Western Connecticut Mental Health Network
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020   (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,866	2,036	-8%	
	Admits	1,990	2,251	-12%	▼
	Discharges	2,054	2,263	-9%	
	Service Hours	49,838	61,644	-19%	▼
	Bed Days	6,147	5,993	3%	

▲ > 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		#	%
Mental Health			
	Crisis Services	829	31.9%
	Outpatient	645	24.8%
	ACT	251	9.7%
	Community Support	213	8.2%
	Intake	163	6.3%
	Social Rehabilitation	134	5.2%
	Other	107	4.1%
	Case Management	21	0.8%
	Residential Services	19	0.7%
Forensic MH			
	Forensics Community-based	204	7.9%
	Crisis Services	11	0.4%

Client Demographics

Age	#	%	State Avg
18-25	353	19%	11%
26-34	378	20%	23%
35-44	279	15%	22%
45-54	285	15%	20%
55-64	391	21%	18%
65+	170	9%	6%

Gender	#	%	State Avg
Male	1,123	60%	60%
Female	735	39%	40%
Transgender	8	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,419	76%	69%
Hispanic-Other	201	11%	8%
Unknown	127	7%	11%
Hisp-Puerto Rican	114	6%	11%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
White/Caucasian	1,189	65%	62%
Black/African American	303	17%	17%
Other	212	12%	13%
Unknown	61	3%	6%
Multiple Races	32	2%	1%
Asian	26	1%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander			0%

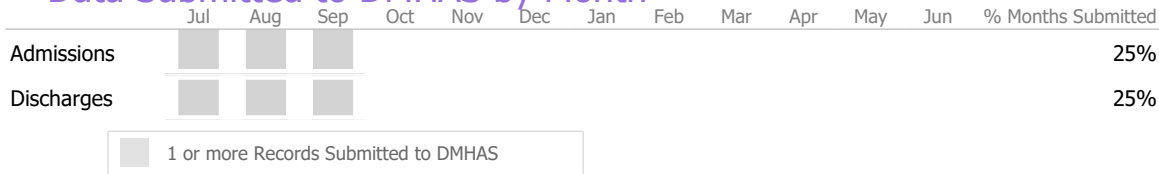Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Danbury CIT
Western Connecticut Mental Health Network
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	2	16	-88%	▼
Admits	3	16	-81%	▼
Discharges	3	16	-81%	▼

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%	93%	20%	▲
🔴	Follow-up Service within 48 hours		0	NA	90%	89%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪										25%
Discharges	▪	▪	▪										25%

▪ 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

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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	40	0%
Admits	39	40	-3%
Discharges	38	40	-5%
Service Hours	114	111	3%

Data Submitted to DMHAS by Month
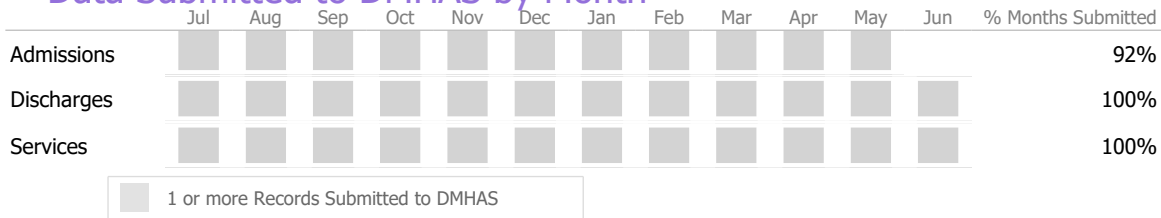
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		92%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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

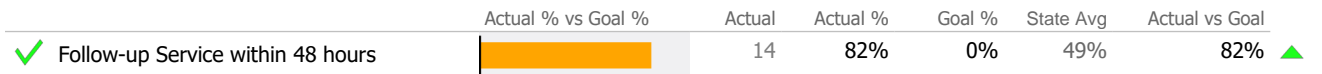Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	25	16%	▲
Admits	21	18	17%	▲
Discharges	20	16	25%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▬	14	82%	0%	49%	82%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪				75%
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

Danbury Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
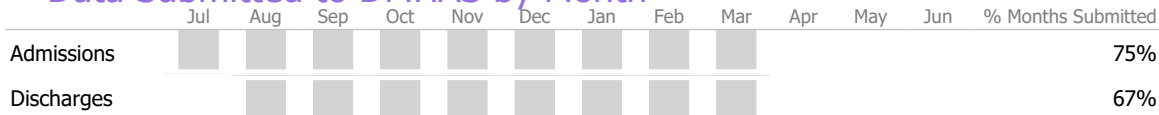Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	20	10%	
Admits	10	11	-9%	
Discharges	12	8	50%	▲
Service Hours	386	57		

Data Submitted to DMHAS by Month
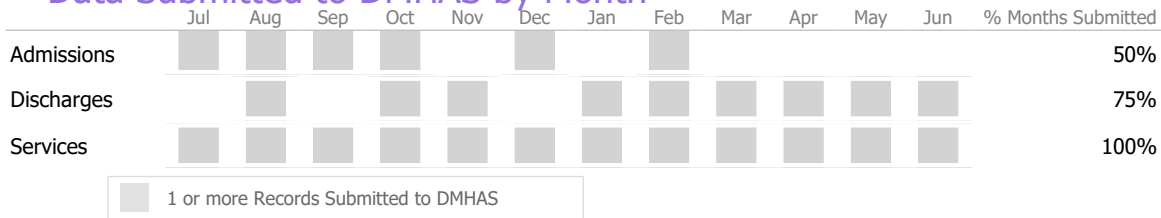
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▨	▨	▨	▨		▨		▨					50%
Discharges		▨		▨	▨		▨	▨	▨	▨	▨	▨	75%
Services	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	100%

