

Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,095	2,415	-13% ▼
	Admits	787	1,291	-39% ▼
	Discharges	803	1,284	-37% ▼
	Service Hours	15,073	16,733	-10%
	Bed Days	11,298	10,972	3%

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

Consumer Satisfaction Survey

(Based on 256 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ Respect		92%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Access		88%	80%	88%
✓ Outcome		87%	80%	83%
✓ General Satisfaction		87%	80%	92%
● Recovery		78%	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	Outpatient	917	40.1%
	Crisis Services	382	16.7%
	Other	363	15.9%
	Community Support	162	7.1%
	Intake	120	5.2%
	Inpatient Services	80	3.5%
	ACT	50	2.2%
	Residential Services	11	0.5%
Forensic MH	Forensics Community-based	203	8.9%

Client Demographics

Age	#	%	State Avg
18-25	199	10%	9%
26-34	327	16%	20%
35-44	399	19%	24%
45-54	359	17%	18%
55-64	455	22%	20%
65+	349	17%	9%

Gender	#	%	State Avg
Male	1,208	58%	58%
Female	880	42%	42%
Transgender	5	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,348	64%	69%
Hispanic-Other	293	14%	8%
Unknown	225	11%	11%
Hisp-Puerto Rican	200	10%	11%
Hispanic-Mexican	21	1%	1%
Hispanic-Cuban	8	0%	0%

Race	#	%	State Avg
White/Caucasian	743	38%	62% ▼
Black/African American	698	35%	17% ▲
Other	428	22%	13%
Unknown	47	2%	6%
Asian	29	1%	1%
Multiple Races	17	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Am. Indian/Native Alaskan	2	0%	1%

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

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

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 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	109	13% ▲
Admits	119	100	19% ▲
Discharges	117	99	18% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		8	36%	0%	71%	36% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

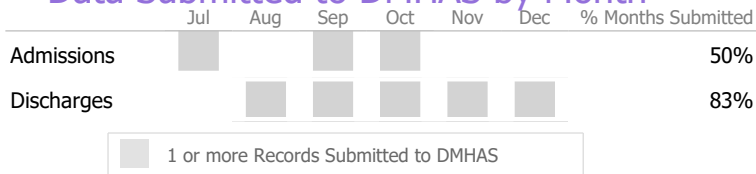
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	354	350	1%
Admits	3	9	-67% ▼
Discharges	12	-	

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	50	47	6%
Admits	5	4	25% ▲
Discharges	4	5	-20% ▼
Service Hours	1,003	1,211	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	93%	80%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	65%	-15% ▼
No Re-admit within 30 Days of Discharge		4	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		1	50%	90%	44%	-40% ▼

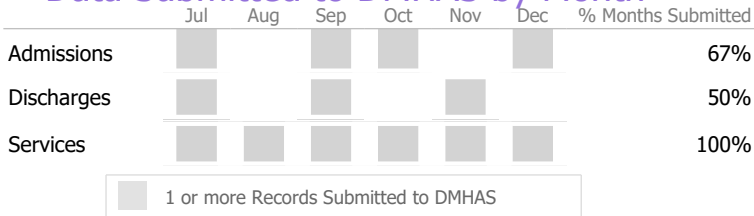
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		41	82%	60%	89%	22% ▲
Social Support		35	70%	60%	78%	10%
Employed		3	6%	15%	17%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal



* State Avg based on 24 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	-	-	

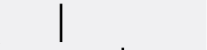
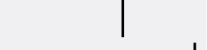
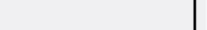
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	90%
On-Time Periodic		
6 Month Updates	 N/A	51%

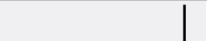
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	24%	-30% ▼
Social Support		N/A	N/A	60%	59%	-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%	80%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 73 Active Standard Outpatient Programs

