

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,107	3,086	1%
	Admits	2,518	2,744	-8%
	Discharges	2,520	2,757	-9%
	Service Hours	31,795	37,418	-15% ▼
	Bed Days	22,106	20,506	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	#	%
Mental Health	Crisis Services	1,288	35.9%
	Outpatient	1,085	30.2%
	Other	359	10.0%
	Intake	209	5.8%
	Community Support	187	5.2%
	Inpatient Services	108	3.0%
	ACT	55	1.5%
	Residential Services	13	0.4%
Forensic MH	Forensics Community-based	286	8.0%

Client Demographics

Age	#	%	State Avg
18-25	362	12%	10%
26-34	529	17%	22%
35-44	607	20%	23%
45-54	540	17%	18%
55-64	621	20%	18%
65+	433	14%	8%

Gender	#	%	State Avg
Male	1,786	57%	59%
Female	1,315	42%	41%
Transgender	6	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,788	58%	68%
Unknown	672	22%	12%
Hispanic-Other	345	11%	9%
Hisp-Puerto Rican	264	8%	11%
Hispanic-Mexican	30	1%	1%
Hispanic-Cuban	8	0%	0%

Race	#	%	State Avg
White/Caucasian	949	37%	61% ▼
Black/African American	940	37%	17% ▲
Other	547	21%	13%
Unknown	44	2%	6%
Asian	38	1%	1%
Multiple Races	20	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Am. Indian/Native Alaskan	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 - June 2022 (Data as of Oct 03, 2022)

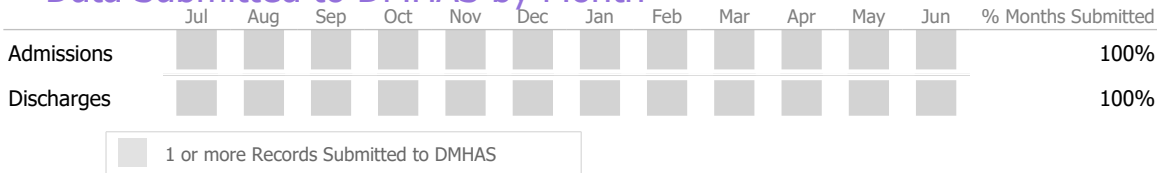
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	195	154	27% ▲
Admits	199	143	39% ▲
Discharges	197	150	31% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		12	46%	0%	64%	46% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

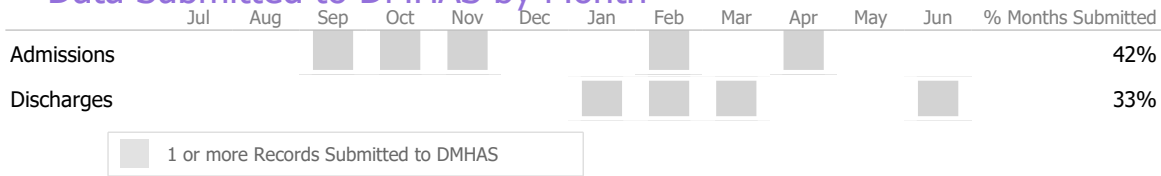
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	342	333	3%
Admits	11	5	120% ▲
Discharges	5	2	150% ▲

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	55	0%
Admits	12	6	100% ▲
Discharges	10	12	-17% ▼
Service Hours	2,379	2,109	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic		
6 Month Updates	100%	90%
Co-occurring		
MH Screen Complete	93%	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		5	50%	65%	49%	-15% ▼
No Re-admit within 30 Days of Discharge		5	71%	85%	95%	-14% ▼
Follow-up within 30 Days of Discharge		1	20%	90%	43%	-70% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		50	91%	60%	91%	31% ▲
Social Support		40	73%	60%	80%	13% ▲
Employed		4	7%	15%	19%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	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	■	■	■			■	■	■				■	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

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 49%
Co-occurring		
MH Screen Complete		N/A 90%
SA Screen Complete		N/A 91%

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%	26%	-30% ▼
Social Support		N/A	N/A	60%	62%	-60% ▼
Stable Living Situation		N/A	N/A	95%	73%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	84%	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 74 Active Standard Outpatient Programs

