

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,611	1,934	-17%	▼
	Admits	1,174	3,532	-67%	▼
	Discharges	967	2,901	-67%	▼
	Service Hours	2,863	524		

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

### Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	0-80% 80-100%	94%	80%	92%
✓ Quality and Appropriateness	0-80% 80-100%	94%	80%	93%
✓ Respect	0-80% 80-100%	93%	80%	91%
✓ Overall	0-80% 80-100%	89%	80%	91%
✓ General Satisfaction	0-80% 80-100%	88%	80%	92%
✓ Access	0-80% 80-100%	88%	80%	88%
✓ Outcome	0-80% 80-100%	81%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Outpatient	1,053	56.4%
	Crisis Services	407	21.8%
	Recovery Support	334	17.9%
	IOP	72	3.9%

### Client Demographics

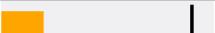
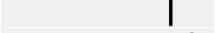
Age	#	%	State Avg		Gender	#	%	State Avg
18-25	132	8%	8%		Female	842	52%	40%
26-34	239	15%	19%		Male	772	48%	59%
35-44	258	17%	25%		Transgender/Other			0%
45-54	283	18%	18%					
55-64	344	22%	18%					
65+	304	19%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	1,229	76%	64%	▲	White/Caucasian	986	61%	58%
Hispanic-Other	273	17%	11%		Black/African American	290	18%	17%
Hisp-Puerto Rican	66	4%	10%		Other	270	17%	12%
Unknown	44	3%	14%	▼	Asian	33	2%	9%
Hispanic-Cuban	1	0%	0%		Multiple Races	14	1%	1%
Hispanic-Mexican	1	0%	1%		Am. Indian/Native Alaskan	11	1%	1%
					Hawaiian/Other Pacific Islander	7	0%	1%

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

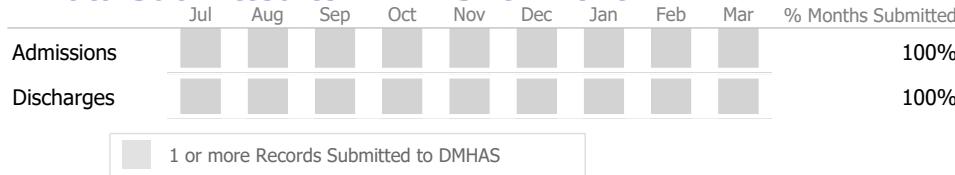
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	407	651	-37% 
Admits	506	788	-36% 
Discharges	499	785	-36% 

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		95	20%	90%	76%	-70% 
Community Location Evaluation		0	0%	80%	78%	-80% 
Follow-up Service within 48 hours		113	74%	90%	88%	-16% 

## Data Submitted to DMHAS for Month


 > 10% Over     < 10% Under

 Actual     Goal     Goal Met     Below Goal

\* State Avg based on 26 Active Mobile Crisis Team Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	67	7%
Admits	50	64	-22% <span style="color: red;">▼</span>
Discharges	8	50	-84% <span style="color: red;">▼</span>
Service Hours	404	53	
Social Rehab/PHP/IOP Days	0	0	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	65%
On-Time Periodic 6 Month Updates	4%	8%
Valid MH/SU Diagnosis	99%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<span style="color: orange;">█</span>	2	25%	50%	75%	-25% <span style="color: red;">▼</span>
Follow-up within 30 Days of Discharge	<span style="color: grey;">█</span>	0	0%	90%	75%	-90% <span style="color: red;">▼</span>

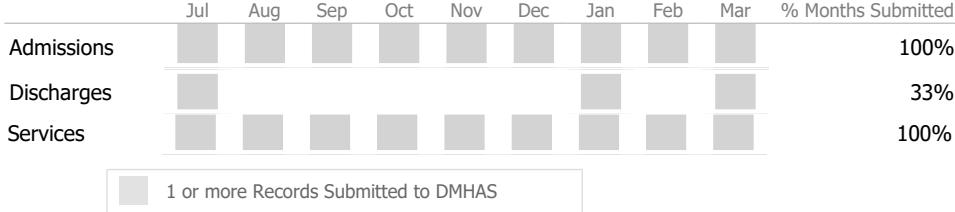
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Social Support	<span style="color: orange;">█</span>	58	79%	60%	66%	19% <span style="color: green;">▲</span>
Stable Living Situation	<span style="color: orange;">█</span>	68	93%	95%	91%	-2%
Employed	<span style="color: orange;">█</span>	20	27%	30%	33%	-3%
Improved/Maintained Function Score	<span style="color: orange;">█</span>	15	45%	75%	85%	-30% <span style="color: red;">▼</span>