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

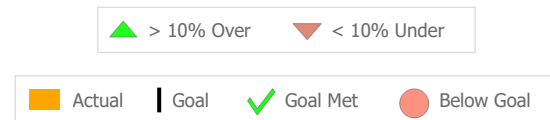
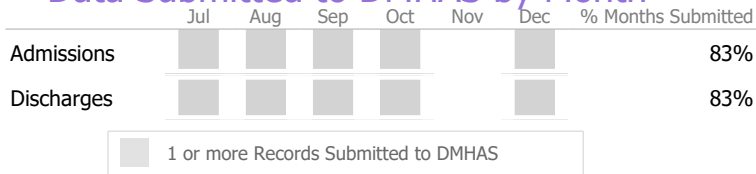
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	491	-87% ▼
Admits	63	643	-90% ▼
Discharges	63	642	-90% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	65%	-75% ▼
● Community Location Evaluation		0	0%	80%	72%	-80% ▼
● 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	28	7%
Admits	8	8	0%
Discharges	9	7	29% ▲
Transfers - In	1	-	
Bed Days	3,790	3,700	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	78%	95%	74%	-17% ▼
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	94%	4%
● Follow-up within 30 Days of Discharge		6	86%	90%	62%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96% 88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 20%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 98%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	426 days	0.4	98%	90%	89%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%

■ 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	27	30	-10%
Admits	6	10	-40% ▼
Discharges	5	10	-50% ▼
Transfers - Out	1	-	
Bed Days	3,832	3,670	4%

Discharge Outcomes

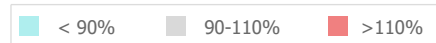
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	67%	95%	74%	-28% ▼
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	62%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97% 88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 20%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 98%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	634 days	0.4	99%	90%	89%	9%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							67%

1 or more Records Submitted to DMHAS





* State Avg based on 11 Active Acute Psychiatric Programs

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

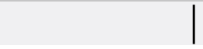
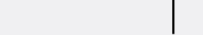
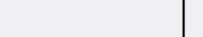
Program Activity

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

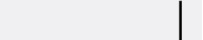
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	96%
On-Time Periodic		
6 Month Updates	 N/A	74%

Discharge Outcomes


Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	 N/A	N/A	N/A	95%	74%	N/A
No Re-admit within 30 Days of Discharge	 N/A	N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge	 N/A	N/A	N/A	90%	96%	N/A

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	 N/A	N/A	N/A	90%	76%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%



▲ > 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	11	10	10%
Admits	4	1	300% ▲
Discharges	1	1	0%
Service Hours	-	1	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	74%
Diagnosis		
Valid Axis I Diagnosis	82%	90%

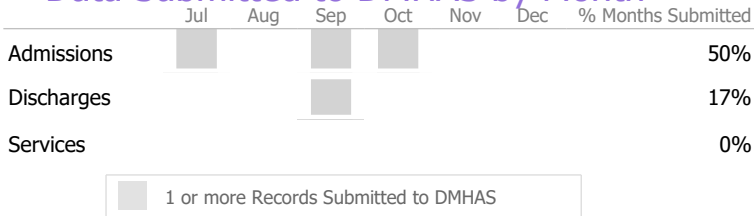
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	95%	74%	5%
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	96%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	76%	N/A ▼

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	74	86	-14% ▼
Admits	2	8	-75% ▼
Discharges	7	14	-50% ▼
Service Hours	4,019	4,847	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	97%	51%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	71%	50%	43%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		65	88%	60%	59%	28% ▲
Employed		27	36%	30%	24%	6%
Stable Living Situation		70	95%	95%	72%	0%

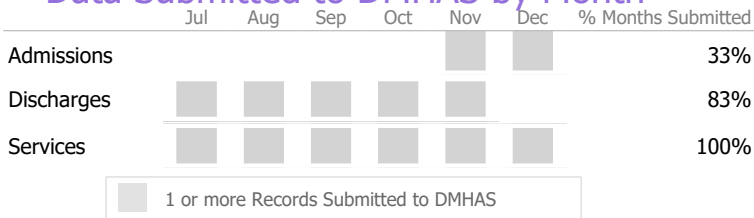
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	100%	90%	80%	10%

Service Engagement

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

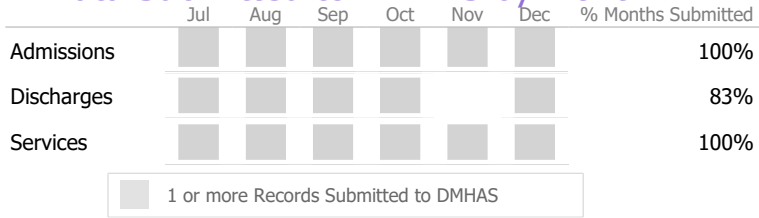
* State Avg based on 73 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	80	28% ▲
Admits	54	63	-14% ▼
Discharges	31	53	-42% ▼
Service Hours	470	367	28% ▲

