

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,958	3,185	-7%
	Admits	2,464	2,853	-14% ▼
	Discharges	2,557	2,867	-11% ▼
	Service Hours	43,734	44,119	-1%
	Bed Days	22,528	22,447	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>	Crisis Services	1,204	34.8%
	Outpatient	1,143	33.1%
	Other	339	9.8%
	Intake	198	5.7%
	Community Support	175	5.1%
	Inpatient Services	108	3.1%
	ACT	62	1.8%
<b>Forensic MH</b>	Forensics Community-based	229	6.6%

### Client Demographics

Age	#	%	State Avg
18-25	337	11%	11%
26-34	480	16%	23%
35-44	544	18%	22%
45-54	571	19%	20%
55-64	641	22%	18%
65+	378	13%	6%

Gender	#	%	State Avg
Male	1,716	58%	60%
Female	1,241	42%	40%
Transgender	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,768	60%	69%
Unknown	561	19%	11%
Hispanic-Other	304	10%	8%
Hisp-Puerto Rican	292	10%	11%
Hispanic-Mexican	22	1%	1%
Hispanic-Cuban	11	0%	0%

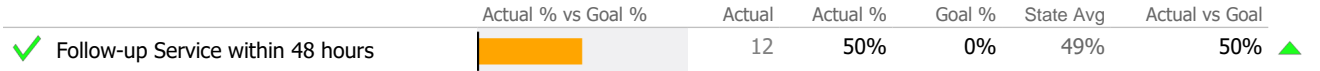
Race	#	%	State Avg
White/Caucasian	917	37%	62% ▼
Black/African American	858	35%	17% ▲
Other	615	25%	13% ▲
Unknown	32	1%	6%
Asian	27	1%	1%
Multiple Races	14	1%	1%
Hawaiian/Other Pacific Islander	5	0%	0%
Am. Indian/Native Alaskan	4	0%	1%

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

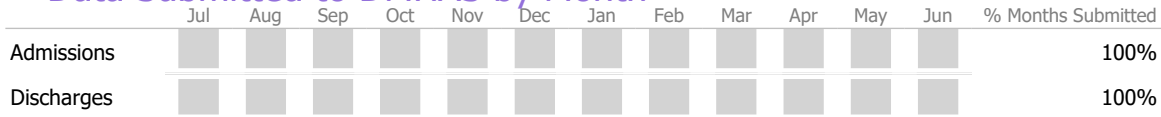
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	168	241	-30% ▼
Admits	159	249	-36% ▼
Discharges	154	242	-36% ▼

### Jail Diversion



### Data Submitted to DMHAS by Month



█ 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

# 97 Middle/Shltr Plus

Southwest Connecticut Mental Health System

Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services

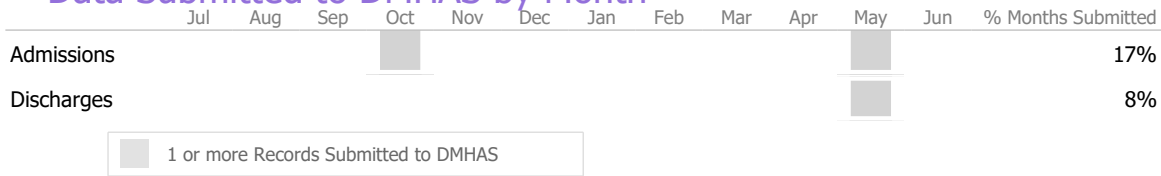
Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	279	284	-2%
Admits	2	44	-95% ▼
Discharges	1	7	-86% ▼

## Data Submitted to DMHAS by Month



▲ > 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	62	67	-7%
Admits	9	16	-44% ▼
Discharges	14	13	8%
Service Hours	3,399	3,224	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	67%
On-Time Periodic		
6 Month Updates	98%	91%
Co-occurring		
MH Screen Complete	91%	39%
SA Screen Complete	100%	40%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	64%	65%	53%	-1%
No Re-admit within 30 Days of Discharge		13	93%	85%	91%	8%
Follow-up within 30 Days of Discharge		4	44%	90%	54%	-46% ▼

