

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,706	2,667	1%
	Admits	1,896	2,008	-6%
	Discharges	1,917	2,027	-5%
	Service Hours	24,176	28,317	-15% ▼
	Bed Days	16,508	15,283	8%

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

### Consumer Satisfaction Survey

(Based on 173 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		92%	80%	91%
✓ Access		90%	80%	88%
✓ Outcome		89%	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	1,065	34.4%
	Crisis Services	1,002	32.4%
	Other	293	9.5%
	Community Support	180	5.8%
	Intake	164	5.3%
	Inpatient Services	96	3.1%
	ACT	51	1.6%
	Residential Services	12	0.4%
<b>Forensic MH</b>	Forensics Community-based	231	7.5%

### Client Demographics

Age	#	%	State Avg
18-25	296	11%	10%
26-34	445	16%	22%
35-44	535	20%	23%
45-54	476	18%	19%
55-64	554	21%	19%
65+	392	15%	8%

Gender	#	%	State Avg
Male	1,575	58%	59%
Female	1,127	42%	41%
Transgender	4	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,607	59%	68%
Unknown	528	20%	12%
Hispanic-Other	295	11%	8%
Hisp-Puerto Rican	238	9%	11%
Hispanic-Mexican	30	1%	1%
Hispanic-Cuban	8	0%	0%

Race	#	%	State Avg
Black/African American	837	37%	▲ 17%
White/Caucasian	827	37%	▼ 62%
Other	506	22%	13%
Unknown	38	2%	6%
Asian	31	1%	1%
Multiple Races	19	1%	1%
Am. Indian/Native Alaskan	3	0%	0%
Hawaiian/Other Pacific Islander	3	0%	0%

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

**97 Middle St.Jail Div**

Southwest Connecticut Mental Health System

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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

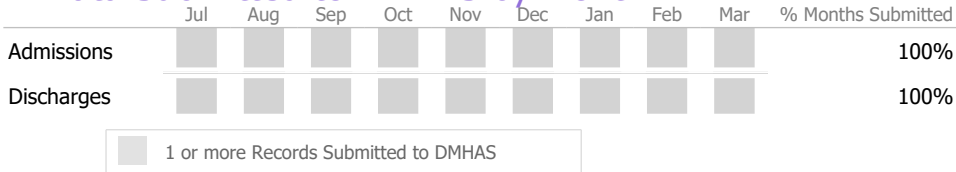
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	156	117	33% ▲
Admits	156	97	61% ▲
Discharges	154	107	44% ▲

**Jail Diversion**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		11	48%	0%	61%	48% ▲

**Data Submitted to DMHAS by Month**



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

Variances in data may be indicative of operational adjustments related to the pandemic.

# 97 Middle/Shltr Plus

Southwest Connecticut Mental Health System

Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services

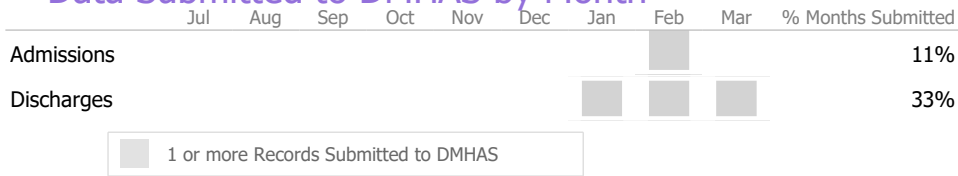
Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	276	277	0%
Admits	1	1	0%
Discharges	3	2	50% ▲

## 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

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	51	0%
Admits	8	2	300% ▲
Discharges	8	7	14% ▲
Service Hours	1,797	1,534	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	97%	84%
Co-occurring		
MH Screen Complete	92%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	38%	65%	48%	-27% ▼
No Re-admit within 30 Days of Discharge		4	80%	85%	96%	-5%
Follow-up within 30 Days of Discharge		0	0%	90%	42%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		47	92%	60%	91%	32% ▲
Social Support		38	75%	60%	79%	15% ▲
Employed		4	8%	15%	17%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■		■		■	■	■	■	■	78%
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

Variations in data may be indicative of operational adjustments related to the pandemic.