▨ 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

Danbury Outpatient
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

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	218	211	3%
Admits	31	40	-23% ▼
Discharges	27	25	8%
Service Hours	5,446	5,394	1%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	84%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	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		76%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		8	30%	50%	39%	-20% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Social Support		185	84%	60%	64%	24% ▲
✔	Stable Living Situation		213	97%	95%	81%	2%
🔴	Employed		22	10%	30%	25%	-20% ▼
🔴	Improved/Maintained Axis V GAF Score		39	19%	75%	55%	-56% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		192	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		31	100%	75%	74%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■		92%
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

Danbury YAS
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	38	36	6%	
Admits	15	5	200%	▲
Discharges	11	14	-21%	▼
Service Hours	2,021	1,835	10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		8	73%	65%	53%	8%	
●	No Re-admit within 30 Days of Discharge		8	73%	85%	91%	-12%	▼
●	Follow-up within 30 Days of Discharge		4	50%	90%	54%	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	67%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	91%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	94%	39%
✓	SA Screen Complete	100%	40%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
	Valid Axis V GAF Score	47%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		36	95%	60%	90%	35%	▲
✓	Social Support		34	89%	60%	79%	29%	▲
✓	Employed		8	21%	15%	13%	6%	
●	Improved/Maintained Axis V GAF Score		7	23%	85%	58%	-62%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		27	100%	90%	99%	10%

Data Submitted to DMHAS by Month
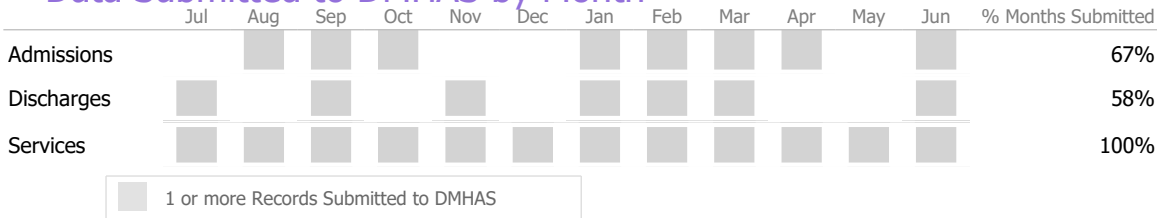
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢			▢	▢		▢		▢	67%
Discharges	▢		▢		▢		▢	▢	▢			▢	58%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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

Danbury YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	12	5	140%	▲
Admits	13	6	117%	▲
Discharges	13	6	117%	▲
Service Hours	3	3	-21%	▼

Data Submitted to DMHAS by Month
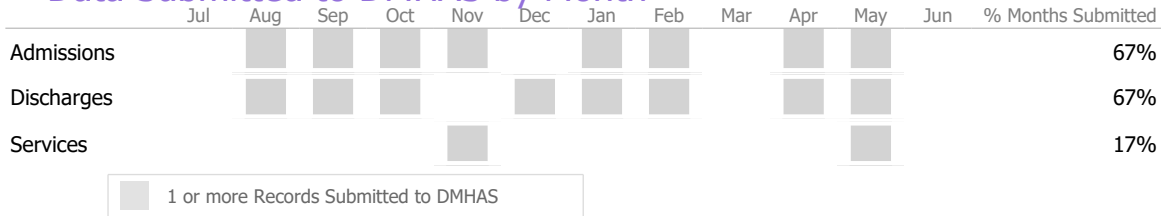
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢	▢		▢	▢		▢	▢		67%
Discharges		▢	▢	▢		▢	▢	▢		▢	▢		67%
Services					▢						▢		17%

▢ 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

Torrington Access Center
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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	72	-18%	▼
Admits	57	75	-24%	▼
Discharges	58	71	-18%	▼
Service Hours	108	139	-22%	▼

Data Submitted to DMHAS by Month
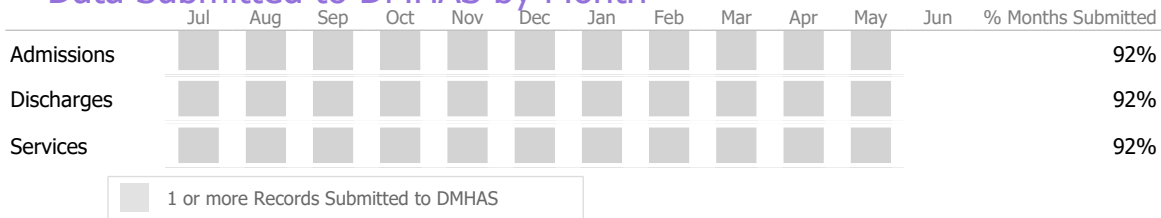
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		92%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		92%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐		92%

☐ 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

Torrington CSP
Western Connecticut Mental Health Network
Mental Health - Community Support - CSP