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

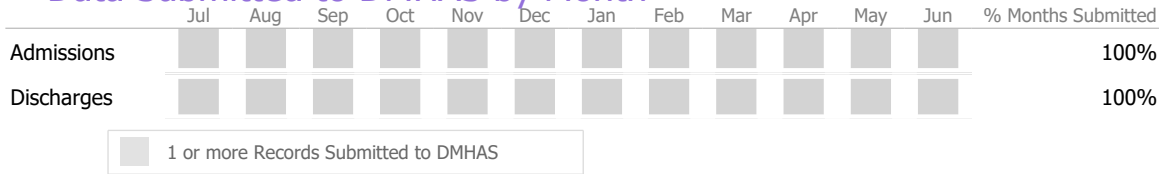
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	843	919	-8%
Admits	1,184	1,377	-14% ▼
Discharges	1,183	1,377	-14% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	71%	-75% ▼
✓ Community Location Evaluation		1	100%	80%	72%	20% ▲
● Follow-up Service within 48 hours		0	NA	90%	64%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	41	-7%
Admits	17	22	-23% ▼
Discharges	15	19	-21% ▼
Transfers - In	1	-	
Transfers - Out	2	3	-33% ▼
Bed Days	7,489	6,923	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	82%	95%	83%	-13% ▼
✓ No Re-admit within 30 Days of Discharge		15	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		9	69%	90%	68%	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		87%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		12%
Co-occurring	Actual	State Avg
MH Screen Complete		95%
✓ 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	555 days	0.2	98%	90%	88%	8%

■ < 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	35	14% ▲
Admits	18	13	38% ▲
Discharges	17	15	13% ▲
Transfers - In	3	1	200% ▲
Transfers - Out	3	-	
Bed Days	7,426	6,883	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		16	80%	95%	83%	-15% ▼
● No Re-admit within 30 Days of Discharge		14	82%	85%	91%	-3%
● Follow-up within 30 Days of Discharge		11	73%	90%	68%	-17% ▼

Data Submission Quality

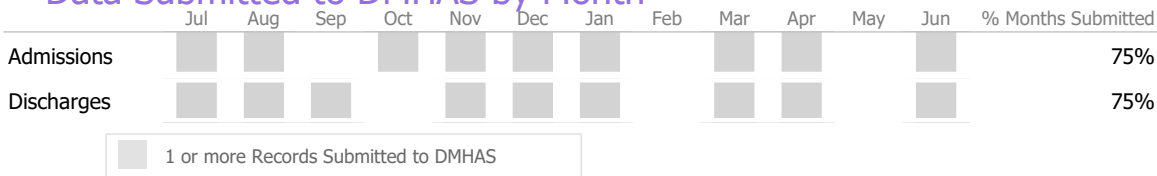
Data Entry	Actual	State Avg
✓ Valid NOMS Data		91% 87%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 12%
Co-occurring	Actual	State Avg
MH Screen Complete		94% 95%
✓ SA Screen Complete		100% 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 99%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	567 days	0.2	97%	90%	88%	7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



* 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	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	94%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	62%
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%	84%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	81%	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 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	13	12	8%
Admits	4	6	-33% ▼
Discharges	6	3	100% ▲
Service Hours	1	7	-89% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	95%	84%	5%
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	95%	15% ▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	82%	10%