### 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 88%
On-Time Periodic		
6 Month Updates		N/A 53%
Co-occurring		
MH Screen Complete		N/A 90%
SA Screen Complete		N/A 90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	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% ▼
Social Support		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	95%	72%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	82%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 74 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

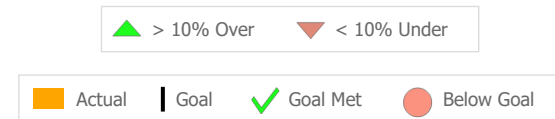
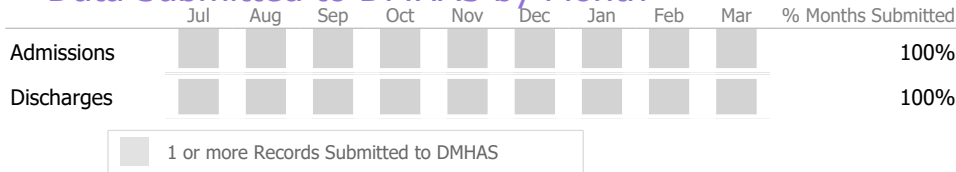
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	685	697	-2%
Admits	917	1,000	-8%
Discharges	916	1,000	-8%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	70%	-75% ▼
✓ Community Location Evaluation		1	100%	80%	71%	20% ▲
● Follow-up Service within 48 hours		0	NA	90%	65%	-90% ▼

### Data Submitted to DMHAS by Month



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

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	11	16	-31% ▼
Discharges	10	16	-38% ▼
Transfers - In	1	-	
Transfers - Out	1	2	-50% ▼
Bed Days	5,585	5,183	8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	100%	95%	84%	5%
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		6	60%	90%	67%	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92% / 86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		33% / 7%
Co-occurring	Actual	State Avg
MH Screen Complete		90% / 93%
✓ SA Screen Complete		100% / 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 99%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	531 days	0.3	97%	90%	88%	7%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%

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

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	29	24% ▲
Admits	15	8	88% ▲
Discharges	13	10	30% ▲
Transfers - In	2	-	
Transfers - Out	3	-	
Bed Days	5,527	5,168	7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	75%	95%	84%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		11	85%	85%	94%	0%
● Follow-up within 30 Days of Discharge		8	73%	90%	67%	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		7%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		93%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	525 days	0.3	96%	90%	88%	6%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■	■	■		■	78%
Discharges	■	■	■		■	■	■		■	78%

■ 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

Variations in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	5	▼
Admits	-	-	
Discharges	-	5	-100% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	92%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	59%
SA Screen Complete	N/A	49%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	88%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	97%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 7 Active Transitional Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	3	5	-40% ▼
Discharges	4	2	100% ▲
Service Hours	1	7	-89% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic		
6 Month Updates	83%	92%
Co-occurring		
MH Screen Complete	100%	59%
SA Screen Complete	100%	49%
Diagnosis		
Valid Axis I Diagnosis	92%	91%

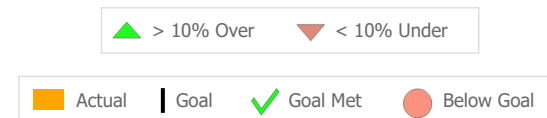
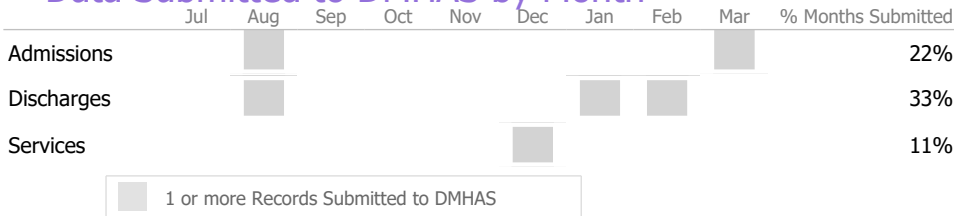
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	95%	88%	5%
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	97%	15% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	80%	10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	13%	90%	74%	-78% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 7 Active Transitional Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	88	3%
Admits	13	19	-32% ▼
Discharges	21	11	91% ▲
Service Hours	6,621	9,214	-28% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic		
6 Month Updates	98%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	71%	50%	41%	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		81	89%	60%	61%	29% ▲
Stable Living Situation		89	98%	95%	72%	3%
Employed		25	27%	30%	25%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		71	100%	90%	82%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	100%	75%	78%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■			■		■	67%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