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	107	102	5%	
Admits	19	23	-17%	▼
Discharges	20	15	33%	▲
Service Hours	3,655	4,465	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	71%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	84%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	40%
✓ SA Screen Complete		100%	36%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		91%	98%
Valid Axis V GAF Score		72%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		14	70%	65%	62%	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		94	88%	60%	81%	28%	▲
✓ Stable Living Situation		100	93%	80%	87%	13%	▲
● Employed		7	7%	20%	13%	-13%	▼
● Improved/Maintained Axis V GAF Score		29	30%	65%	66%	-35%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		87	100%	90%	99%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	83%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
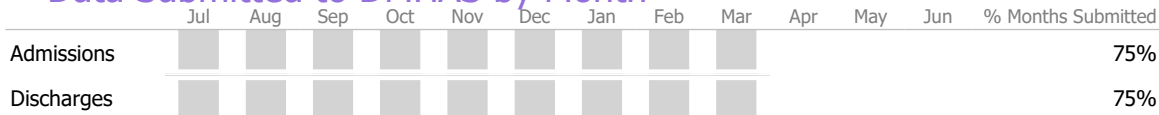
* State Avg based on 36 Active CSP Programs

Torrington 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	94	-17%	▼
Admits	46	64	-28%	▼
Discharges	52	63	-17%	▼

Jail Diversion
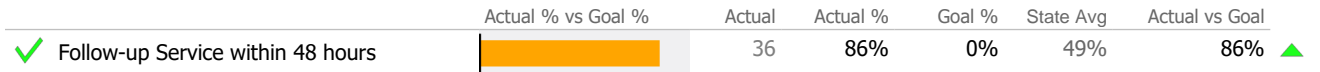
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours	▌███████	36	86%	0%	49%	86% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢				75%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢				75%

▢ 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

Torrington Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	22	21	5%	
Admits	10	10	0%	
Discharges	13	8	63%	▲
Service Hours	127	106	19%	▲

Data Submitted to DMHAS by Month
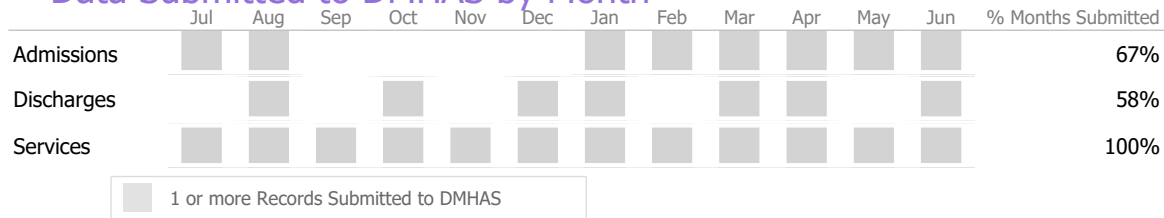
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪					▪	▪	▪	▪	▪	▪	67%
Discharges		▪		▪		▪	▪		▪	▪		▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 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

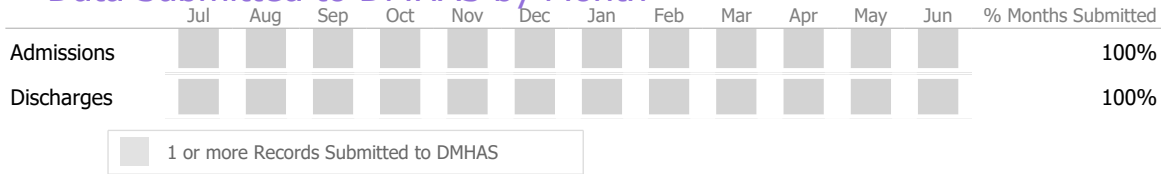**TORRINGTON MOBILE CRISIS**
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

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	177	160	11%	▲
Admits	359	375	-4%	
Discharges	359	375	-4%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		318	88%	75%	75%	13%	▲
✓	Community Location Evaluation		360	100%	80%	93%	20%	▲
✓	Follow-up Service within 48 hours		200	100%	90%	89%	10%	

Data Submitted to DMHAS by Month

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

Torrington Outpatient
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

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	129	118	9%	
Admits	49	35	40%	▲
Discharges	38	37	3%	
Service Hours	3,152	3,921	-20%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	84%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		95%	56%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	61%
✓ SA Screen Complete		100%	61%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		85%	97%
Valid Axis V GAF Score		54%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		18	47%	50%	39%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		119	90%	60%	64%	30%	▲
✓ Stable Living Situation		126	95%	95%	81%	0%	
● Employed		21	16%	30%	25%	-14%	▼
● Improved/Maintained Axis V GAF Score		22	19%	75%	55%	-56%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	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		31	65%	75%	74%	-10%

Data Submitted to DMHAS by Month
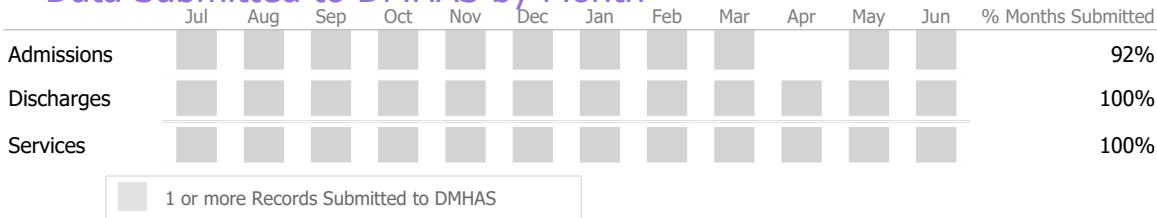
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪			▪	▪	92%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

