

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,303	1,273	2%
	Admits	611	523	17% ▲
	Discharges	608	550	11% ▲
	Service Hours	15,262	15,452	-1%
	Bed Days	1,822	1,497	22% ▲

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

### Consumer Satisfaction Survey (Based on 572 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Access		91%	80%	88%
✓ Outcome		84%	80%	83%
✓ Recovery		80%	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	574	35.0%
	Crisis Services	278	17.0%
	ACT	211	12.9%
	Community Support	183	11.2%
	Social Rehabilitation	117	7.1%
	Other	62	3.8%
	Intake	49	3.0%
	Case Management	21	1.3%
	Residential Services	13	0.8%
	<b>Forensic MH</b>	Forensics Community-based	125
Crisis Services		5	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	201	15%	9%
26-34	271	21%	22%
35-44	189	15%	21%
45-54	218	17%	20%
55-64	298	23%	20%
65+	125	10%	7%

Gender	#	%	State Avg
Male	820	63%	59%
Female	478	37%	41%
Transgender	5	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,053	81%	71%
Hispanic-Other	111	9%	7%
Hisp-Puerto Rican	75	6%	12%
Unknown	60	5%	9%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	901	70%	64%
Black/African American	213	16%	16%
Other	121	9%	13%
Unknown	23	2%	5%
Multiple Races	18	1%	1%
Asian	16	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander			0%

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

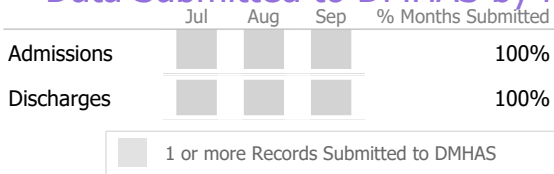
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	3	-33% ▼
Admits	3	3	0%
Discharges	3	3	0%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		1	33%	75%	75%	-42% ▼
✓ Community Location Evaluation		3	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

# Danbury Intake

Western Connecticut Mental Health Network

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	13	-8%
Admits	11	12	-8%
Discharges	9	10	-10%
Service Hours	32	28	13% ▲

## 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

# Danbury Jail Diversion

Western Connecticut Mental Health Network

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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	19	8	138% ▲
Admits	9	-	
Discharges	4	1	300% ▲

## Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		4	67%	0%	44%	67% ▲

## Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

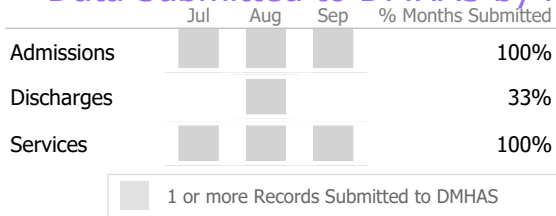
 Actual    | Goal     Goal Met     Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	13	23% ▲
Admits	4	4	0%
Discharges	1	3	-67% ▼
Service Hours	87	17	

### Data Submitted to DMHAS by Month



▲ > 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	196	183	7%
Admits	8	10	-20% ▼
Discharges	8	10	-20% ▼
Service Hours	1,590	1,073	48% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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	90%	97%
Valid Axis V GAF Score	78%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	50%	46%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		169	86%	60%	62%	26% ▲
Stable Living Situation		189	96%	95%	79%	1%
Employed		22	11%	30%	22%	-19% ▼
Improved/Maintained Axis V GAF Score		30	16%	75%	42%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		186	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		8	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	25	33	-24% ▼
Admits	2	1	100% ▲
Discharges	4	4	0%
Service Hours	625	378	65% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	64%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	100%	22%
SA Screen Complete	100%	26%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	52%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	65%	52%	10% ▲
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		2	67%	90%	46%	-23% ▼

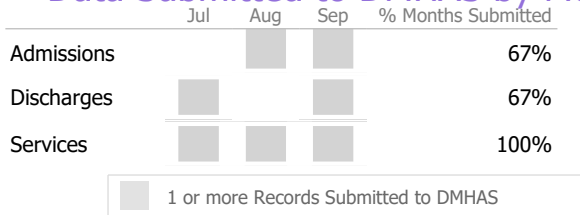
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	92%	60%	78%	32% ▲
✓ Stable Living Situation		23	92%	60%	88%	32% ▲
✓ Employed		5	20%	15%	13%	5%
● Improved/Maintained Axis V GAF Score		6	29%	85%	47%	-56% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