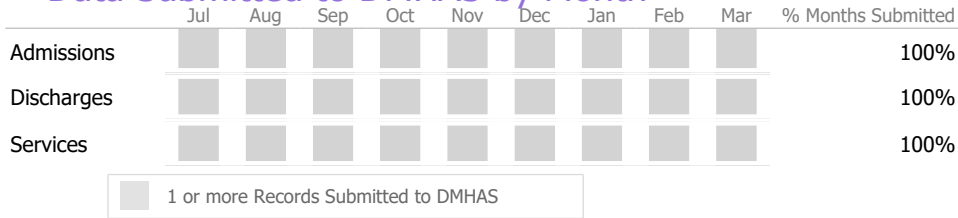
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	133	-17% ▼
Admits	94	91	3%
Discharges	84	109	-23% ▼
Service Hours	596	647	-8%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

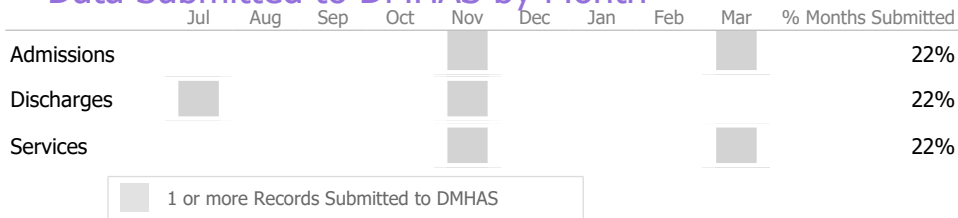
\* State Avg based on 16 Active Central Intake Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	8	-25% ▼
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	-	3	-100% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Other Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	528	516	2%
Admits	49	150	-67% ▼
Discharges	75	41	83% ▲
Service Hours	4,785	4,927	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	87%	53%
Co-occurring		
MH Screen Complete	82%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	24%	50%	41%	-26% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		369	70%	60%	61%	10%
Stable Living Situation		516	98%	95%	72%	3%
Employed		95	18%	30%	25%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		453	100%	90%	82%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		48	98%	75%	78%	23% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 74 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	10	14	-29% ▼
Discharges	11	17	-35% ▼
Transfers - In	2	2	0%
Transfers - Out	1	-	
Bed Days	5,396	4,932	9%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	92%	95%	84%	-3%
✓ No Re-admit within 30 Days of Discharge		11	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		11	100%	90%	67%	10%

### Data Submission Quality

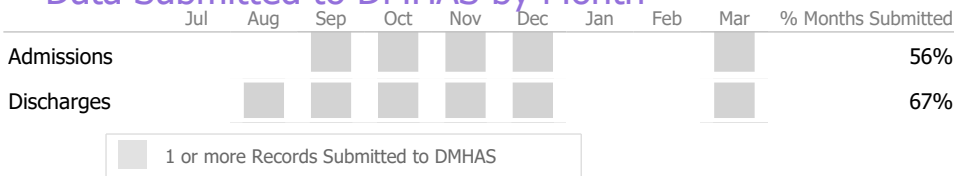
Data Entry	Actual	State Avg
✓ Valid NOMS Data		94% 86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		46% 7%
Co-occurring	Actual	State Avg
MH Screen Complete		91% 93%
✓ SA Screen Complete		100% 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 99%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	431 days	0.3	98%	90%	88%	8%

■ < 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

Variances in data may be indicative of operational adjustments related to the pandemic.