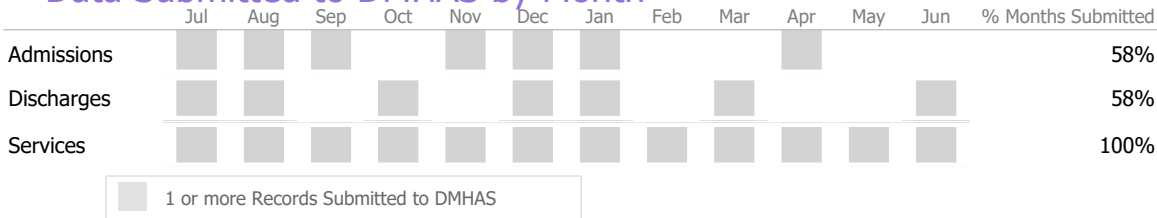
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		58	92%	60%	90%	32% ▲
Social Support		44	70%	60%	79%	10%
Employed		0	0%	15%	13%	-15% ▼
Improved/Maintained Axis V GAF Score		37	61%	85%	58%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 84%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 56%
Co-occurring	Actual	State Avg
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%	39%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	55%	-75% ▼
Social Support		N/A	N/A	60%	64%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

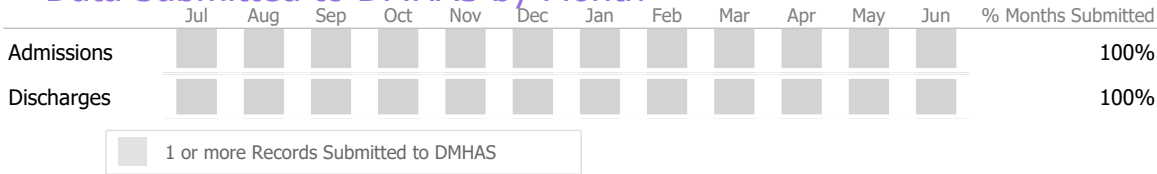
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	779	817	-5%
Admits	1,137	1,196	-5%
Discharges	1,138	1,196	-5%

### 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		95	100%	80%	93%	20% ▲
✓ Follow-up Service within 48 hours		1	100%	90%	89%	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	32	42	-24% ▼
Admits	10	21	-52% ▼
Discharges	10	18	-44% ▼
Transfers - In	1	2	-50% ▼
Transfers - Out	2	3	-33% ▼
Bed Days	7,651	7,621	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	89%
On-Time Periodic		
6 Month Updates	56%	14%
Co-occurring		
MH Screen Complete	78%	87%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	91%	22%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	75%	95%	73%	-20% ▼
No Re-admit within 30 Days of Discharge		10	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		9	100%	90%	62%	10%

### Recovery

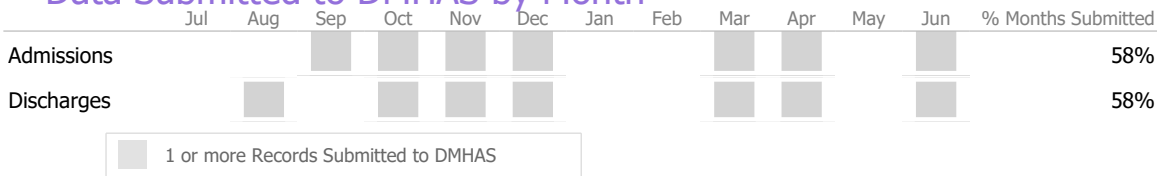
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		20	67%	95%	16%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	647 days	0.2	100%	90%	90%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 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	42	44	-5%
Admits	22	23	-4%
Discharges	21	23	-9%
Transfers - In	1	1	0%
Transfers - Out	1	2	-50% ▼
Bed Days	7,632	7,601	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	89%
On-Time Periodic		
6 Month Updates	92%	14%
Co-occurring		
MH Screen Complete	88%	87%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	95%	22%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	91%	95%	73%	-4%
No Re-admit within 30 Days of Discharge		17	81%	85%	90%	-4%
Follow-up within 30 Days of Discharge		17	85%	90%	62%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		31	91%	95%	16%	-4%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	546 days	0.2	99%	90%	90%	9%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 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	10	-40% ▼
Admits	-	2	-100% ▼
Discharges	1	4	-75% ▼
Service Hours	4	2	67% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