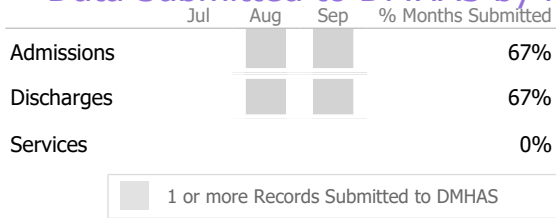
Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Service Hours	-	-	

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Other Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	20	-10%
Admits	15	19	-21% ▼
Discharges	17	19	-11% ▼
Service Hours	35	23	54% ▲

### 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	94	88	7%
Admits	6	8	-25% ▼
Discharges	7	5	40% ▲
Service Hours	1,052	1,094	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	73%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	25%
SA Screen Complete	100%	25%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	91%	98%
Valid Axis V GAF Score	69%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	86%	65%	57%	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		87	93%	60%	82%	33% ▲
Stable Living Situation		88	94%	80%	88%	14% ▲
Employed		5	5%	20%	13%	-15% ▼
Improved/Maintained Axis V GAF Score		13	16%	65%	60%	-49% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		84	97%	90%	98%	7%

### 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 36 Active CSP Programs







## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	49	18% ▲
Admits	25	17	47% ▲
Discharges	17	19	-11% ▼

## Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		21	95%	0%	44%	95% ▲

## 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

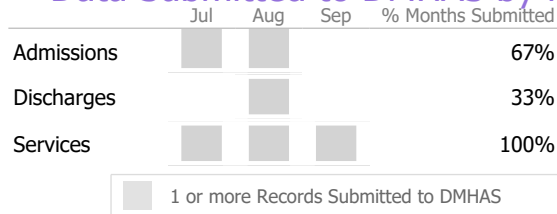
 Actual    | Goal     Goal Met     Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	13	23% ▲
Admits	3	2	50% ▲
Discharges	3	3	0%
Service Hours	67	14	

### Data Submitted to DMHAS by Month



▲ > 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	59	41	44% ▲
Admits	96	65	48% ▲
Discharges	94	65	45% ▲

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		92	94%	75%	75%	19% ▲
✓ Community Location Evaluation		98	100%	80%	94%	20% ▲
✓ Follow-up Service within 48 hours		49	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

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	97	92	5%
Admits	15	7	114% ▲
Discharges	9	12	-25% ▼
Service Hours	858	997	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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	84%	97%
Valid Axis V GAF Score	55%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	89%	50%	46%	39% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		90	92%	60%	62%	32% ▲
Stable Living Situation		96	98%	95%	79%	3%
Employed		12	12%	30%	22%	-18% ▼
Improved/Maintained Axis V GAF Score		12	15%	75%	42%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	90%	90%	74%	0%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	47%	75%	78%	-28% ▼

### 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	117	117	0%
Admits	10	10	0%
Discharges	25	18	39% ▲
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		85	92%	90%	61%	2%

### 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 33 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	8	-25% ▼
Admits	-	3	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	404	321	26% ▲
Bed Days	477	441	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	83%	98%
Valid Axis V GAF Score	33%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	95%	81%	-95% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	92%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

### Recovery

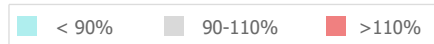
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		0	0%	75%	69%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	97%	10%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				6	352 days	1.0	86%	90%	88%	-4%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS



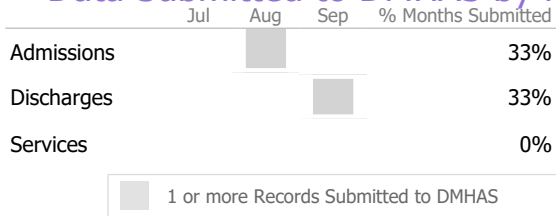
\* State Avg based on 6 Active Transitional Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	3	-33% ▼
Admits	1	-	
Discharges	1	1	0%
Service Hours	-	9	-100% ▼

