

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,505	1,596	-6%
	Admits	970	989	-2%
	Discharges	1,041	1,115	-7%
	Service Hours	17,776	18,764	-5%
	Bed Days	4,312	4,769	-10%

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

Consumer Satisfaction Survey

(Based on 187 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Respect		88%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Access		84%	80%	88%
✓ Outcome		82%	80%	83%
● Recovery		74%	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	783	33.1%
	Crisis Services	457	19.3%
	Social Rehabilitation	457	19.3%
	ACT	153	6.5%
	Community Support	100	4.2%
	Intake	89	3.8%
	Other	41	1.7%
	Inpatient Services	26	1.1%
	Forensic MH	Forensics Community-based	182
Outpatient		41	1.7%
Case Management		33	1.4%

Client Demographics

Age	#	%	State Avg
18-25	201	13%	10%
26-34	227	15%	20%
35-44	290	19%	24%
45-54	264	18%	18%
55-64	324	22%	19%
65+	197	13%	9%

Gender	#	%	State Avg
Male	863	57%	59%
Female	633	42%	41%
Transgender	9	1%	0%

Race	#	%	State Avg
Black/African American	577	41%	▲ 17%
White/Caucasian	448	32%	▼ 61%
Other	287	20%	13%
Unknown	60	4%	7%
Asian	27	2%	1%
Multiple Races	12	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

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

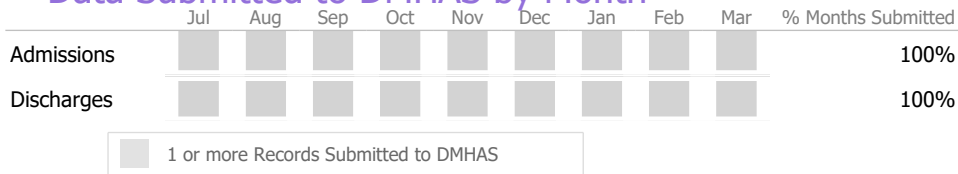
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	179	224	-20% ▼
Admits	141	177	-20% ▼
Discharges	121	200	-40% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		15	37%	0%	74%	37% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	40	25% ▲
Admits	12	-	
Discharges	3	3	0%
Service Hours	1,219	751	62% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	97%	85%
Diagnosis		
Valid Axis I Diagnosis	82%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	59%	-65% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	48%	N/A

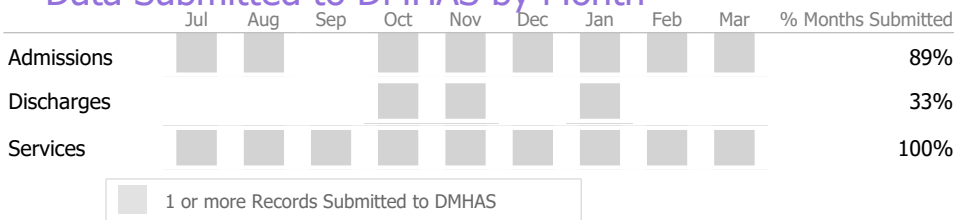
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		42	84%	60%	89%	24% ▲
Social Support		31	62%	60%	78%	2% ▲
Employed		2	4%	15%	18%	-11% ▼
Improved/Maintained Function Score		0	0%	85%	21%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	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	33	18	83% ▲
Admits	15	9	67% ▲
Discharges	17	4	325% ▲
Service Hours	499	388	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	92%
6 Month Updates	90%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	12%	50%	17%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		33	100%	60%	97%	40% ▲
Social Support		24	73%	60%	73%	13% ▲
Employed		6	18%	20%	16%	-2%
Stable Living Situation		22	67%	80%	70%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	100%	10%

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

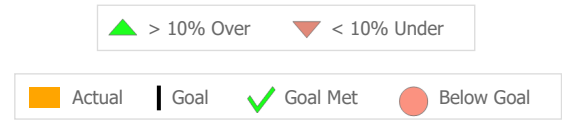
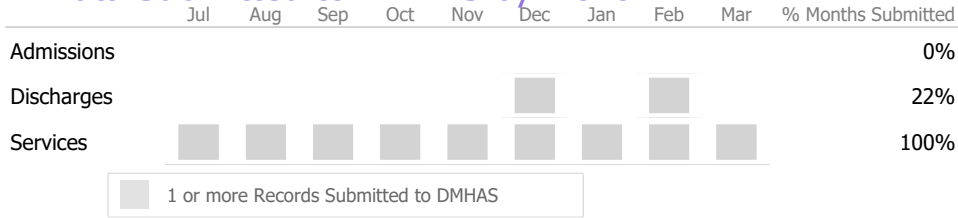
* State Avg based on 3 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	8	-38% ▼
Admits	-	1	-100% ▼
Discharges	2	4	-50% ▼
Service Hours	199	235	-15% ▼