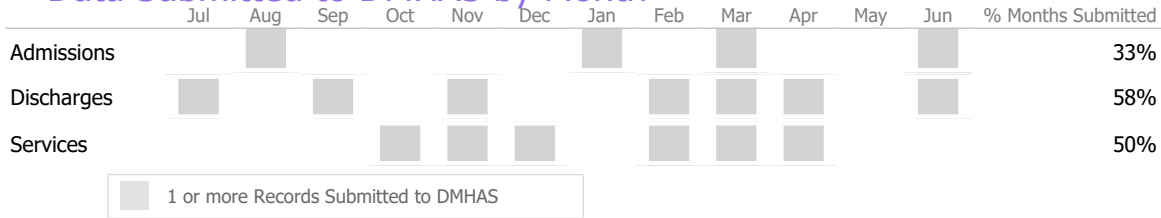
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	26	-35% ▼
Admits	6	14	-57% ▼
Discharges	11	15	-27% ▼
Service Hours	17	17	1%

### 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	117	133	-12% ▼
Admits	8	6	33% ▲
Discharges	12	24	-50% ▼
Service Hours	2,020	2,228	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
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	98%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	17%	50%	39%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		114	97%	95%	81%	2%
Social Support		58	50%	60%	64%	-10%
Improved/Maintained Axis V GAF Score		72	64%	75%	55%	-11% ▼
Employed		5	4%	30%	25%	-26% ▼

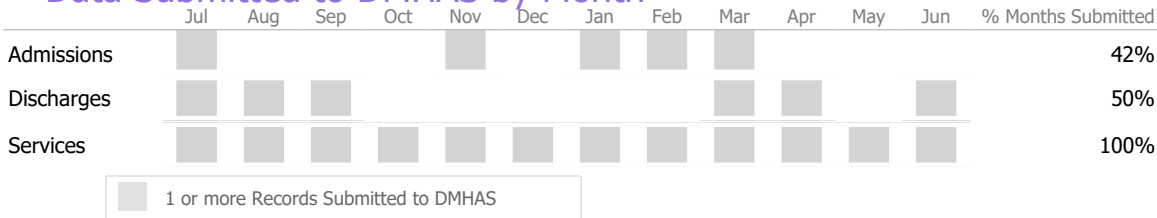
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		105	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	88%	75%	74%	13% ▲

### Data Submitted to DMHAS by Month



▲ > 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	86	103	-17% ▼
Admits	17	24	-29% ▼
Discharges	17	35	-51% ▼
Service Hours	11,438	11,220	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	92%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	41%	50%	39%	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		79	92%	60%	64%	32% ▲
Improved/Maintained Axis V GAF Score		65	83%	75%	55%	8%
Stable Living Situation		80	93%	95%	81%	-2%
Employed		15	17%	30%	25%	-13% ▼

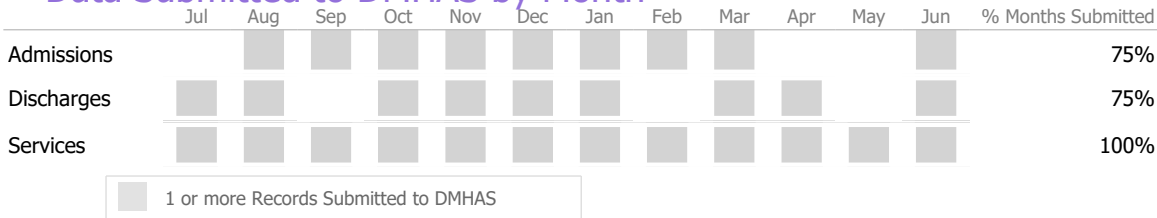
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		69	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		17	100%	75%	74%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

