

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,088	2,099	-1%
	Admits	674	805	-16% ▼
	Discharges	704	812	-13% ▼
	Service Hours	12,435	11,245	11% ▲
	Bed Days	5,671	5,647	0%

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

### Consumer Satisfaction Survey (Based on 350 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Access		91%	80%	88%
✓ General Satisfaction		90%	80%	92%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	80%	79%

■ 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	1,051	46.3%
	Crisis Services	418	18.4%
	Other	318	14.0%
	Community Support	165	7.3%
	Inpatient Services	72	3.2%
	Intake	67	3.0%
	ACT	58	2.6%
	<b>Forensic MH</b>	Forensics Community-based	122

### Client Demographics

Age	#	%	State Avg
18-25	192	9%	9%
26-34	297	14%	22%
35-44	382	18%	21%
45-54	435	21%	20%
55-64	500	24%	20%
65+	279	13%	7%

Gender	#	%	State Avg
Male	1,211	58%	59%
Female	876	42%	41%
Transgender	1	0%	0%

Race	#	%	State Avg
White/Caucasian	679	36%	64% ▼
Black/African American	663	35%	16% ▲
Other	471	25%	13% ▲
Unknown	25	1%	5%
Asian	23	1%	1%
Multiple Races	9	0%	1%
Hawaiian/Other Pacific Islander	5	0%	0%
Am. Indian/Native Alaskan			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	82	-1%
Admits	63	71	-11% ▼
Discharges	69	59	17% ▲

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		4	40%	0%	44%	40% ▲

### Data Submitted to DMHAS by 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	277	254	9%
Admits	-	14	-100% ▼
Discharges	-	2	-100% ▼

### Data Submitted to DMHAS by 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 Housing Assistance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	57	2%
Admits	4	6	-33% ▼
Discharges	3	7	-57% ▼
Service Hours	956	723	32% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	64%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	83%	22%
SA Screen Complete	100%	26%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	65%	52%	2%
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	46%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		55	95%	60%	88%	35% ▲
✓ Social Support		39	67%	60%	78%	7%
● Employed		1	2%	15%	13%	-13% ▼
● Improved/Maintained Axis V GAF Score		30	58%	85%	47%	-27% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	100%	90%	99%	10%

### Data Submitted to DMHAS by 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 23 Active Assertive Community Treatment Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 86%
On-Time Periodic		
6 Month Updates		N/A 56%
Co-occurring		
MH Screen Complete		N/A 61%
SA Screen Complete		N/A 61%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	22%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	42%	-75% ▼
Social Support		N/A	N/A	60%	62%	-60% ▼
Stable Living Situation		N/A	N/A	95%	79%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	74%	N/A ▼

### Data Submitted to DMHAS by 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 89 Active Standard Outpatient Programs

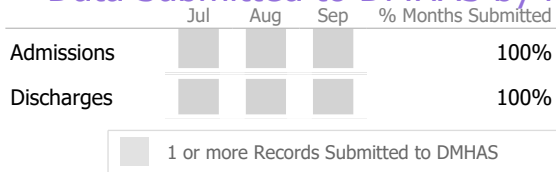
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	273	230	19% ▲
Admits	326	293	11% ▲
Discharges	326	293	11% ▲

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	75%	-75% ▼
✓ Community Location Evaluation		32	100%	80%	94%	20% ▲
● Follow-up Service within 48 hours		0	NA	90%	91%	-90% ▼

## Data Submitted to DMHAS by 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	23	29	-21% ▼
Admits	2	9	-78% ▼
Discharges	1	8	-88% ▼
Transfers - Out	1	-	
Bed Days	1,926	1,907	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	88%	17%
Co-occurring		
MH Screen Complete	67%	90%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	22%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	95%	92%	5%
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	92%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	60%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Improved/Maintained Axis V GAF Score		15	83%	95%	17%	-12% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	479 days	0.9	100%	90%	90%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ○ Below Goal

\* State Avg based on 11 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	29	-3%
Admits	8	8	0%
Discharges	7	7	0%
Bed Days	1,917	1,910	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	89%
On-Time Periodic		
6 Month Updates	100%	17%
Co-occurring		
MH Screen Complete	89%	90%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	96%	22%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	100%	95%	92%	5%
No Re-admit within 30 Days of Discharge		5	71%	85%	92%	-14%
Follow-up within 30 Days of Discharge		5	71%	90%	60%	-19%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		14	88%	95%	17%	-7%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	406 days	0.8	99%	90%	90%	9%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by 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 11 Active Acute Psychiatric Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	9	-33% ▼
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

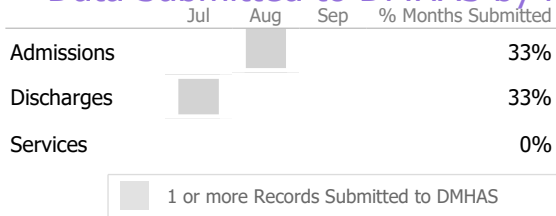
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	3	-	
Discharges	1	4	-75% ▼
Service Hours	2	1	144% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	130	-15% ▼
Admits	1	3	-67% ▼
Discharges	4	10	-60% ▼
Service Hours	573	645	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	53%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	46%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		107	97%	95%	79%	2%
Social Support		54	49%	60%	62%	-11% ▼
Improved/Maintained Axis V GAF Score		69	64%	75%	42%	-11% ▼
Employed		5	5%	30%	22%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		106	100%	90%	74%	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%	78%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	84	-15% ▼
Admits	2	4	-50% ▼
Discharges	4	7	-43% ▼
Service Hours	2,743	3,318	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	46%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		65	92%	60%	62%	32% ▲
Improved/Maintained Axis V GAF Score		56	86%	75%	42%	11% ▲
Stable Living Situation		69	97%	95%	79%	2%
Employed		12	17%	30%	22%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	100%	90%	74%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	78%	25% ▲