Data Submitted to DMHAS by Month



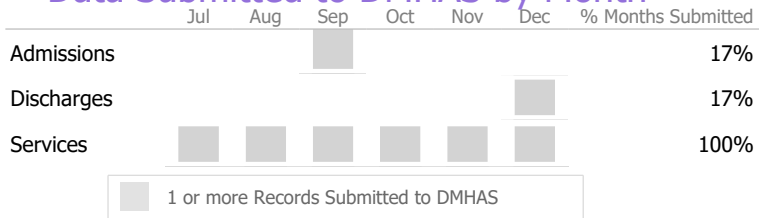
* State Avg based on 15 Active Central Intake Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	88	-	

Data Submitted to DMHAS by Month



* State Avg based on 25 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	445	514	-13% ▼
Admits	9	34	-74% ▼
Discharges	24	52	-54% ▼
Service Hours	2,738	3,243	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic		
6 Month Updates	83%	51%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	38%	50%	43%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		311	70%	60%	59%	10%
Stable Living Situation		438	98%	95%	72%	3%
Employed		83	19%	30%	24%	-11% ▼

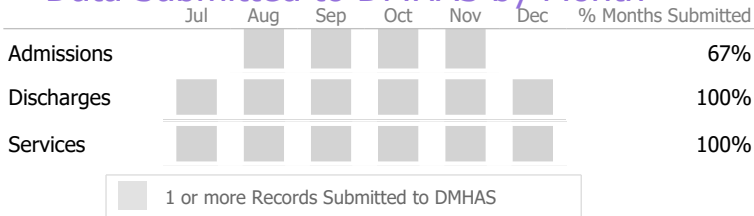
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		421	100%	90%	80%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	100%	75%	79%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 73 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	24	28	-14% ▼
Admits	5	8	-38% ▼
Discharges	4	9	-56% ▼
Bed Days	3,676	3,602	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	75%	95%	74%	-20% ▼
● No Re-admit within 30 Days of Discharge		3	75%	85%	94%	-10%
● Follow-up within 30 Days of Discharge		2	67%	90%	62%	-23% ▼

Data Submission Quality

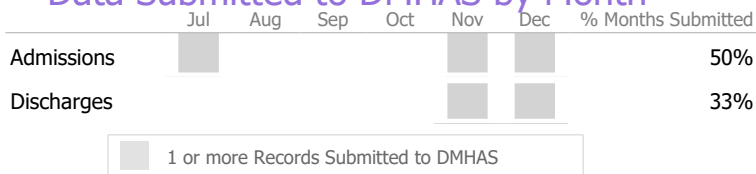
Data Entry	Actual	State Avg
✓ Valid NOMS Data		88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		20%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	537 days	0.5	100%	90%	89%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 11 Active Acute Psychiatric Programs

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

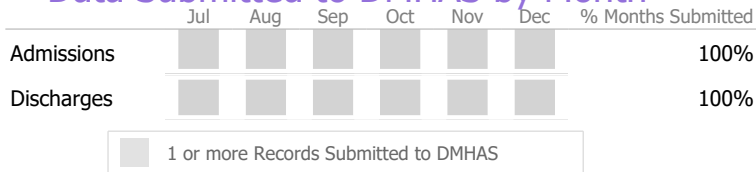
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	324	216	50% ▲
Admits	416	265	57% ▲
Discharges	411	263	56% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		260	62%	75%	65%	-13% ▼
✓ Community Location Evaluation		387	93%	80%	72%	13% ▲
✓ Follow-up Service within 48 hours		36	100%	90%	65%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	56	13% ▲
Admits	7	6	17% ▲
Discharges	10	10	0%
Service Hours	1,374	1,065	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	89%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	50%	65%	55%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		51	81%	60%	78%	21% ▲
Stable Living Situation		58	92%	80%	86%	12% ▲
Employed		4	6%	20%	14%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	100%	90%	96%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	113	-12% ▼
Admits	-	15	-100% ▼
Discharges	4	6	-33% ▼
Service Hours	1,218	1,762	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	86%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	75%	65%	55%	10% ▲