### Data Submitted to DMHAS by Month



▲ > 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	45	47	-4%
Admits	3	6	-50% ▼
Discharges	5	5	0%
Service Hours	993	1,022	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	64%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	22%
SA Screen Complete	100%	26%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	33%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	65%	52%	15% ▲
● No Re-admit within 30 Days of Discharge		4	80%	85%	96%	-5%
● Follow-up within 30 Days of Discharge		2	50%	90%	46%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	93%	60%	78%	33% ▲
✓ Stable Living Situation		42	93%	60%	88%	33% ▲
✓ Employed		11	24%	15%	13%	9%
● Improved/Maintained Axis V GAF Score		5	14%	85%	47%	-71% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	99%	10%

### 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 23 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	39	8%
Admits	5	3	67% ▲
Discharges	3	5	-40% ▼
Service Hours	924	903	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	64%
On-Time Periodic		
6 Month Updates	97%	84%
Co-occurring		
MH Screen Complete	100%	22%
SA Screen Complete	100%	26%
Diagnosis		
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	50%	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		2	67%	85%	96%	-18% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	46%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	95%	60%	78%	35% ▲
✓ Stable Living Situation		39	93%	60%	88%	33% ▲
✓ Employed		7	17%	15%	13%	2%
● Improved/Maintained Axis V GAF Score		4	12%	85%	47%	-73% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	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	21	21	0%
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	97	52	84% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic		
6 Month Updates	100%	63%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	62%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	81%	60%	63%	21% ▲
✓ Stable Living Situation		20	95%	80%	74%	15% ▲
● Employed		0	0%	20%	12%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		18	86%	90%	76%	-4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 24 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	61	-8%
Admits	7	8	-13% ▼
Discharges	11	8	38% ▲
Service Hours	806	1,008	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	64%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	100%	22%
SA Screen Complete	100%	26%
Diagnosis		
Valid Axis I Diagnosis	91%	98%
Valid Axis V GAF Score	57%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	55%	65%	52%	-10% ▼
No Re-admit within 30 Days of Discharge		10	100%	85%	96%	15% ▲
Follow-up within 30 Days of Discharge		5	83%	90%	46%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		51	91%	60%	88%	31% ▲
Social Support		40	71%	60%	78%	11% ▲
Employed		1	2%	15%	13%	-13% ▼
Improved/Maintained Axis V GAF Score		6	12%	85%	47%	-73% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	100%	90%	99%	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 23 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	120	4%
Admits	148	134	10%
Discharges	148	134	10%

### 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		148	100%	80%	94%	20% ▲
✓ Follow-up Service within 48 hours		4	100%	90%	91%	10%

### 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

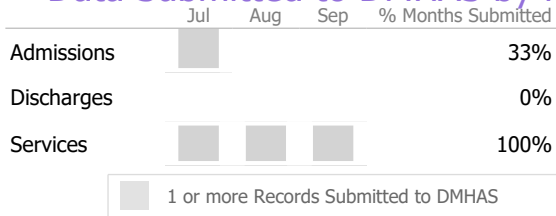
Actual    | Goal    Goal Met    Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	2	30	-93% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 3 Active Re-entry Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	88	2%
Admits	6	9	-33% ▼
Discharges	9	13	-31% ▼
Service Hours	947	854	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	73%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	100%	25%
SA Screen Complete	100%	25%
Diagnosis		
Valid Axis I Diagnosis	97%	98%
Valid Axis V GAF Score	74%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	33%	65%	57%	-32% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		79	88%	60%	82%	28% ▲
Stable Living Situation		84	93%	80%	88%	13% ▲
Employed		7	8%	20%	13%	-12% ▼
Improved/Maintained Axis V GAF Score		18	22%	65%	60%	-43% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		80	99%	90%	98%	9%

### 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 36 Active CSP Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	8	-38% ▼
Admits	4	6	-33% ▼
Discharges	1	2	-50% ▼
Service Hours	45	145	-69% ▼
Bed Days	216	393	-45% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	80 days	0.8	59%	90%	63%	-31% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	25	-24% ▼
Admits	12	19	-37% ▼
Discharges	16	21	-24% ▼
Service Hours	59	50	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