### Data Submitted to DMHAS by 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 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	59	-7%
Admits	34	33	3%
Discharges	28	35	-20% ▼
Service Hours	234	199	18% ▲

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

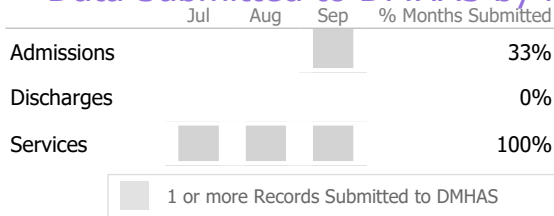
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 17 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	1	600% ▲
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	27	15	74% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	391	379	3%
Admits	13	6	117% ▲
Discharges	14	22	-36% ▼
Service Hours	2,203	1,712	29% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	86%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	36%	50%	46%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		254	65%	60%	62%	5%
Stable Living Situation		383	98%	95%	79%	3%
Employed		78	20%	30%	22%	-10%
Improved/Maintained Axis V GAF Score		237	67%	75%	42%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		376	100%	90%	74%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	85%	75%	78%	10%

### Data Submitted to DMHAS by 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 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	26	-15% ▼
Admits	1	7	-86% ▼
Discharges	3	6	-50% ▼
Transfers - In	1	-	
Bed Days	1,828	1,830	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	89%
On-Time Periodic		
6 Month Updates	69%	17%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	22%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	95%	92%	-28% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	92%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	60%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		15	94%	95%	17%	-1%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				20	387 days	0.9	99%	90%	90%	9%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 11 Active Acute Psychiatric Programs



# Crisis Outreach

Southwest Connecticut Mental Health System  
Mental Health - Crisis Services - Mobile Crisis Team

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	3	4900% ▲
Admits	169	1	16800% ▲
Discharges	165	-	

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		108	64%	75%	75%	-11% ▼
✓ Community Location Evaluation		165	98%	80%	94%	18% ▲
✓ Follow-up Service within 48 hours		40	98%	90%	91%	8%

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	58	-3%
Admits	2	3	-33% ▼
Discharges	5	4	25% ▲
Service Hours	1,662	513	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	73%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	25%
SA Screen Complete	100%	25%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%
Valid Axis V GAF Score	96%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	65%	57%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		52	93%	60%	82%	33% ▲
✓ Stable Living Situation		54	96%	80%	88%	16% ▲
● Employed		4	7%	20%	13%	-13% ▼
● Improved/Maintained Axis V GAF Score		26	50%	65%	60%	-15% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	124	-12% ▼
Admits	1	6	-83% ▼
Discharges	9	4	125% ▲
Service Hours	1,031	1,012	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	73%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	25%
SA Screen Complete	100%	25%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	67%	65%	57%	2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		106	97%	80%	88%	17% ▲
Social Support		82	75%	60%	82%	15% ▲
Improved/Maintained Axis V GAF Score		63	61%	65%	60%	-4%
Employed		4	4%	20%	13%	-16% ▼

### Service Utilization

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

### Data Submitted to DMHAS by 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 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	236	270	-13% ▼
Admits	11	132	-92% ▼
Discharges	11	18	-39% ▼
Service Hours	1,777	1,594	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	96%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	73%	50%	46%	23% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		219	93%	95%	79%	-2%
● Social Support		128	54%	60%	62%	-6%
● Employed		43	18%	30%	22%	-12% ▼
● Improved/Maintained Axis V GAF Score		107	50%	75%	42%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		223	99%	90%	74%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		11	100%	75%	78%	25% ▲

### Data Submitted to DMHAS by 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 89 Active Standard Outpatient Programs




### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	43	-2%
Admits	12	18	-33% ▼
Discharges	20	20	0%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		2	67%	0%	44%	67% ▲

### Data Submitted to DMHAS by 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	9	89% ▲
Admits	6	4	50% ▲
Discharges	8	3	167% ▲
Service Hours	158	98	62% ▲

### Data Submitted to DMHAS by 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 16 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 2019 - September 2019 (Data as of Dec 27, 2019)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	20	-40% ▼
Admits	8	19	-58% ▼
Discharges	12	18	-33% ▼
Service Hours	38	91	-58% ▼

## Data Submitted to DMHAS by 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	1	5	-80% ▼
Discharges	4	2	100% ▲
Service Hours	418	512	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	67%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	46%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		31	97%	60%	62%	37% ▲
Stable Living Situation		31	97%	95%	79%	2%
Employed		10	31%	30%	22%	1%
Improved/Maintained Axis V GAF Score		17	57%	75%	42%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	100%	90%	74%	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%	78%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 89 Active Standard Outpatient Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	132	-3%
Admits	2	5	-60% ▼
Discharges	5	3	67% ▲
Service Hours	353	311	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	99%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	46%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		128	100%	95%	79%	5%
✓ Social Support		83	65%	60%	62%	5%
● Employed		26	20%	30%	22%	-10%
● Improved/Maintained Axis V GAF Score		77	66%	75%	42%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		124	100%	90%	74%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	78%	25% ▲

### Data Submitted to DMHAS by 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 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	93	-6%
Admits	4	3	33% ▲
Discharges	4	5	-20% ▼
Service Hours	259	232	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	46%	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		77	89%	60%	62%	29% ▲
✓ Employed		32	37%	30%	22%	7%
✓ Stable Living Situation		86	99%	95%	79%	4%
✓ Improved/Maintained Axis V GAF Score		67	89%	75%	42%	14% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		80	96%	90%	74%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	50%	75%	78%	-25% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 89 Active Standard Outpatient Programs