Southwest Connecticut Mental Health System
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -September 2025   (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,749	1,852	-6%	
	Admits	358	528	-32%	▼
	Discharges	347	531	-35%	▼
	Service Hours	15,659	11,252	39%	▲
	Bed Days	5,696	5,676	0%	

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

Consumer Satisfaction Survey   (Based on 204 FY25 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		94%	80%	91%
✓	Quality and Appropriateness		93%	80%	93%
✓	Participation in Treatment		93%	80%	92%
✓	Access		92%	80%	88%
✓	General Satisfaction		92%	80%	92%
✓	Respect		90%	80%	91%
✓	Outcome		86%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	849	43.8%
	Other	342	17.7%
	Community Support	160	8.3%
	ICS	112	5.8%
	Intake	107	5.5%
	Crisis Services	89	4.6%
	Inpatient Services	70	3.6%
	ACT	52	2.7%
	Residential Services	30	1.5%
Forensic MH			
	Forensics Community-based	126	6.5%

Client Demographics

Age

	#	%	State Avg
18-25	151	9%	9%
26-34	269	15%	18%
35-44	319	18%	25%
45-54	322	19%	18%
55-64	382	22%	19%
65+	297	17%	11%

Gender

	#	%	State Avg
Male	1,022	58%	58%
Female	722	41%	41%
Transgender/Other	5	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,108	63%	64%
Hispanic-Other	278	16%	12%
Hisp-Puerto Rican	174	10%	10%
Unknown	168	10%	13%
Hispanic-Mexican	15	1%	1%
Hispanic-Cuban	6	0%	0%

Race

	#	%		State Avg
Black/African American	628	38%	▲	17%
White/Caucasian	583	35%	▼	59%
Other	346	21%		12%
Unknown	46	3%		8%
Multiple Races	29	2%		1%
Asian	27	2%		1%
Hawaiian/Other Pacific Islander	6	0%		0%
Am. Indian/Native Alaskan	4	0%		1%

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

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	71	67	6%	
Admits	57	45	27%	▲
Discharges	62	53	17%	▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	70%	0%

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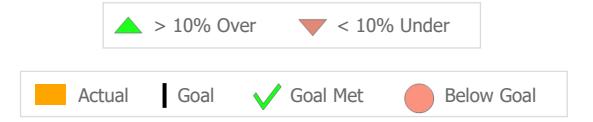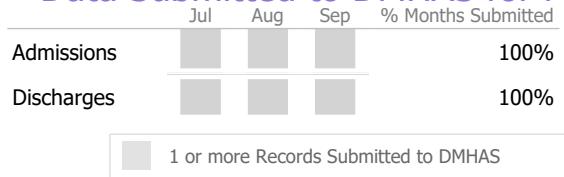
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	43	21%	▲
Admits	5	3	67%	▲
Discharges	1	1	0%	
Service Hours	1,006	693	45%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		99%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		98%	85%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	65%	46%	35%	▲
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	95%	15%	▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	47%	-90%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		52	100%	N/A	64%	N/A	
✓	Stable Living Situation		37	71%	60%	86%	11%	▲
✓	Social Support		32	62%	60%	70%	2%	
●	Employed		2	4%	15%	9%	-11%	▼
●	Improved/Maintained Function Score		15	36%	85%	45%	-49%	▼
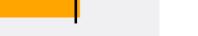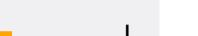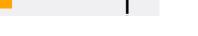
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		47	100%	90%	100%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
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 11 Active Assertive Community Treatment Programs

# 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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	161	-98%	▼
Admits	1	193	-99%	▼
Discharges	-	193	-100%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request	|	0	0%	90%	73%	-90%	▼
🔴 Community Location Evaluation	|	0	0%	80%	73%	-80%	▼
🔴 Follow-up Service within 48 hours	|	0	NA	90%	89%	-90%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▨		33%
Discharges				0%

▨ 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

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	26	-8%	
Admits	3	5	-40%	▼
Discharges	3	5	-40%	▼
Bed Days	1,931	1,920	1%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		96%	84%

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

Diagnosis	Actual % vs Goal	Actual	State Avg
Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	95%	52%	5%	
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	98%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	72%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Improved/Maintained Function Score		1	5%	95%	3%	-90%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	593 days	0.9	100%	90%	97%	10%
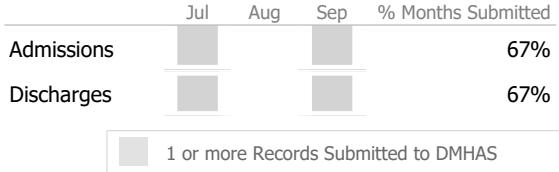
< 90%	90-110%	>110%