# Waterbury Jail Diversion

Western Connecticut Mental Health Network

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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	47	60	-22% ▼
Admits	32	31	3%
Discharges	24	31	-23% ▼

## Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		18	100%	0%	44%	100% ▲

## 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

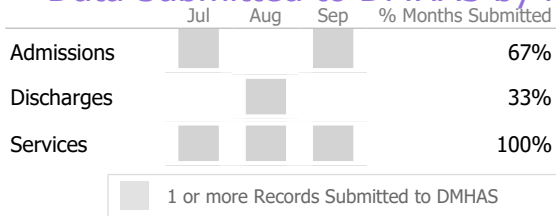
Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	23	-17% ▼
Admits	2	4	-50% ▼
Discharges	2	5	-60% ▼
Service Hours	97	79	23% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Other Programs

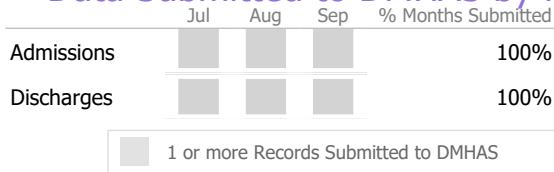
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	64	44% ▲
Admits	149	106	41% ▲
Discharges	150	106	42% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		127	85%	75%	75%	10%
✓ Community Location Evaluation		149	100%	80%	94%	20% ▲
✓ Follow-up Service within 48 hours		27	100%	90%	91%	10%

### 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	184	198	-7%
Admits	7	3	133% ▲
Discharges	7	11	-36% ▼
Service Hours	1,222	1,336	-8%

### 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	92%	97%
Valid Axis V GAF Score	90%	90%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	57%	50%	46%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		166	90%	60%	62%	30% ▲
✓ Stable Living Situation		180	98%	95%	79%	3%
● Employed		17	9%	30%	22%	-21% ▼
● Improved/Maintained Axis V GAF Score		32	19%	75%	42%	-56% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		177	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		7	100%	75%	78%	25% ▲

▲ > 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	99	108	-8%
Admits	2	15	-87% ▼
Discharges	5	6	-17% ▼
Service Hours	1,246	1,350	-8%

### 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	86%	97%
Valid Axis V GAF Score	82%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	46%	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		85	86%	60%	62%	26% ▲
Stable Living Situation		95	96%	95%	79%	1%
Employed		11	11%	30%	22%	-19% ▼
Improved/Maintained Axis V GAF Score		15	16%	75%	42%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		94	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	20	15	33% ▲
Admits	8	8	0%
Discharges	10	10	0%
Service Hours	231	201	15% ▲
Bed Days	1,129	663	70% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	81%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		11	123 days	0.6	112%	90%	91%	22% ▲

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 10 Active Respite Bed Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	46	-4%
Admits	8	3	167% ▲
Discharges	3	9	-67% ▼
Service Hours	2,154	2,510	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	64%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	100%	22%
SA Screen Complete	100%	26%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	93%	89%

### 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		3	100%	85%	96%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		40	91%	60%	78%	31% ▲
Stable Living Situation		39	89%	60%	88%	29% ▲
Employed		3	7%	15%	13%	-8%
Improved/Maintained Axis V GAF Score		19	54%	85%	47%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	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

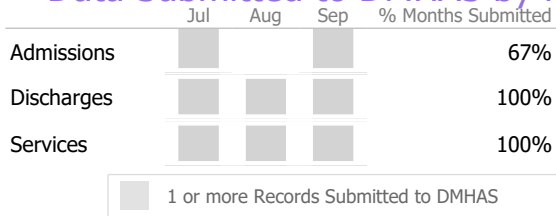
Actual | Goal Goal Met Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	5	5	0%
Discharges	5	2	150% ▲
Service Hours	9	14	-33% ▼

### Data Submitted to DMHAS by Month



▲ > 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	7	6	17% ▲
Admits	2	1	100% ▲
Discharges	4	1	300% ▲
Service Hours	481	650	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	83%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	83%	40% ▲
● Stable Living Situation		5	71%	85%	98%	-14% ▼
● Employed		0	0%	25%	11%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	96%	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 25 Active Residential Support Programs