Torrington Recovery and Wellness
Western Connecticut Mental Health Network
Mental Health - Social Rehabilitation - Social Rehabilitation

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	134	163	-18%	▼
Admits	33	66	-50%	▼
Discharges	68	66	3%	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		71	99%	90%	75%	9%

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
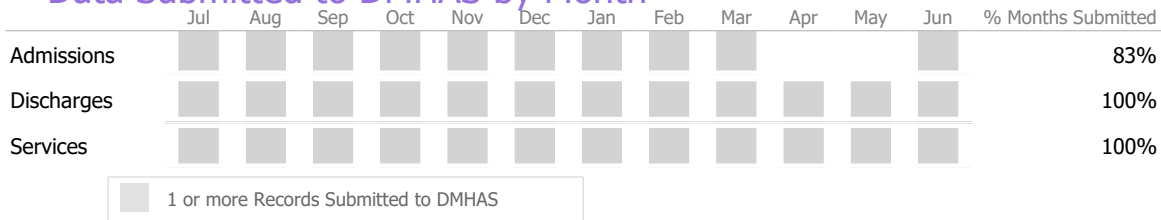
▲ > 10% Over	▼ < 10% Under

▪ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Torrington Transitional Living Residence
Western Connecticut Mental Health Network
Mental Health - Residential Services - Transitional

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	9	11	-18%	▼
Admits	3	6	-50%	▼
Discharges	3	5	-40%	▼
Service Hours	1,889	1,455	30%	▲
Bed Days	1,970	1,813	9%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	83%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	95%
✔ SA Screen Complete		100%	95%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		89%	98%
Valid Axis V GAF Score		22%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	95%	78%	-95%	▼
✔	No Re-admit within 30 Days of Discharge		2	100%	85%	96%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		1	14%	75%	76%	-61%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		6	100%	90%	96%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		6	479 days	0.2	90%	90%	80%	0%

	< 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					▢		▢		▢				25%
Discharges	▢				▢		▢						25%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
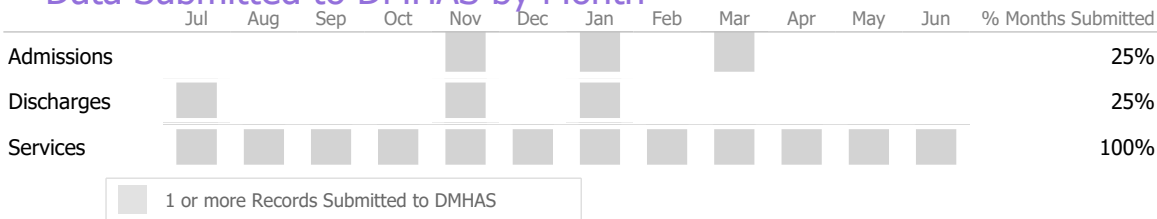
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 6 Active Transitional Programs

Torrington YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	2	4	-50%	▼
Admits	1	2	-50%	▼
Discharges	1	4	-75%	▼
Service Hours	10	47	-79%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢											8%
Discharges			▢										8%
Services					▢	▢	▢	▢	▢	▢	▢	▢	67%

▢ 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

Torrington YAS Team 1
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	56	57	-2%
Admits	16	17	-6%
Discharges	18	17	6%
Service Hours	3,077	3,924	-22% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	67%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	91%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	39%
✓	SA Screen Complete	100%	40%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	95%	99%
	Valid Axis V GAF Score	27%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		11	61%	65%	53%	-4%
🔴	No Re-admit within 30 Days of Discharge		14	78%	85%	91%	-7%
🔴	Follow-up within 30 Days of Discharge		5	45%	90%	54%	-45% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		55	96%	60%	79%	36% ▲
✓	Stable Living Situation		54	95%	60%	90%	35% ▲
✓	Employed		18	32%	15%	13%	17% ▲
🔴	Improved/Maintained Axis V GAF Score		5	10%	85%	58%	-75% ▼

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
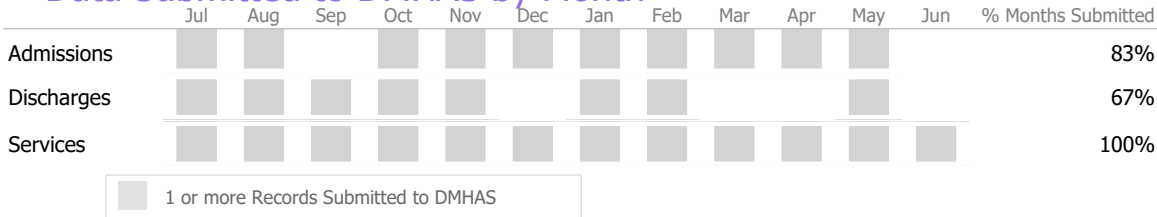
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													67%
Services													100%