Data Submitted to DMHAS by Month



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

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 0 Active UM Screening Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	111	-10%
Admits	22	30	-27% ▼
Discharges	55	41	34% ▲
Service Hours	1,213	1,572	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	97%	86%
Diagnosis		
Valid Axis I Diagnosis	65%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	16%	65%	55%	-49% ▼

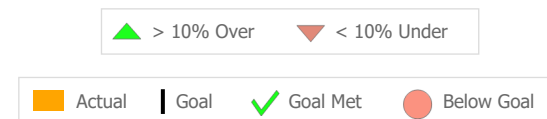
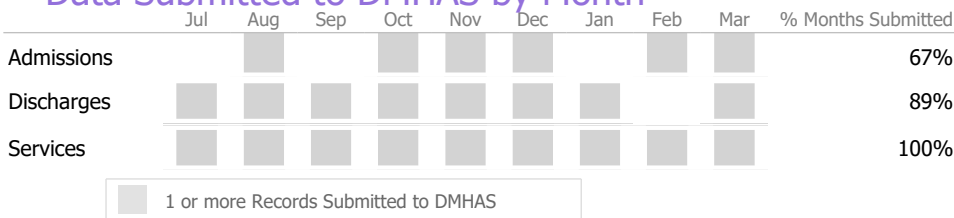
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		72	70%	60%	79%	10%
Stable Living Situation		91	88%	80%	88%	8%
Employed		13	13%	20%	15%	-7%
Improved/Maintained Function Score		0	0%	65%	30%	-65% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		42	82%	90%	98%	-8%

Data Submitted to DMHAS by Month



* 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	86	82	5%
Admits	5	7	-29% ▼
Discharges	10	4	150% ▲
Service Hours	814	819	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	20%	50%	44%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		64	74%	60%	60%	14% ▲
Employed		30	35%	30%	25%	5%
Stable Living Situation		83	97%	95%	73%	2%
Improved/Maintained Function Score		0	0%	75%	25%	-75% ▼

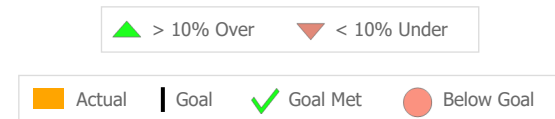
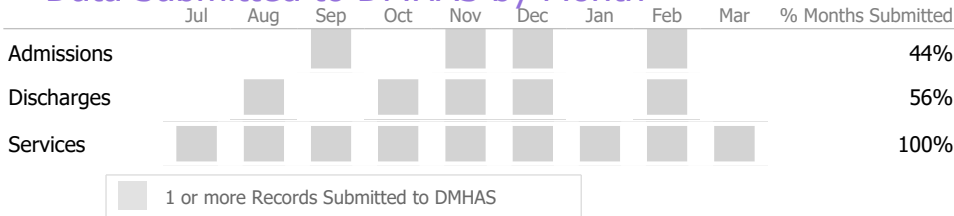
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	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		3	60%	75%	78%	-15% ▼

Data Submitted to DMHAS by Month



* State Avg based on 71 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	41	48	-15% ▼
Admits	18	13	38% ▲
Discharges	18	24	-25% ▼
Service Hours	1,000	842	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	79%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	6%	50%	26%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		43	100%	60%	41%	40% ▲
✓ Social Support		31	72%	60%	52%	12% ▲
● Employed		7	16%	30%	23%	-14% ▼
● Stable Living Situation		32	74%	95%	79%	-21% ▼
● Improved/Maintained Function Score		2	5%	75%	40%	-70% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	96%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	94%	75%	96%	19% ▲

Data Submitted to DMHAS by Month

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

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

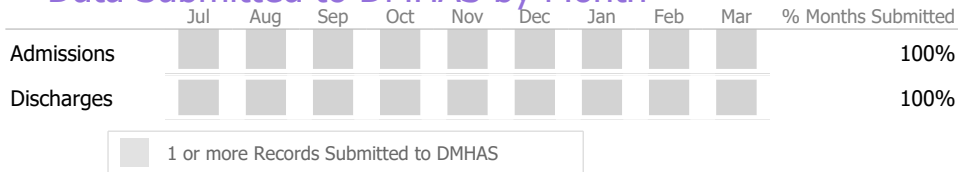
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	257	259	-1%
Admits	297	306	-3%
Discharges	293	305	-4%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		264	92%	75%	68%	17% ▲
✓ Community Location Evaluation		283	99%	80%	76%	19% ▲
● Follow-up Service within 48 hours		13	21%	90%	71%	-69% ▼