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 9 Active Acute Psychiatric Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	25	-8%	
Admits	2	4	-50%	▼
Discharges	2	4	-50%	▼
Bed Days	1,930	1,925	0%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	84%

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

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	95%	52%	5%	
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	98%	15%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	72%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Improved/Maintained Function Score		6	32%	95%	3%	-63%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	789 days	0.9	100%	90%	97%	10%
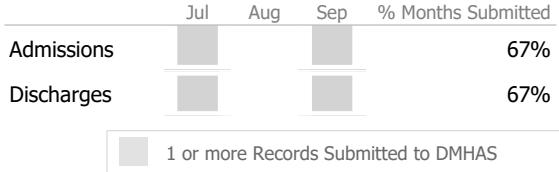
□ < 90%	□ 90-110%	■ >110%

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 9 Active Acute Psychiatric Programs

BPT Ctrl Res Tran
Southwest Connecticut Mental Health System
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19		
Admits	8	-	
Discharges	7	-	
Service Hours	299	-	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		7	100%	95%	78%	5%
🔴	No Re-admit within 30 Days of Discharge		4	57%	85%	83%	-28% ▼
✓	Follow-up within 30 Days of Discharge		7	100%	90%	100%	10%

Data Submission Quality

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

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

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		95%	99%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Function Score		0	0%	75%	45%	-75% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	98%	10%

Data Submitted to DMHAS for Month
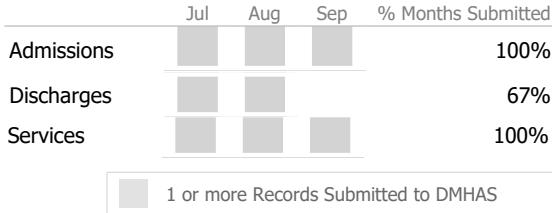
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 8 Active Transitional Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

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%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	83%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	100%	N/A

Data Submission Quality

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

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		N/A	N/A	75%	45%	-75%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	98%	N/A

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 8 Active Transitional Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	76	-	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	96%

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

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	83%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	100%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Improved/Maintained Function Score		2	33%	75%	45%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	98%	0%

Data Submitted to DMHAS for Month
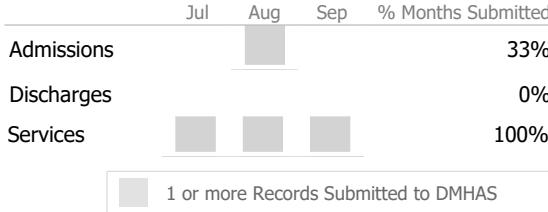
	Jul	Aug	Sep	% Months Submitted
Admissions		▪		33%
Discharges				0%
Services	▪	▪	▪	100%

▪ 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

BPTCtl YAS SPPOP, Bridgeport
Southwest Connecticut Mental Health System
Mental Health - ICS - Intensive Community Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	69	25%	▲
Admits	11	9	22%	▲
Discharges	4	4	0%	
Service Hours	4,268	2,230	91%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		81%	86%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	100%	60%	47%	40%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		86	100%	N/A	73%	N/A	
✓ Stable Living Situation		81	94%	60%	91%	34%	▲
✓ Social Support		73	85%	60%	82%	25%	▲
● Employed		23	27%	30%	34%	-3%	
● Improved/Maintained Function Score		33	49%	75%	49%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		75	100%	90%	98%	10%

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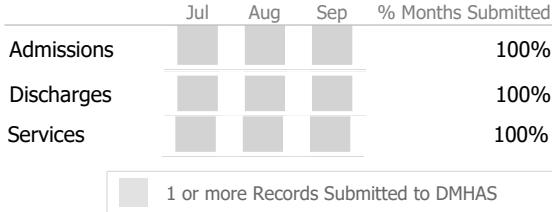
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	118	-21%	▼
Admits	57	52	10%	
Discharges	47	68	-31%	▼
Service Hours	349	385	-9%	

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

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	6	-17%	▼
Admits	4	4	0%	
Discharges	-	3	-100%	▼
Service Hours	53	32	68%	▲

Data Submitted to DMHAS for Month
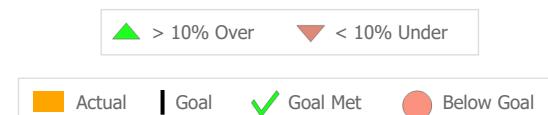
	Jul	Aug	Sep	% Months Submitted
Admissions		▢	▢	67%
Discharges				0%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 23 Active Other Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	448	457	-2%	
Admits	36	29	24%	▲
Discharges	35	33	6%	
Service Hours	3,954	2,883	37%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		98%	89%