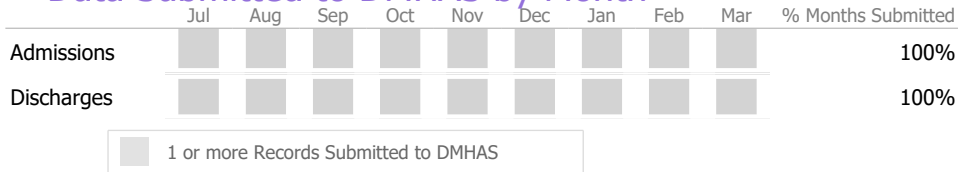
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	334	361	-7%
Admits	414	459	-10%
Discharges	405	458	-12% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		244	59%	75%	70%	-16% ▼
✓ Community Location Evaluation		399	97%	80%	71%	17% ▲
✓ Follow-up Service within 48 hours		81	99%	90%	65%	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

Variances in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	56	11% ▲
Admits	13	12	8%
Discharges	12	5	140% ▲
Service Hours	1,549	1,409	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	93%	84%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	50%	65%	57%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		53	84%	60%	80%	24% ▲
Stable Living Situation		61	97%	80%	87%	17% ▲
Employed		2	3%	20%	14%	-17% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■		■	■		■	67%
Discharges	■		■	■	■	■			■	67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	110	8%
Admits	21	18	17% ▲
Discharges	16	8	100% ▲
Service Hours	2,598	2,886	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	99%	84%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	62%	65%	57%	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	75%	60%	80%	15% ▲
Stable Living Situation		108	91%	80%	87%	11% ▲
Employed		7	6%	20%	14%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		103	100%	90%	98%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	89%
Discharges	■		■	■	■	■	■		■	78%
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	322	316	2%
Admits	30	25	20% ▲
Discharges	50	24	108% ▲
Service Hours	3,942	4,414	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	94%	53%
Co-occurring		
MH Screen Complete	97%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		39	78%	50%	41%	28% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		225	70%	60%	61%	10%
✓ Stable Living Situation		311	97%	95%	72%	2%
● Employed		72	22%	30%	25%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		272	100%	90%	82%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		29	97%	75%	78%	22% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

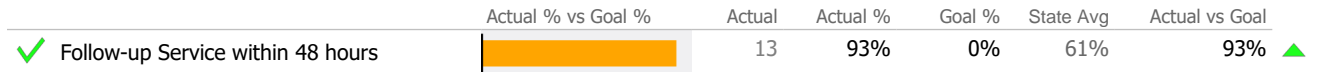
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 74 Active Standard Outpatient Programs

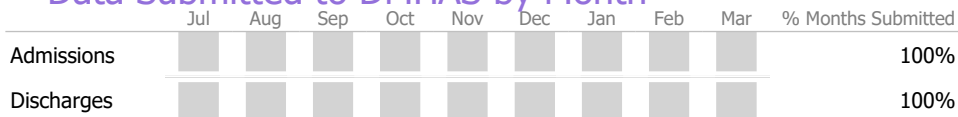
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	32	150% ▲
Admits	64	30	113% ▲
Discharges	58	23	152% ▲

### Jail Diversion



### Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

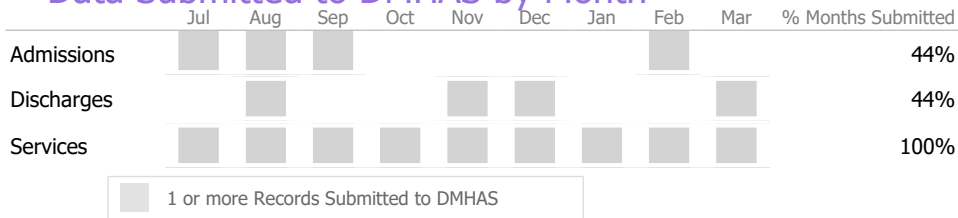
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	20	-35% ▼
Admits	8	14	-43% ▼
Discharges	7	15	-53% ▼
Service Hours	136	167	-18% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Other Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