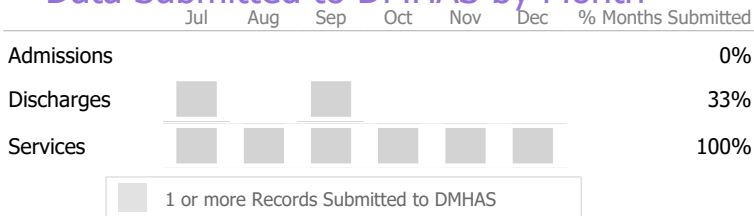
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		73	74%	60%	78%	14% ▲
Stable Living Situation		78	79%	80%	86%	-1%
Employed		6	6%	20%	14%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		95	100%	90%	96%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	277	312	-11% ▼
Admits	16	20	-20% ▼
Discharges	19	23	-17% ▼
Service Hours	2,361	2,752	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	94%	51%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	42%	50%	43%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		202	73%	60%	59%	13% ▲
Stable Living Situation		271	97%	95%	72%	2%
Employed		66	24%	30%	24%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		259	100%	90%	80%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	100%	75%	79%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 73 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	80	65	23% ▲
Admits	49	46	7%
Discharges	50	42	19% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		10	83%	0%	71%	83% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

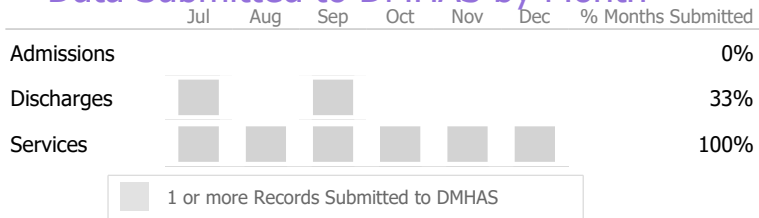
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	12	-50% ▼
Admits	-	7	-100% ▼
Discharges	2	5	-60% ▼
Service Hours	53	105	-50% ▼

Data Submitted to DMHAS by Month



* State Avg based on 25 Active Other Programs

FSD Triage Program

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

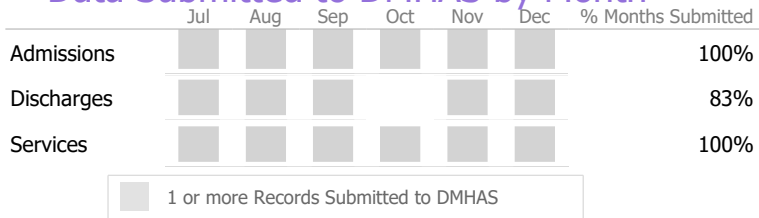
Program Quality Dashboard

Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	36	-50% ▼
Admits	18	34	-47% ▼
Discharges	19	32	-41% ▼
Service Hours	103	152	-32% ▼

Data Submitted to DMHAS by Month



* State Avg based on 15 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	35	26	35% ▲
Admits	2	7	-71% ▼
Discharges	2	1	100% ▲
Service Hours	1,233	780	58% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	100%	51%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	43%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		33	94%	60%	59%	34% ▲
● Employed		9	26%	30%	24%	-4%
● Stable Living Situation		30	86%	95%	72%	-9%

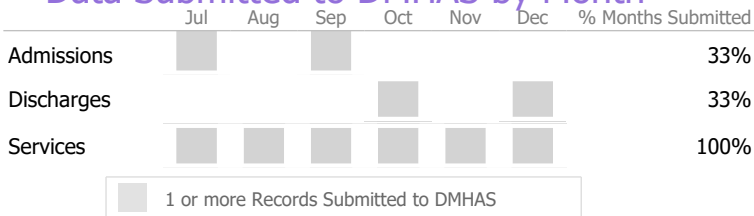
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	80%	10%

Service Engagement

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 73 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	91	105	-13% ▼
Admits	-	2	-100% ▼
Discharges	7	8	-13% ▼
Service Hours	412	447	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	96%	51%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	43%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		71	78%	60%	59%	18% ▲
Stable Living Situation		89	98%	95%	72%	3%
Employed		19	21%	30%	24%	-9%

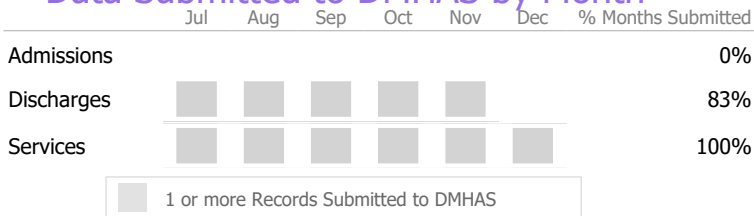
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		84	100%	90%	80%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	79%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 73 Active Standard Outpatient Programs

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