On-Time Periodic		Actual	State Avg
6 Month Updates		95%	50%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		19	54%	50%	45%	4%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		446	99%	N/A	21%	N/A	
✓	Social Support		322	72%	60%	55%	12%	▲
✓	Stable Living Situation		433	96%	95%	69%	1%	
🔴	Employed		88	20%	30%	28%	-10%	
🔴	Improved/Maintained Function Score		35	9%	75%	34%	-66%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		414	100%	90%	88%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		35	97%	75%	75%	22%	▲

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 76 Active Standard Outpatient Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	22	5%	
Admits	3	2	50%	▲
Discharges	4	2	100%	▲
Bed Days	1,835	1,831	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		4	100%	95%	52%	5%	
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	98%	15%	▲
🔴	Follow-up within 30 Days of Discharge		3	75%	90%	72%	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	84%

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Function Score			1	5%	95%	3%	-90%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		20	630 days	0.9	100%	90%	97%	10%
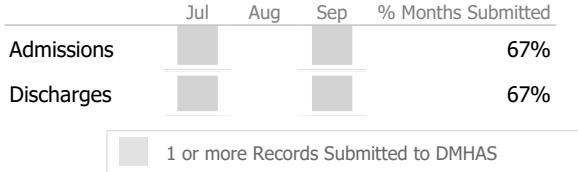
< 90%	90-110%	>110%

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 9 Active Acute Psychiatric Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	96	-11%	▼
Admits	88	104	-15%	▼
Discharges	76	104	-27%	▼

Crisis
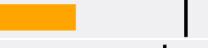
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		33	38%	90%	73%	-52%	▼
🔴	Community Location Evaluation		69	78%	80%	73%	-2%	
✔️	Follow-up Service within 48 hours		47	100%	90%	89%	10%	
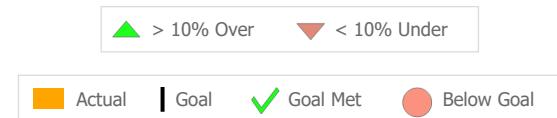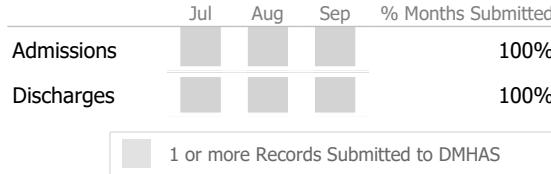
▲ > 10% Over	▼ < 10% Under

🟧 Actual	┃ Goal	✔️ Goal Met	🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS for Month

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

⬜ 1 or more Records Submitted to DMHAS

CSP/RP - Fairfield Avenue
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	117	97	21%	▲
Admits	8	6	33%	▲
Discharges	6	-		
Service Hours	1,781	1,408	27%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		99%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		97%	90%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		4	67%	65%	54%	2%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		115	98%	N/A	45%	N/A	
✓	Social Support		90	77%	60%	81%	17%	▲
✓	Stable Living Situation		104	89%	80%	90%	9%	
✓	Improved/Maintained Function Score		72	75%	65%	58%	10%	
●	Employed		5	4%	20%	20%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		109	100%	90%	99%	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 33 Active CSP Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	55	-22%	▼
Admits	1	5	-80%	▼
Discharges	7	3	133%	▲
Service Hours	655	784	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	92%

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

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	86%	65%	54%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		43	100%	N/A	45%	N/A	
✓	Social Support		35	81%	60%	81%	21%	▲
✓	Stable Living Situation		42	98%	80%	90%	18%	▲
●	Employed		3	7%	20%	20%	-13%	▼
●	Improved/Maintained Function Score		21	51%	65%	58%	-14%	▼

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 for Month
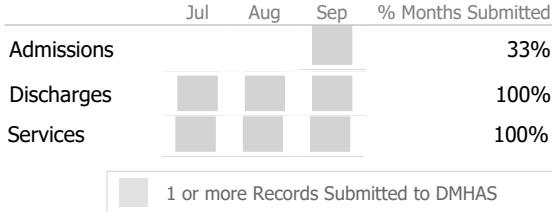
	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
Discharges	▢	▢	▢	100%
Services	▢	▢	▢	100%

▢ 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

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	286	265	8%	
Admits	15	8	88%	▲
Discharges	15	9	67%	▲
Service Hours	2,013	1,628	24%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		98%	50%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	13%	50%	45%	-37%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		285	100%	N/A	21%	N/A	
✓	Social Support		206	72%	60%	55%	12%	▲
✓	Stable Living Situation		274	96%	95%	69%	1%	
🔴	Employed		68	24%	30%	28%	-6%	
🔴	Improved/Maintained Function Score		58	23%	75%	34%	-52%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		271	100%	90%	88%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		15	100%	75%	75%	25%	▲