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	26	24	8%
Admits	10	10	0%
Discharges	10	10	0%
Bed Days	4,312	4,220	2%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	70%	95%	70%	-25% ▼
No Re-admit within 30 Days of Discharge		9	90%	85%	90%	5%
Follow-up within 30 Days of Discharge		7	100%	90%	100%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	75%	0%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	409 days	0.3	98%	90%	98%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

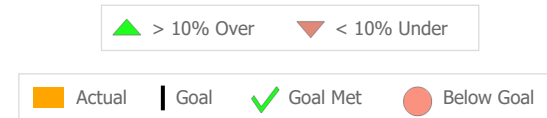
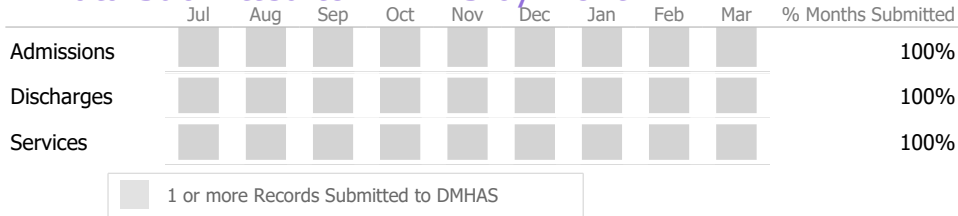
* State Avg based on 1 Active Non-Certified Subacute Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	72	24% ▲
Admits	72	57	26% ▲
Discharges	75	56	34% ▲
Service Hours	264	256	3%

Data Submitted to DMHAS by Month



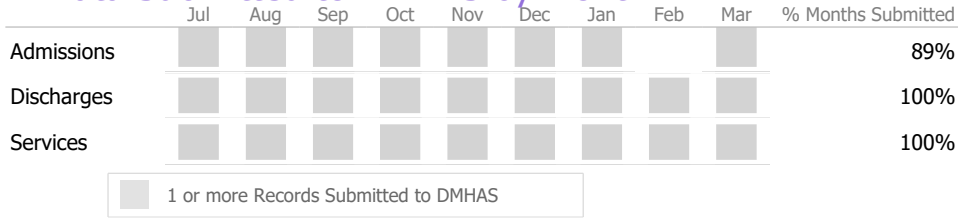
* State Avg based on 15 Active Central Intake Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	32	28% ▲
Admits	21	17	24% ▲
Discharges	24	12	100% ▲
Service Hours	73	125	-42% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Other Programs

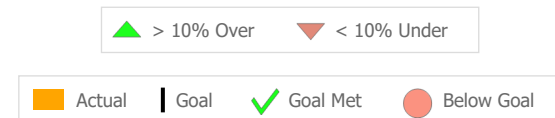
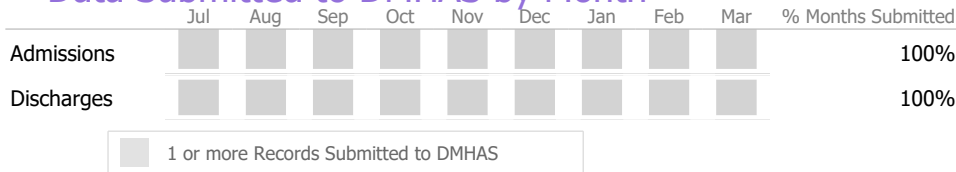
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	244	243	0%
Admits	292	303	-4%
Discharges	274	300	-9%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		259	92%	75%	68%	17% ▲
✓ Community Location Evaluation		262	93%	80%	76%	13% ▲
● Follow-up Service within 48 hours		22	42%	90%	71%	-48% ▼

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.