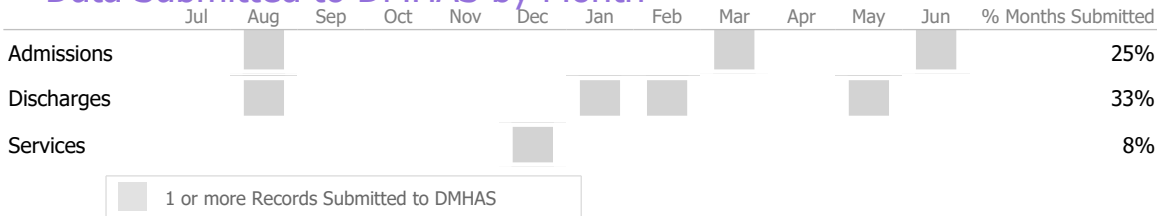
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		94%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		62%
✓ SA Screen Complete		49%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		93%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	14%	90%	81%	-76% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* 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	95	92	3%
Admits	17	23	-26% ▼
Discharges	23	14	64% ▲
Service Hours	8,364	11,865	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic		
6 Month Updates	94%	49%
Co-occurring		
MH Screen Complete	97%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	74%	50%	41%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		85	89%	60%	62%	29% ▲
Stable Living Situation		94	99%	95%	73%	4%
Employed		27	28%	30%	26%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	100%	90%	84%	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%	79%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■			■		■		■	■	67%
Discharges	■	■	■	■	■	■	■	■	■	■	■		92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

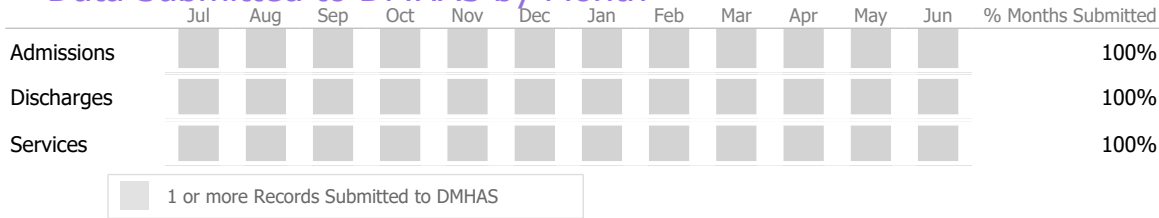
* State Avg based on 74 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	161	-9%
Admits	131	121	8%
Discharges	103	145	-29% ▼
Service Hours	834	844	-1%

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	9	-33% ▼
Admits	2	3	-33% ▼
Discharges	3	5	-40% ▼
Service Hours	1	4	-73% ▼

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	533	535	0%
Admits	54	169	-68% ▼
Discharges	98	55	78% ▲
Service Hours	6,255	6,789	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	97%	49%
Co-occurring		
MH Screen Complete	81%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	23%	50%	41%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		372	70%	60%	62%	10%
Stable Living Situation		525	98%	95%	73%	3%
Employed		94	18%	30%	26%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		435	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		53	98%	75%	79%	23% ▲

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 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	38	-8%
Admits	13	18	-28% ▼
Discharges	15	19	-21% ▼
Transfers - In	2	2	0%
Transfers - Out	1	-	
Bed Days	7,191	6,700	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	87%
On-Time Periodic		
6 Month Updates	60%	12%
Co-occurring		
MH Screen Complete	92%	95%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

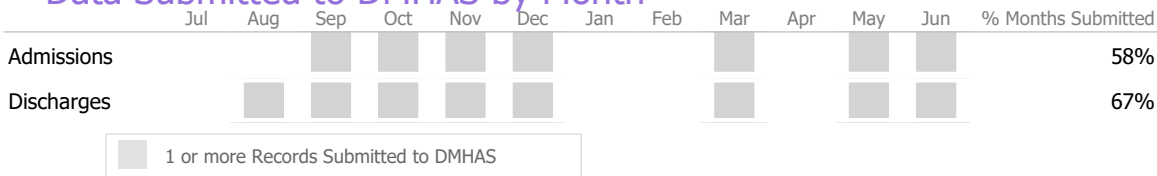
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	88%	95%	83%	-7%
No Re-admit within 30 Days of Discharge		14	93%	85%	91%	8%
Follow-up within 30 Days of Discharge		13	93%	90%	68%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	476 days	0.2	99%	90%	88%	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