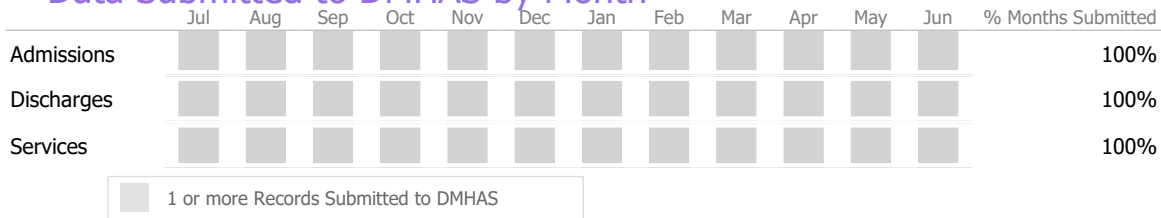
Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	148	158	-6%
Admits	129	138	-7%
Discharges	110	141	-22% ▼
Service Hours	924	1,008	-8%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

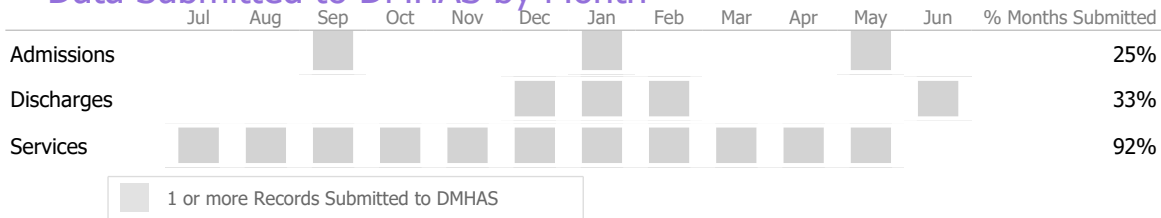
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 17 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	4	8	-50% ▼
Discharges	4	3	33% ▲
Service Hours	49	30	65% ▲

### 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	427	443	-4%
Admits	50	70	-29% ▼
Discharges	62	65	-5%
Service Hours	7,886	7,207	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	88%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	42%	50%	39%	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		294	69%	60%	64%	9%
Stable Living Situation		418	98%	95%	81%	3%
Employed		91	21%	30%	25%	-9%
Improved/Maintained Axis V GAF Score		266	65%	75%	55%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		364	99%	90%	85%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		44	88%	75%	74%	13% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	83%
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	38	39	-3%
Admits	17	19	-11% ▼
Discharges	19	20	-5%
Transfers - In	1	2	-50% ▼
Bed Days	7,245	7,225	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	70%	14%
Co-occurring	Actual	State Avg
MH Screen Complete	92%	87%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	22%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	79%	95%	73%	-16% ▼
No Re-admit within 30 Days of Discharge		18	95%	85%	90%	10%
Follow-up within 30 Days of Discharge		13	87%	90%	62%	-3%

### Recovery

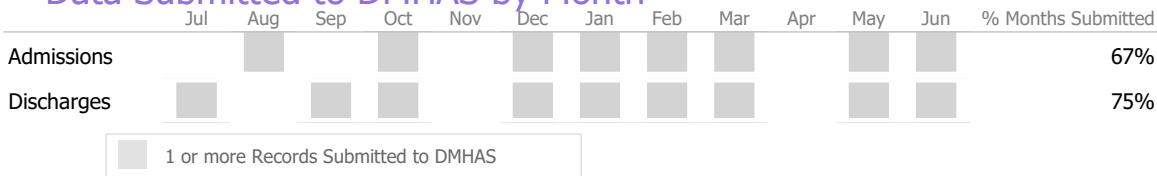
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		25	86%	95%	16%	-9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	456 days	0.2	99%	90%	90%	9%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submitted to DMHAS by Month



▲ > 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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