☐ 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

Torrington YAS Team 2
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	52	53	-2%	
Admits	16	18	-11%	▼
Discharges	16	17	-6%	
Service Hours	2,733	3,734	-27%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	67%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	91%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	39%
✓	SA Screen Complete	100%	40%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	90%	99%
	Valid Axis V GAF Score	38%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	50%	65%	53%	-15%	▼
🔴	No Re-admit within 30 Days of Discharge		10	67%	85%	91%	-18%	▼
🔴	Follow-up within 30 Days of Discharge		6	75%	90%	54%	-15%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		48	92%	60%	79%	32%	▲
✓	Stable Living Situation		47	90%	60%	90%	30%	▲
✓	Employed		9	17%	15%	13%	2%	
🔴	Improved/Maintained Axis V GAF Score		5	11%	85%	58%	-74%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		36	100%	90%	99%	10%

Data Submitted to DMHAS by Month
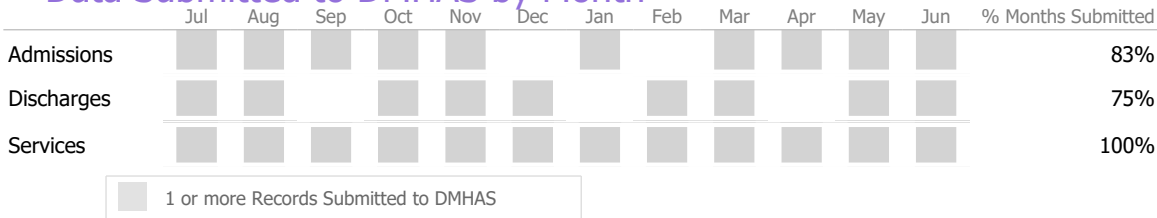
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪				▪	▪		▪	83%
Discharges		▪	▪	▪	▪			▪	▪			▪	75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual (orange) | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Waterbury ABI
Western Connecticut Mental Health Network
Mental Health - Case Management - Standard Case Management

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	21	25	-16%	▼
Admits	-	4	-100%	▼
Discharges	1	4	-75%	▼
Service Hours	367	264	39%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	94%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	58%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	50%	60%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		17	81%	60%	72%	21%	▲
✓	Stable Living Situation		20	95%	80%	78%	15%	▲
⬤	Employed		0	0%	20%	13%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		20	100%	90%	83%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges					▢								8%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
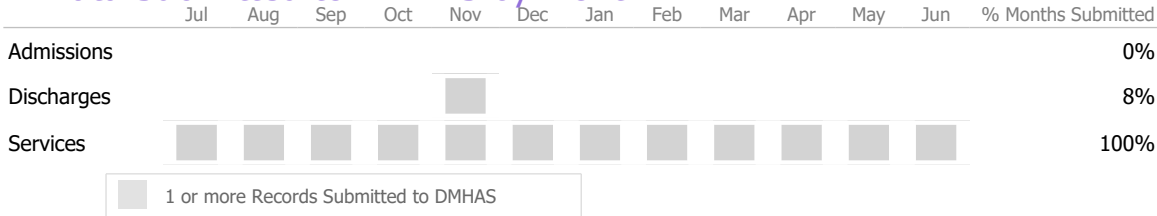
▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | ⬤ Below Goal |

* State Avg based on 24 Active Standard Case Management Programs

Waterbury ACT
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	64	70	-9%	
Admits	21	21	0%	
Discharges	28	25	12%	▲
Service Hours	2,393	3,759	-36%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		96%	67%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	91%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	39%
✓ SA Screen Complete		100%	40%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		89%	99%
Valid Axis V GAF Score		56%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		20	71%	65%	53%	6%	
✓	No Re-admit within 30 Days of Discharge		23	92%	85%	91%	7%	
🔴	Follow-up within 30 Days of Discharge		13	65%	90%	54%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		65	93%	60%	90%	33%	▲
✓ Social Support		49	70%	60%	79%	10%	
🔴 Employed		1	1%	15%	13%	-14%	▼
🔴 Improved/Maintained Axis V GAF Score		9	15%	85%	58%	-70%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		42	100%	90%	99%	10%

Data Submitted to DMHAS by Month
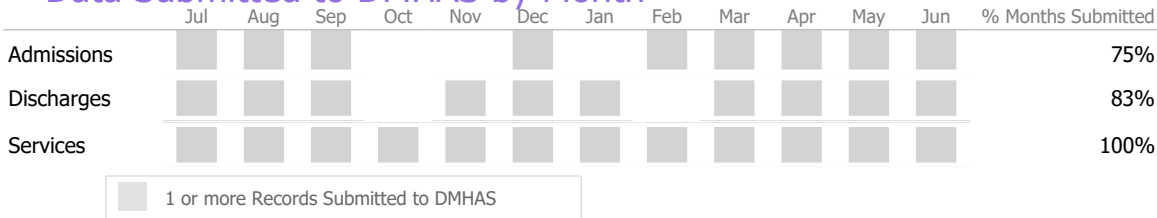
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪			▪		▪		▪	▪		75%
Discharges	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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
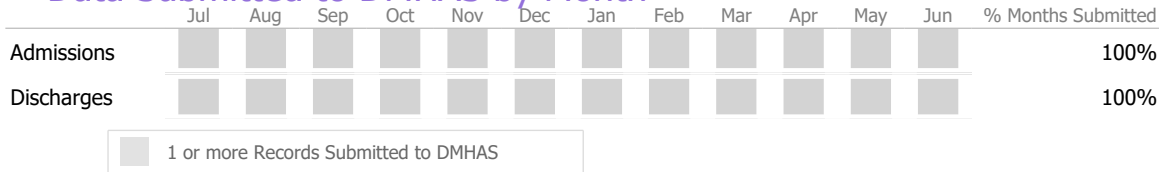
Waterbury CIT
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