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

Crisis Outreach

Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

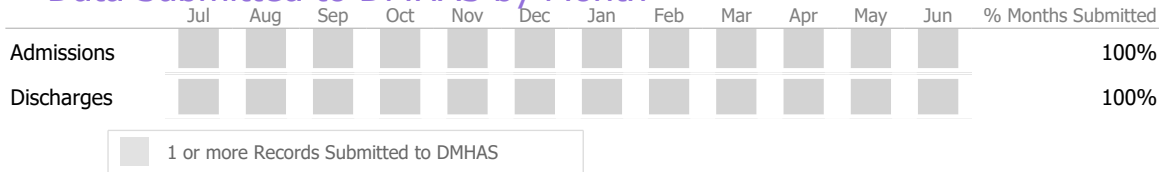
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	471	475	-1%
Admits	598	632	-5%
Discharges	580	631	-8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		305	51%	75%	71%	-24% ▼
✓ Community Location Evaluation		477	80%	80%	72%	0%
✓ Follow-up Service within 48 hours		64	98%	90%	64%	8%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	58	16% ▲
Admits	19	14	36% ▲
Discharges	13	8	63% ▲
Service Hours	2,150	2,007	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic		
6 Month Updates	93%	83%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	54%	65%	56%	-11% ▼

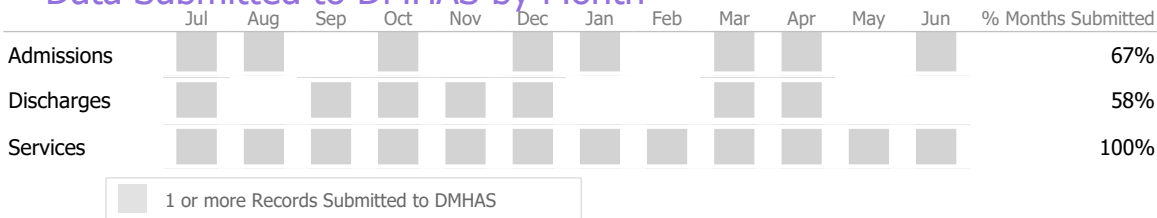
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		56	81%	60%	80%	21% ▲
Stable Living Situation		66	96%	80%	87%	16% ▲
Employed		3	4%	20%	14%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		56	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 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	121	117	3%
Admits	24	25	-4%
Discharges	23	20	15% ▲
Service Hours	3,439	3,785	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic		
6 Month Updates	79%	83%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	70%	65%	56%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		92	75%	60%	80%	15% ▲
✓ Stable Living Situation		110	90%	80%	87%	10%
● Employed		8	7%	20%	14%	-13% ▼

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■		■	■	■	■	92%
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 38 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	328	325	1%
Admits	36	35	3%
Discharges	66	35	89% ▲
Service Hours	5,106	5,928	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	99%	49%
Co-occurring		
MH Screen Complete	98%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		47	71%	50%	41%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		234	71%	60%	62%	11% ▲
✓ Stable Living Situation		314	96%	95%	73%	1%
● Employed		76	23%	30%	26%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		261	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		35	97%	75%	79%	22% ▲

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

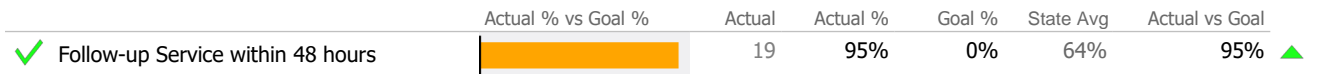
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

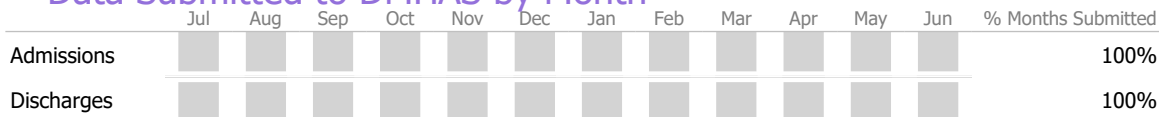
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	51	92% ▲
Admits	87	50	74% ▲
Discharges	72	36	100% ▲