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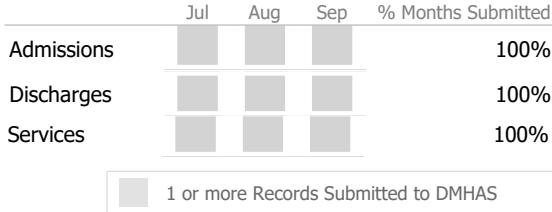
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	46	24%	▲
Admits	27	22	23%	▲
Discharges	30	21	43%	▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		11	110%	0%	70%	110%	▲
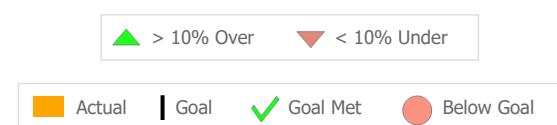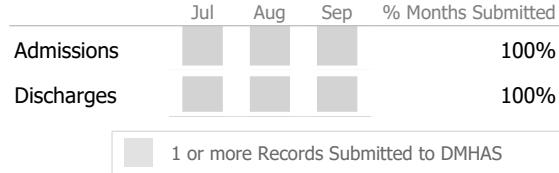
▲ > 10% Over	▼ < 10% Under

■ 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

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	22	-55%	▼
Admits	6	7	-14%	▼
Discharges	5	11	-55%	▼
Service Hours	101	125	-19%	▼

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 Other Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	10	40%	▲
Admits	12	9	33%	▲
Discharges	13	8	63%	▲
Service Hours	60	49	23%	▲

Data Submitted to DMHAS for Month
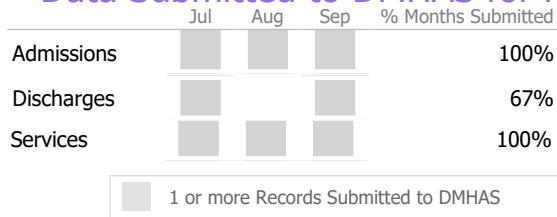
	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
Discharges	▪		▪	67%
Services	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 17 Active Central Intake Programs

FSD Young Adult Service Program
Southwest Connecticut Mental Health System
Mental Health - ICS - Intensive Community Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	33	-21%	▼
Admits	3	3	0%	
Discharges	2	4	-50%	▼
Service Hours	373	634	-41%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	88%

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

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	60%	47%	40%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		26	100%	N/A	73%	N/A	
✓	Stable Living Situation		26	100%	60%	91%	40%	▲
✓	Social Support		25	96%	60%	82%	36%	▲
✓	Employed		8	31%	30%	34%	1%	
●	Improved/Maintained Function Score		6	27%	75%	49%	-48%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		23	100%	90%	98%	10%	

Data Submitted to DMHAS for Month
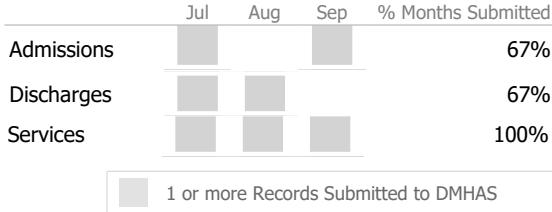
	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs

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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	128	103	24%	▲
Admits	10	17	-41%	▼
Discharges	9	2	350%	▲
Service Hours	670	403	66%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		99%	50%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	56%	50%	45%	6%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		128	100%	N/A	21%	N/A	
✓	Social Support		101	79%	60%	55%	19%	▲
✓	Stable Living Situation		127	99%	95%	69%	4%	
✓	Employed		40	31%	30%	28%	1%	
🔴	Improved/Maintained Function Score		16	14%	75%	34%	-61%	▼
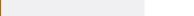
Service Utilization
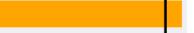
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		116	98%	90%	88%	8%	

Service Engagement
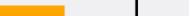
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		4	40%	75%	75%	-35%	▼

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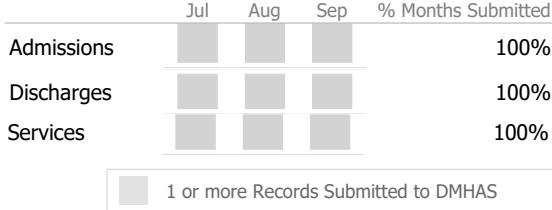
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 76 Active Standard Outpatient Programs

Rental Assistance Program/Fairfield Avenue
Southwest Connecticut Mental Health System

Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	327	329	-1%	
Admits	-	-		
Discharges	19	2	850%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	⬤ Below Goal
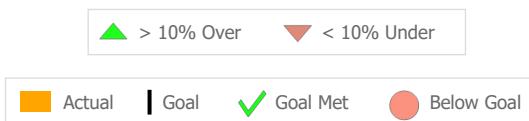
* State Avg based on 1 Active Housing Assistance Programs