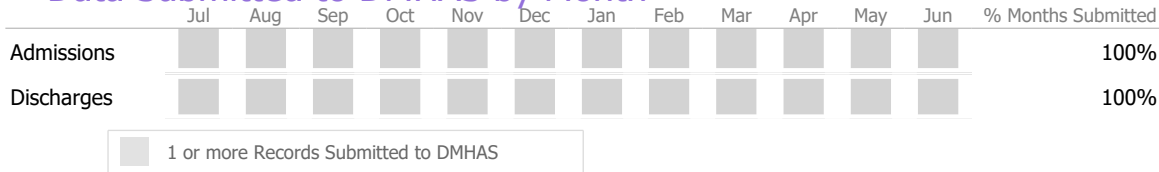
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	455	312	46% ▲
Admits	635	405	57% ▲
Discharges	636	404	57% ▲

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		398	63%	75%	75%	-12% ▼
✓ Community Location Evaluation		620	98%	80%	93%	18% ▲
✓ Follow-up Service within 48 hours		146	99%	90%	89%	9%

## 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	58	65	-11% ▼
Admits	4	10	-60% ▼
Discharges	14	11	27% ▲
Service Hours	3,211	2,205	46% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	71%
On-Time Periodic		
6 Month Updates	98%	84%
Co-occurring		
MH Screen Complete	100%	40%
SA Screen Complete	100%	36%
Diagnosis		
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		12	86%	65%	62%	21% ▲

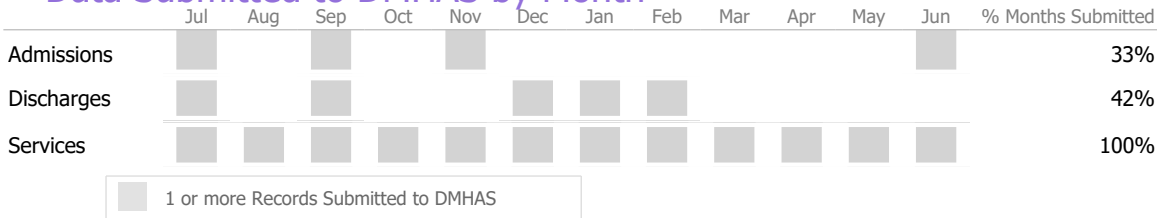
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		56	97%	60%	81%	37% ▲
Stable Living Situation		58	100%	80%	87%	20% ▲
Improved/Maintained Axis V GAF Score		44	77%	65%	66%	12% ▲
Employed		4	7%	20%	13%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 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	117	139	-16% ▼
Admits	9	21	-57% ▼
Discharges	24	31	-23% ▼
Service Hours	3,886	4,294	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	94%	40%
SA Screen Complete	100%	36%
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		13	54%	65%	62%	-11% ▼

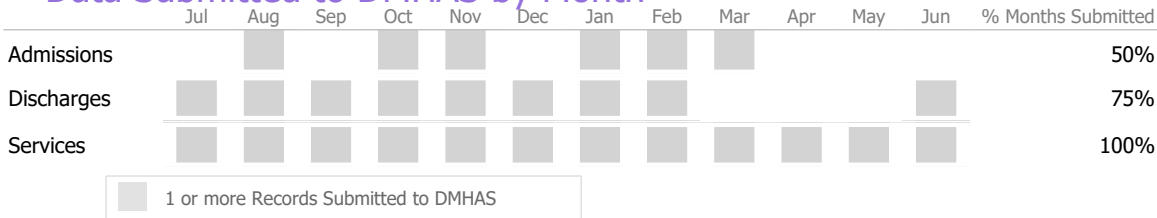
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	76%	60%	81%	16% ▲
Stable Living Situation		110	94%	80%	87%	14% ▲
Improved/Maintained Axis V GAF Score		68	61%	65%	66%	-4%
Employed		5	4%	20%	13%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		93	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 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	343	300	14% ▲
Admits	119	162	-27% ▼
Discharges	52	75	-31% ▼
Service Hours	6,305	7,144	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
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%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		42	81%	50%	39%	31% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		232	67%	60%	64%	7%
Stable Living Situation		328	95%	95%	81%	0%
Employed		79	23%	30%	25%	-7%
Improved/Maintained Axis V GAF Score		223	87%	75%	55%	12% ▲