Jail Diversion



Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

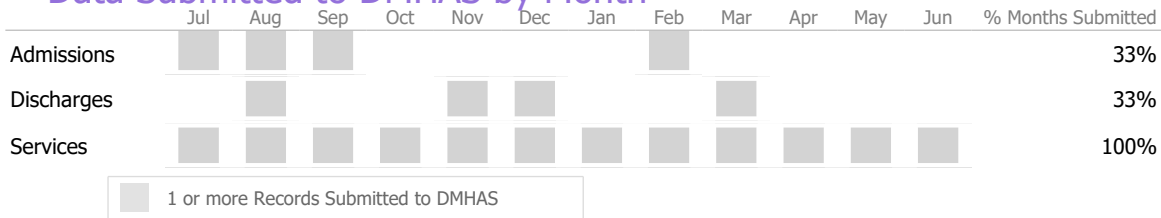
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	25	-48% ▼
Admits	8	19	-58% ▼
Discharges	7	20	-65% ▼
Service Hours	171	218	-22% ▼

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

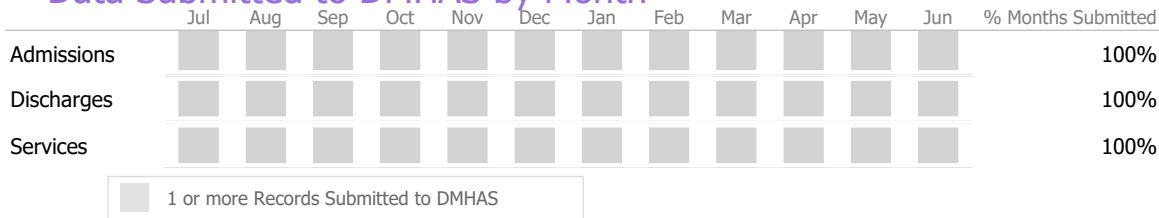
Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	48	31% ▲
Admits	62	44	41% ▲
Discharges	64	46	39% ▲
Service Hours	289	213	36% ▲

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	38	33	15% ▲
Admits	19	7	171% ▲
Discharges	5	14	-64% ▼
Service Hours	1,924	1,646	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	95%	49%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	100%	50%	41%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		36	95%	60%	62%	35% ▲
Stable Living Situation		34	89%	95%	73%	-6%
Employed		8	21%	30%	26%	-9%

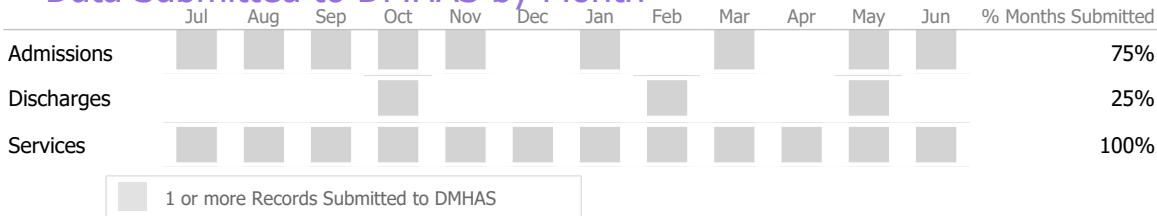
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	100%	75%	79%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	114	-7%
Admits	3	2	50% ▲
Discharges	15	11	36% ▲
Service Hours	883	1,156	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	99%	49%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	40%	50%	41%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		77	73%	60%	62%	13% ▲
Stable Living Situation		103	97%	95%	73%	2%
Employed		21	20%	30%	26%	-10%

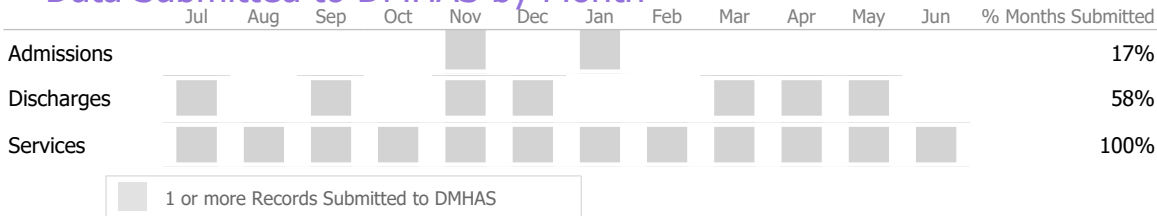
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	33%	75%	79%	-42% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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