11	-36%	▼
Service Hours	1,107	1,498	-26%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		95%	93%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		88%	95%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	65%	52%	-65%	▼
✓	No Re-admit within 30 Days of Discharge		7	100%	85%	91%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	55%	N/A	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		55	89%	60%	89%	29%	▲
✓	Social Support		41	66%	60%	76%	6%	
✓	Employed		12	19%	15%	15%	4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		54	98%	90%	98%	8%

Data Submitted to DMHAS for Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs