

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	287	478	-40% ▼
	Admits	191	418	-54% ▼
	Discharges	187	425	-56% ▼
	Service Hours	400	733	-45% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	194	67.1%
	Case Management	94	32.5%
	IOP	1	0.3%

### Consumer Satisfaction Survey

(Based on 516 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		89%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		86%	80%	92%
✓ Access		83%	80%	88%
✓ Overall		83%	80%	91%
● Outcome		70%	80%	83%
● Recovery		60%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	38	14%	11%
26-34	57	21%	23%
35-44	51	19%	22%
45-54	53	20%	20%
55-64	47	18%	18%
65+	20	8%	6%

Gender	#	%	State Avg
Female	146	51%	▲ 40%
Male	140	49%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	202	70%	69%
Hispanic-Other	45	16%	8%
Hisp-Puerto Rican	33	11%	11%
Unknown	7	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	176	61%	62%
Black/African American	53	18%	17%
Other	50	17%	13%
Am. Indian/Native Alaskan	5	2%	1%
Multiple Races	2	1%	1%
Unknown	1	0%	6%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

**Crisis 522-200**

Waterbury Hospital Health Center

Mental Health - Crisis Services - Mobile Crisis Team

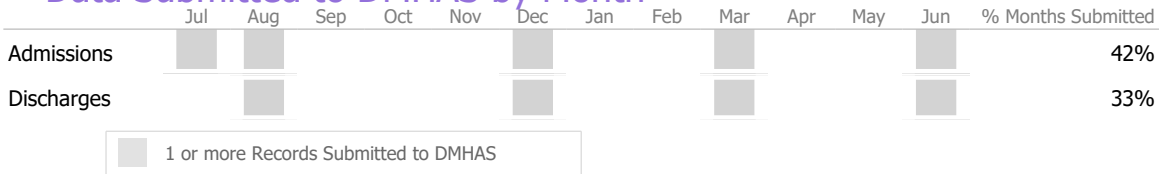
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	194	285	-32% ▼
Admits	126	224	-44% ▼
Discharges	124	226	-45% ▼

**Crisis**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		38	60%	75%	75%	-15% ▼
● Community Location Evaluation		0	0%	80%	93%	-80% ▼
● Follow-up Service within 48 hours		1	3%	90%	89%	-87% ▼

**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	1	8	-88% ▼
Admits	-	9	-100% ▼
Discharges	-	9	-100% ▼
Service Hours	-	43	-100% ▼
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	28%	-30% ▼
Social Support		0	0%	60%	66%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	92%	-75% ▼
Stable Living Situation		0	0%	95%	88%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	36%	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%
Services													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 3 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	74	▼
Admits	-	97	-100% ▼
Discharges	-	97	-100% ▼
Service Hours	-	195	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	84%
<hr/>		
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	56%
<hr/>		
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

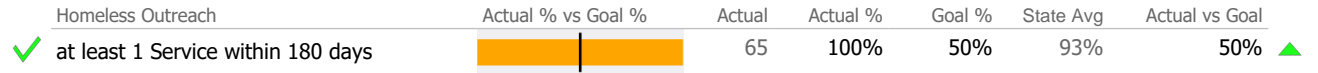
Actual Goal Goal Met Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

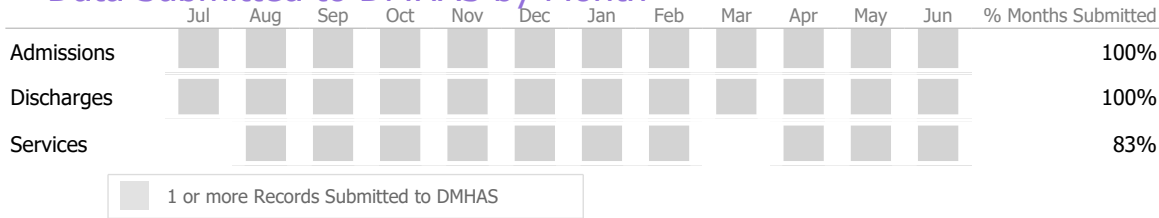
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	106	-11% ▼
Admits	65	74	-12% ▼
Discharges	63	79	-20% ▼
Service Hours	400	490	-18% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	13	▼
Admits	-	14	-100% ▼
Discharges	-	14	-100% ▼
Service Hours	-	6	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 84%
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%	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	0		
Admits	-	-	
Discharges	-	-	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	67%	-90%

### 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 10 Active Respite Bed Programs