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	393	525	-25%	▼
Admits	475	626	-24%	▼
Discharges	475	626	-24%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		2	0%	75%	75%	-75%	▼
✔	Community Location Evaluation		473	100%	80%	93%	20%	▲
✔	Follow-up Service within 48 hours		6	100%	90%	89%	10%	

Data Submitted to DMHAS by Month

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

Waterbury CORP
Western Connecticut Mental Health Network
Forensic MH - Forensics Community-based - Re-entry Programs

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	8	2	300%	▲
Admits	8	-		
Discharges	2	2	0%	
Service Hours	62	30	108%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐			☐					☐	☐	☐		42%
Discharges				☐						☐			17%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Waterbury CSP
Western Connecticut Mental Health Network
Mental Health - Community Support - CSP

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	107	109	-2%	
Admits	23	31	-26%	▼
Discharges	30	28	7%	
Service Hours	3,022	3,729	-19%	▼

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	100%	40%
✔	SA Screen Complete	100%	36%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	96%	98%
	Valid Axis V GAF Score	72%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		14	47%	65%	62%	-18%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		91	85%	60%	81%	25%	▲
✔	Stable Living Situation		98	92%	80%	87%	12%	▲
🔴	Employed		10	9%	20%	13%	-11%	▼
🔴	Improved/Maintained Axis V GAF Score		30	29%	65%	66%	-36%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		77	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▫	▫	▫	▫	▫	▫	▫					▫	83%
Discharges	▫	▫	▫				▫	▫	▫			▫	83%
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

Waterbury Forensic Respite
Western Connecticut Mental Health Network
Forensic MH - Crisis Services - Respite Bed

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	11	20	-45%	▼
Admits	11	18	-39%	▼
Discharges	9	19	-53%	▼
Service Hours	193	437	-56%	▼
Bed Days	973	1,490	-35%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		9	100%	85%	100%	15%	▲
✓	Follow-up within 30 Days of Discharge		4	100%	90%	89%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		4	115 days	0.2	66%	90%	69%	-24%	▼

■ < 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													50%
Discharges													58%
Services													100%

☐ 1 or more Records Submitted to DMHAS
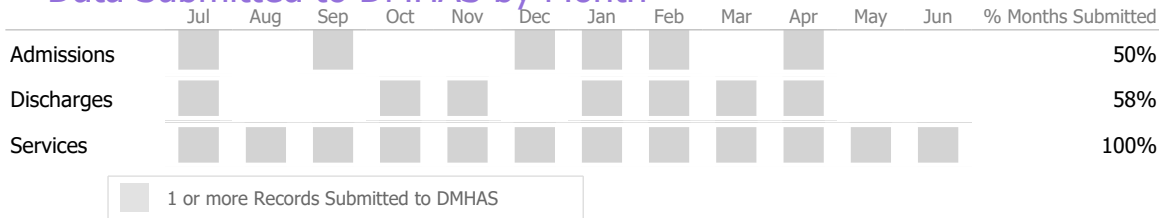
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 4 Active Respite Bed Programs

Waterbury 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	88	-26%	▼
Admits	60	82	-27%	▼
Discharges	64	82	-22%	▼
Service Hours	246	230	7%	

Data Submitted to DMHAS by Month
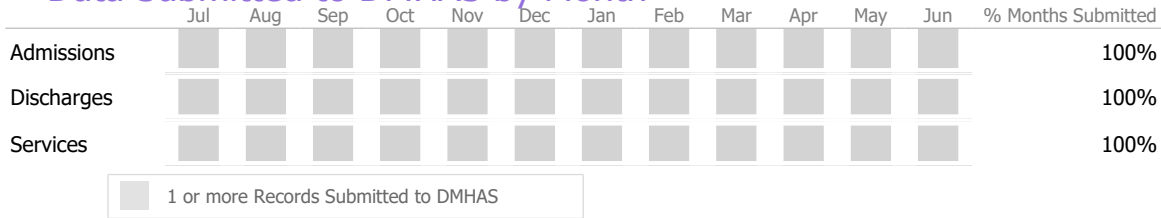
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	116	-23%	▼
Admits	82	94	-13%	▼
Discharges	80	107	-25%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours	▬	38	97%	0%	49%	97%	▲

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 19 Active Court Liaison-Jail Diversion Programs

Waterbury Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	36	39	-8%	
Admits	20	21	-5%	
Discharges	25	23	9%	
Service Hours	287	361	-21%	▼