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	<span style="color: orange;">█</span>	55	85%	90%	88%	-5%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

█ Actual   █ Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 4 Active Standard IOP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,030	915	13%	▲
Admits	187	1,769	-89%	▼
Discharges	32	1,144	-97%	▼
Service Hours	2,331	221		

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	89%
On-Time Periodic		
6 Month Updates	0%	47%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

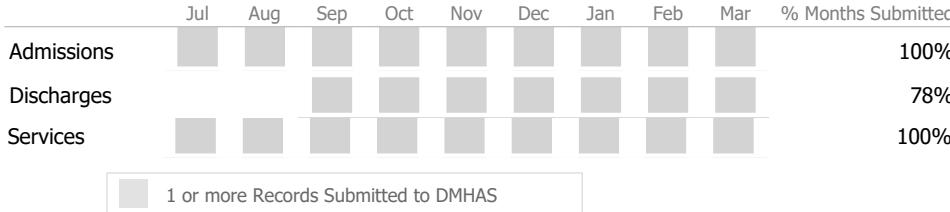
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	41%	50%	44%	-9%
<b>Recovery</b>						
National Recovery Measures (NOMS)						
Social Support		962	93%	60%	61%	33% ▲
Stable Living Situation		977	95%	95%	74%	0%
Employed		249	24%	30%	26%	-6%
Improved/Maintained Function Score		272	30%	75%	47%	-45% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		886	89%	90%	86%	-1%
<b>Service Engagement</b>						
Outpatient						
2 or more Services within 30 days		127	68%	75%	79%	-7%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

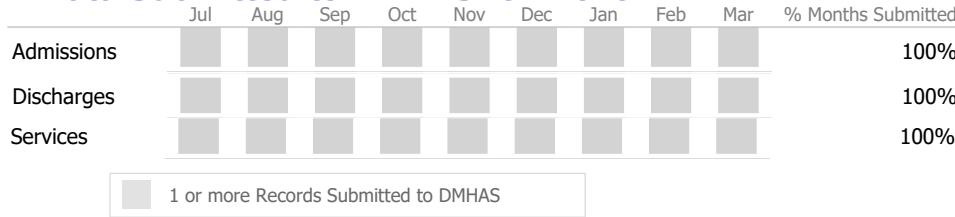
\* State Avg based on 79 Active Standard Outpatient Programs

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	334	686	-51% ▼
Admits	425	880	-52% ▼
Discharges	428	879	-51% ▼
Service Hours	108	19	

## Data Submitted to DMHAS for Month



▲ > 10% Over      ▼ < 10% Under

■ Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 2 Active Peer Based Mentoring Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22		
Admits	6	-	
Discharges	-	-	
Service Hours	20	-	

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<b>Treatment Completed Successfully</b>		N/A	N/A	50%	44%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 22%;"><div style="width: 100%;"></div></div>	22	100%	60%	61%	40% 
✓ Stable Living Situation	<div style="width: 21%;"><div style="width: 95%;"></div></div>	21	95%	95%	74%	0% 
● Employed	<div style="width: 5%;"><div style="width: 23%;"></div></div>	5	23%	30%	26%	-7% 
● Improved/Maintained Function Score	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0	0%	75%	47%	-75% 

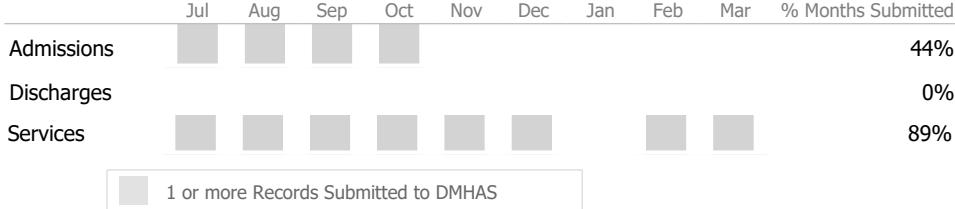
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div style="width: 100%;"> </div></div>	22	100%	90%	86%	10%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div style="width: 33%; background-color: orange;"></div>	2	33%	75%	79%	-42% 

## Data Submitted to DMHAS for Month



\* State Avg based on 79 Active Standard Outpatient Programs

# Respite Program 201

Waterbury Hospital Health Center

Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

## Program Activity

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

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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%	59%	N/A

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	59%	-90%

## Data Submitted to DMHAS for 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 12 Active Respite Bed Programs