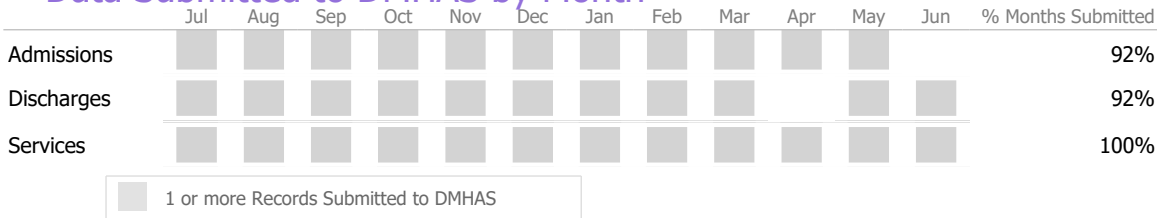
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		292	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		113	95%	75%	74%	20% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

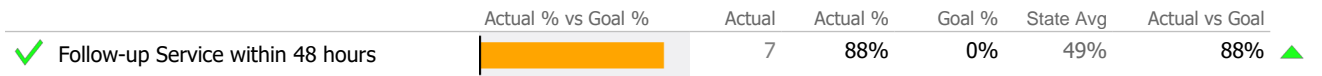
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

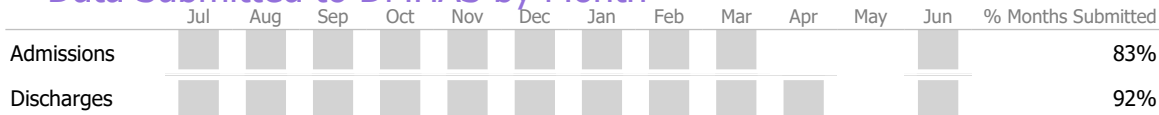
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	101	-38% ▼
Admits	36	81	-56% ▼
Discharges	59	78	-24% ▼

### Jail Diversion



### Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

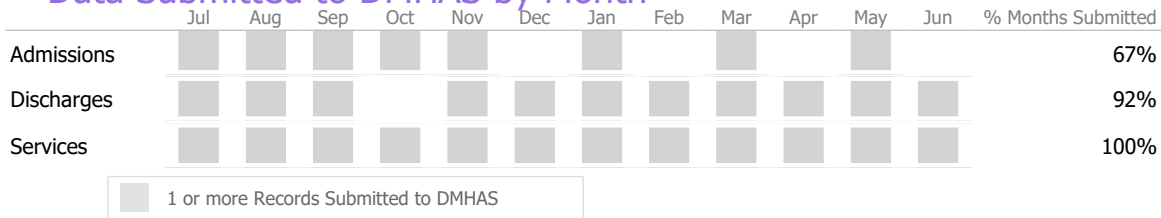
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	21	43% ▲
Admits	19	16	19% ▲
Discharges	25	9	178% ▲
Service Hours	450	402	12% ▲

### Data Submitted to DMHAS by Month



▲ > 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

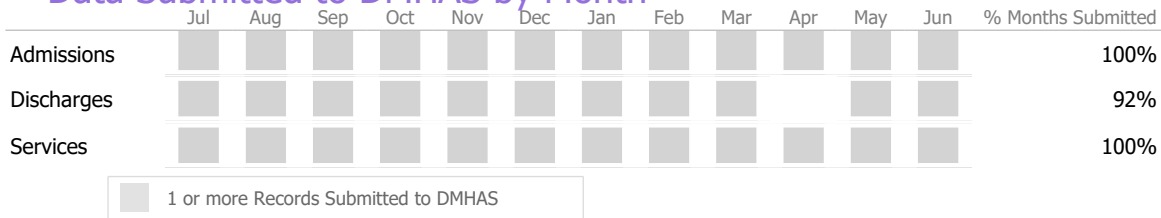
Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	56	-9%
Admits	49	56	-13% ▼
Discharges	48	53	-9%
Service Hours	233	218	7%