Data Submitted to DMHAS by Month
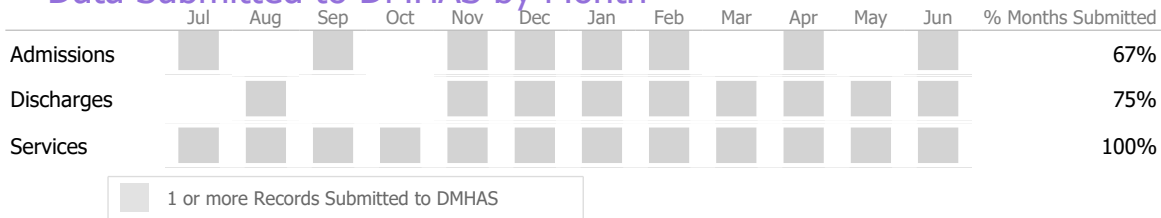
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▦		▦		▦	▦	▦	▦		▦		▦	67%
Discharges		▦			▦		▦	▦	▦	▦	▦	▦	75%
Services	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
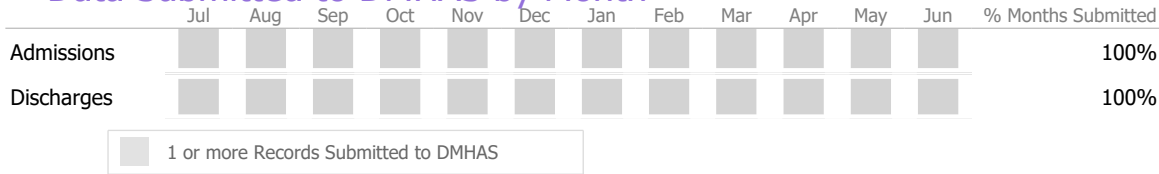
* State Avg based on 16 Active Other Programs

WATERBURY MOBILE CRISIS
Western Connecticut Mental Health Network
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	278	255	9%	
Admits	447	394	13%	▲
Discharges	447	393	14%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		373	83%	75%	75%	8%	
✓	Community Location Evaluation		444	99%	80%	93%	19%	▲
✓	Follow-up Service within 48 hours		75	100%	90%	89%	10%	

Data Submitted to DMHAS by Month

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

Waterbury Outpatient
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

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	200	211	-5%	
Admits	27	17	59%	▲
Discharges	30	35	-14%	▼
Service Hours	3,879	5,031	-23%	▼

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	100%	61%
✓	SA Screen Complete	100%	61%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	93%	97%
✓	Valid Axis V GAF Score	90%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		11	37%	50%	39%	-13%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		176	86%	60%	64%	26%	▲
✓	Stable Living Situation		196	96%	95%	81%	1%	
●	Employed		16	8%	30%	25%	-22%	▼
●	Improved/Maintained Axis V GAF Score		52	27%	75%	55%	-48%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		171	98%	90%	85%	8%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		20	80%	75%	74%	5%

Data Submitted to DMHAS by Month
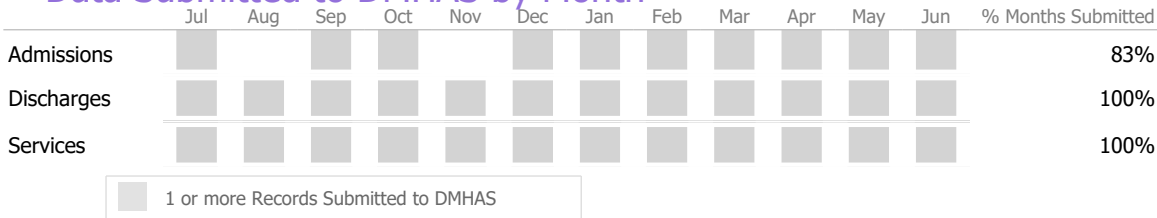
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▦		▦		▦	▦	▦	▦	▦	▦			83%
Discharges	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%
Services	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%

▦ 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

Waterbury Recovery Program
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

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	111	127	-13%	▼
Admits	14	37	-62%	▼
Discharges	22	34	-35%	▼
Service Hours	3,830	4,982	-23%	▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✔ Valid NOMS Data		99%	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		90%	97%
Valid Axis V GAF Score		84%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		11	50%	50%	39%	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		89	80%	60%	64%	20%	▲
✔ Stable Living Situation		105	95%	95%	81%	0%	
🔴 Employed		12	11%	30%	25%	-19%	▼
🔴 Improved/Maintained Axis V GAF Score		33	32%	75%	55%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		88	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		11	79%	75%	74%	4%

Data Submitted to DMHAS by Month
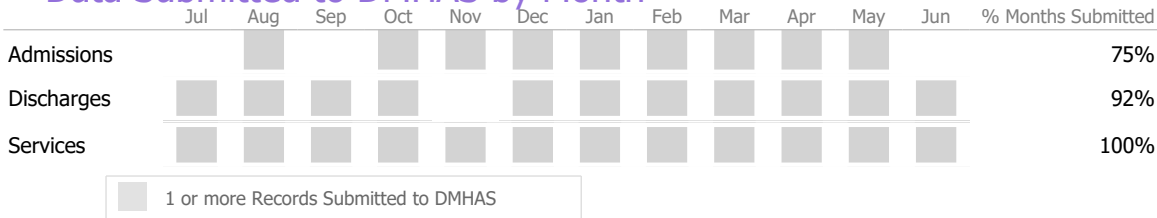
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪		▪	▪	▪	▪	▪		▪			75%
Discharges	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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

Waterbury Respite/Transitional Housing
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Respite Bed

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	36	46	-22%	▼
Admits	25	40	-38%	▼
Discharges	32	37	-14%	▼
Service Hours	749	644	16%	▲
Bed Days	3,204	2,690	19%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		31	97%	85%	89%	12%	▲
✓	Follow-up within 30 Days of Discharge		15	100%	90%	81%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		11	186 days	0.2	80%	90%	67%	-10%