# FSD Triage Program

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

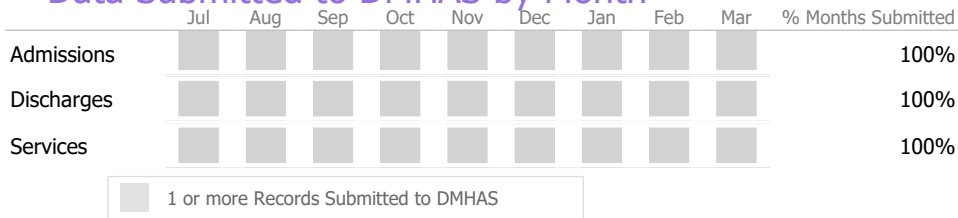
Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	33	61% ▲
Admits	51	29	76% ▲
Discharges	53	30	77% ▲
Service Hours	232	144	61% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Central Intake Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	30	7%
Admits	13	4	225% ▲
Discharges	3	10	-70% ▼
Service Hours	1,234	1,247	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	95%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	41%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		29	91%	60%	61%	31% ▲
● Stable Living Situation		30	94%	95%	72%	-1%
● Employed		7	22%	30%	25%	-8%

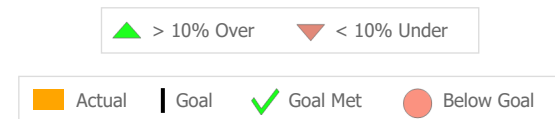
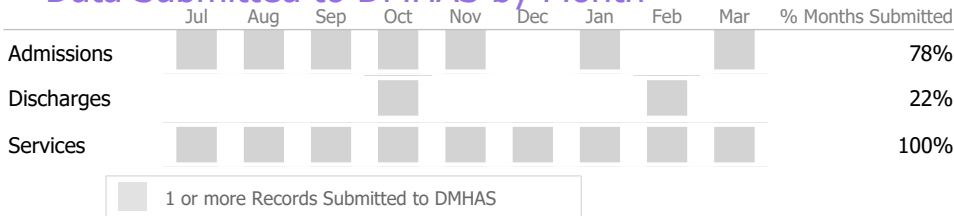
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	82%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		13	100%	75%	78%	25% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 74 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	114	-7%
Admits	3	2	50% ▲
Discharges	12	9	33% ▲
Service Hours	685	870	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	93%	53%
Co-occurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	42%	50%	41%	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		77	73%	60%	61%	13% ▲
Stable Living Situation		104	98%	95%	72%	3%
Employed		21	20%	30%	25%	-10%

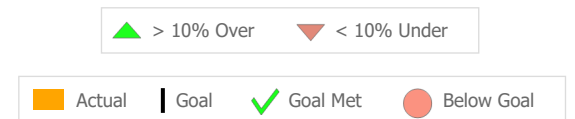
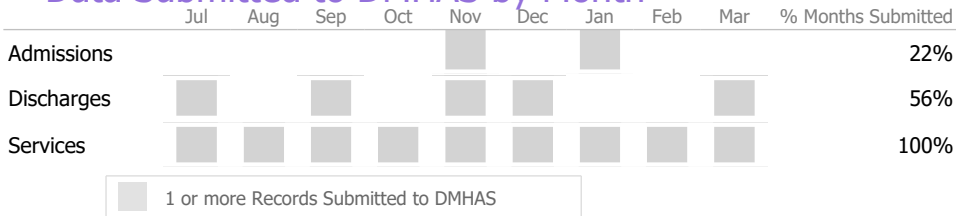
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		92	98%	90%	82%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	33%	75%	78%	-42% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 74 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.