Peer Support

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

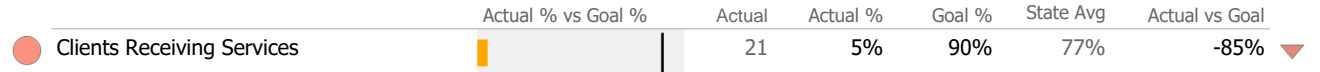
Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

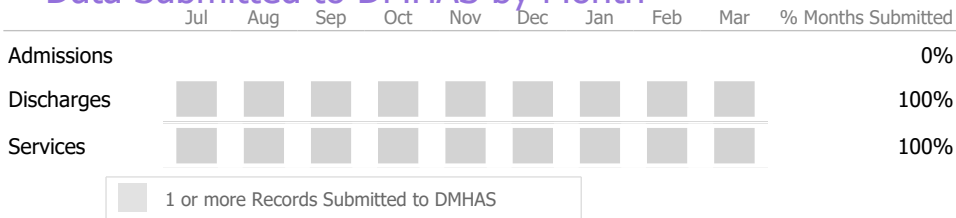
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	457	520	-12% ▼
Admits	-	-	
Discharges	39	42	-7%
Service Hours	11	15	-31% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	348	395	-12% ▼
Admits	17	13	31% ▲
Discharges	36	48	-25% ▼
Service Hours	3,094	2,902	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	74%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	22%	50%	44%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		221	64%	60%	60%	4%
Stable Living Situation		329	95%	95%	73%	0%
Employed		43	12%	30%	25%	-18% ▼
Improved/Maintained Function Score		0	0%	75%	25%	-75% ▼

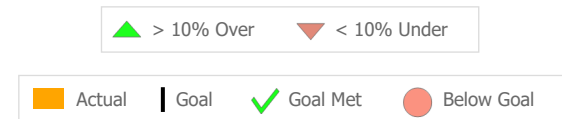
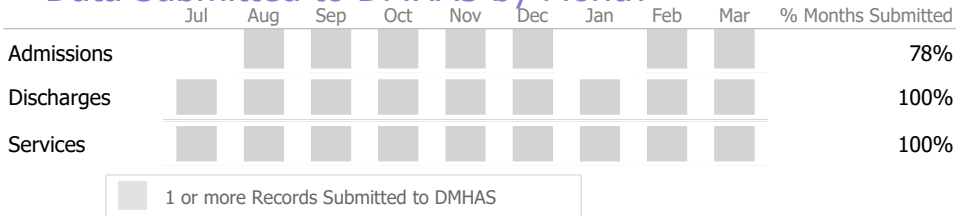
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		312	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		14	82%	75%	78%	7%

Data Submitted to DMHAS by Month



* State Avg based on 71 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	349	389	-10% ▼
Admits	13	27	-52% ▼
Discharges	29	37	-22% ▼
Service Hours	2,574	2,907	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic		
6 Month Updates	97%	49%
Diagnosis		
Valid Axis I Diagnosis	90%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	28%	50%	44%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		272	78%	60%	60%	18% ▲
Stable Living Situation		334	96%	95%	73%	1%
Employed		48	14%	30%	25%	-16% ▼
Improved/Maintained Function Score		0	0%	75%	25%	-75% ▼

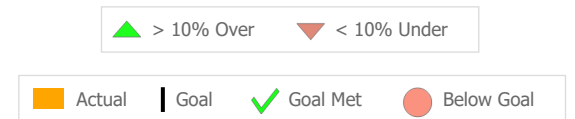
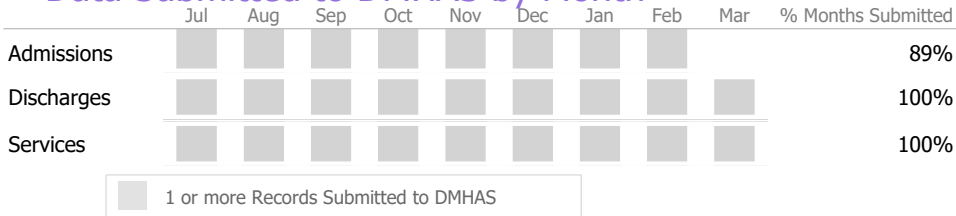
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		318	99%	90%	82%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	62%	75%	78%	-13% ▼

Data Submitted to DMHAS by Month



* State Avg based on 71 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	104	92	13% ▲
Admits	35	19	84% ▲
Discharges	35	21	67% ▲
Service Hours	6,817	7,952	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	88%
On-Time Periodic		
6 Month Updates	98%	85%
Diagnosis		
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	23%	65%	59%	-42% ▼
No Re-admit within 30 Days of Discharge		32	94%	85%	93%	9% ▲
Follow-up within 30 Days of Discharge		2	25%	90%	48%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		96	91%	60%	89%	31% ▲
Social Support		75	71%	60%	78%	11% ▲
Employed		26	25%	15%	18%	10% ▲
Improved/Maintained Function Score		1	1%	85%	21%	-84% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		66	94%	90%	99%	4%

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 24 Active Assertive Community Treatment Programs

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