	< 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	▪	▪		▪	▪		▪	▪	▪	▪			67%
Discharges	▪	▪	▪	▪	▪		▪		▪	▪			67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS
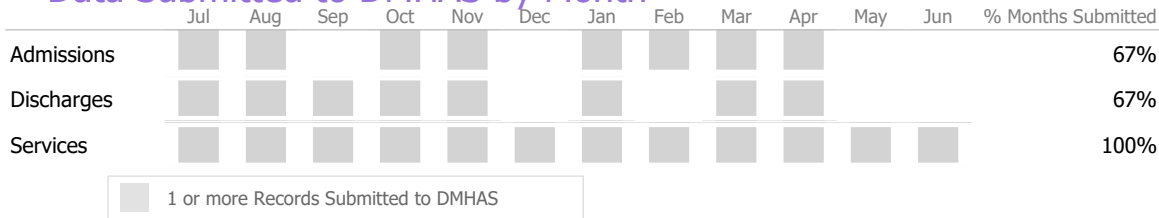
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Waterbury YAS
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	59	-14%	▼
Admits	15	17	-12%	▼
Discharges	17	24	-29%	▼
Service Hours	7,781	9,515	-18%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		5	29%	65%	53%	-36%	▼
✓	No Re-admit within 30 Days of Discharge		15	88%	85%	91%	3%	
●	Follow-up within 30 Days of Discharge		3	60%	90%	54%	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	67%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	91%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	39%
✓	SA Screen Complete	100%	40%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	96%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		48	94%	60%	79%	34%	▲
✓	Stable Living Situation		45	88%	60%	90%	28%	▲
●	Employed		3	6%	15%	13%	-9%	
●	Improved/Maintained Axis V GAF Score		28	58%	85%	58%	-27%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	100%	90%	99%	10%

Data Submitted to DMHAS by Month
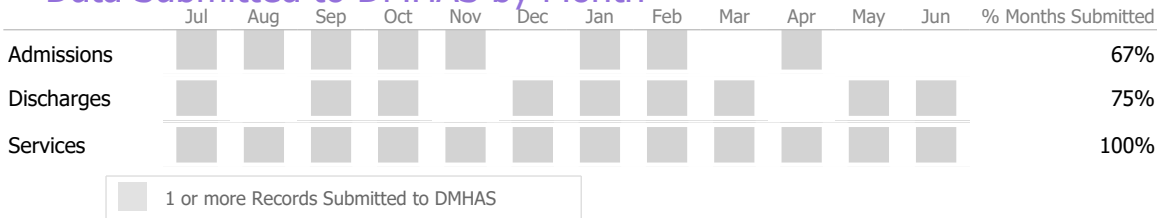
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪	▪	▪		▪			▪			67%
Discharges	▪		▪			▪	▪	▪		▪	▪		75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

Waterbury YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	16	19	-16%	▼
Admits	15	18	-17%	▼
Discharges	15	17	-12%	▼
Service Hours	37	61	-40%	▼

Data Submitted to DMHAS by Month
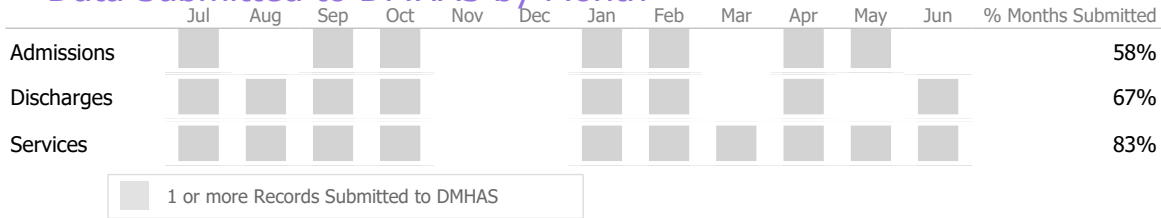
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▨		▨	▨			▨	▨		▨	▨		58%
Discharges	▨	▨	▨	▨			▨	▨		▨		▨	67%
Services	▨	▨	▨	▨			▨	▨	▨	▨	▨	▨	83%

▨ 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

Waterbury YAS Res Support
Western Connecticut Mental Health Network
Mental Health - Residential Services - Residential Support

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	10	9	11%	▲
Admits	6	4	50%	▲
Discharges	7	4	75%	▲
Service Hours	758	2,039	-63%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	86%	50%	76%	36%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		10	91%	60%	83%	31%	▲
🔴	Stable Living Situation		9	82%	85%	98%	-3%	
🔴	Employed		1	9%	25%	10%	-16%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	98%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪			▪		▪	▪					42%
Discharges		▪	▪		▪					▪			33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over ▼ < 10% Under
🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal
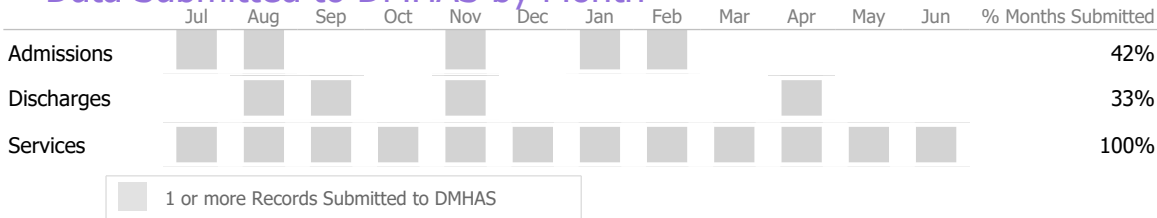
* State Avg based on 25 Active Residential Support Programs