## Data Submitted to DMHAS by Month



▲ > 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	39	41	-5%
Admits	8	11	-27% ▼
Discharges	13	10	30% ▲
Service Hours	1,872	2,362	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	93%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	46%	50%	39%	-4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		38	97%	60%	64%	37% ▲
Stable Living Situation		38	97%	95%	81%	2%
Employed		12	31%	30%	25%	1%
Improved/Maintained Axis V GAF Score		20	56%	75%	55%	-19% ▼

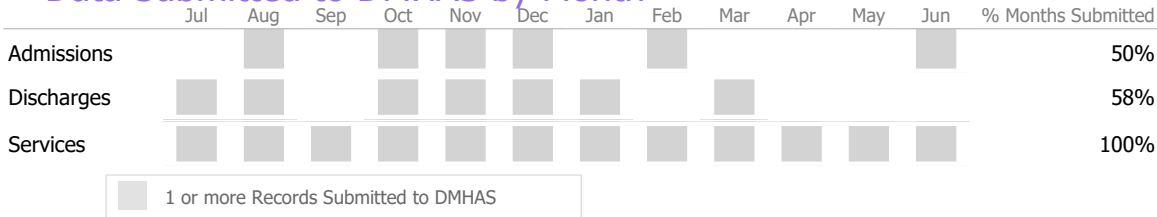
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	100%	75%	74%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 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	129	141	-9%
Admits	3	14	-79% ▼
Discharges	17	15	13% ▲
Service Hours	1,318	1,217	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	84%
On-Time Periodic		
6 Month Updates	100%	56%
Co-occurring		
MH Screen Complete	75%	61%
SA Screen Complete	100%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	65%	50%	39%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		93	72%	60%	64%	12% ▲
Stable Living Situation		129	100%	95%	81%	5%
Improved/Maintained Axis V GAF Score		102	79%	75%	55%	4%
Employed		28	22%	30%	25%	-8%

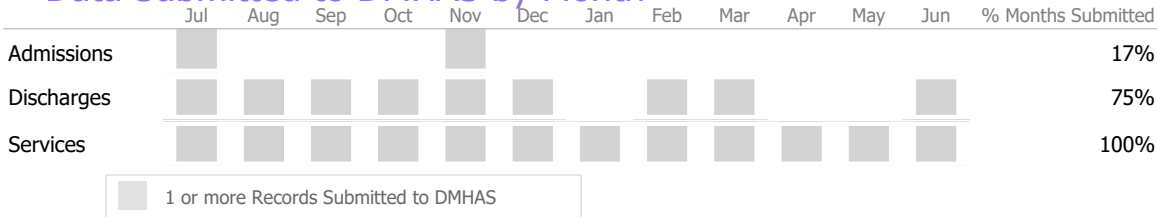
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		112	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	100%	75%	74%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 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	95	108	-12% ▼
Admits	12	18	-33% ▼
Discharges	95	25	280% ▲
Service Hours	721	1,070	-33% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	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%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		89	94%	50%	39%	44% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	94%	60%	64%	34% ▲
Improved/Maintained Axis V GAF Score		83	87%	75%	55%	12% ▲
Employed		38	40%	30%	25%	10% ▲
Stable Living Situation		94	99%	95%	81%	4%

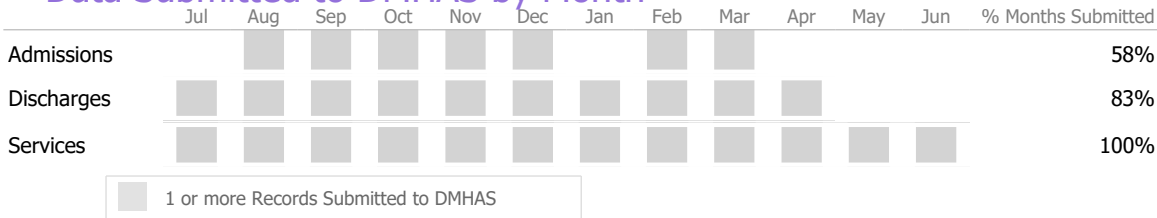
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	67%	75%	74%	-8%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs