

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,665	1,772	-6%
	Admits	1,283	1,337	-4%
	Discharges	1,381	1,504	-8%
	Service Hours	25,387	23,214	9%
	Bed Days	5,761	6,115	-6%

▲ > 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	792	30.6%
	Crisis Services	591	22.8%
	Social Rehabilitation	456	17.6%
	ACT	158	6.1%
	Community Support	107	4.1%
	Intake	100	3.9%
	Other	47	1.8%
	Inpatient Services	33	1.3%
	Forensic MH	Forensics Community-based	223
Outpatient		43	1.7%
Case Management		38	1.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	232	14%	10%	Male	944	57%	59%	
26-34	266	16%	21%	Female	712	43%	41%	
35-44	324	19%	24%	Transgender	9	1%	0%	
45-54	282	17%	18%	Race	Black/African American	630	41%	▲ 18%
55-64	341	21%	18%		White/Caucasian	490	32%	▼ 60%
65+	218	13%	9%		Other	302	19%	12%
					Unknown	78	5%	7%
Ethnicity	Non-Hispanic	1,054	63%	67%	Asian	28	2%	1%
	Hisp-Puerto Rican	232	14%	10%	Multiple Races	17	1%	1%
	Unknown	212	13%	13%	Am. Indian/Native Alaskan	4	0%	1%
	Hispanic-Other	159	10%	9%	Hawaiian/Other Pacific Islander	2	0%	0%
	Hispanic-Mexican	5	0%	1%				
Hispanic-Cuban	3	0%	0%					

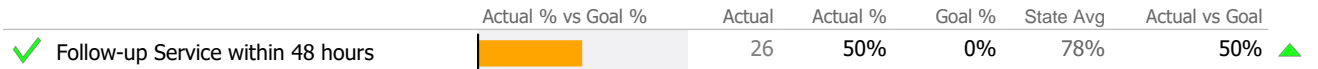
■ Unique Clients | ■ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

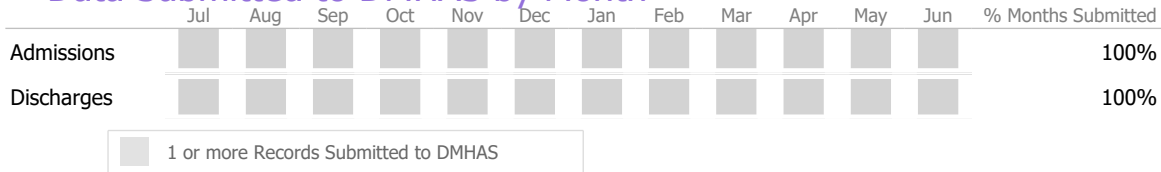
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	217	256	-15% ▼
Admits	187	222	-16% ▼
Discharges	176	257	-32% ▼

Jail Diversion



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	55	42	31% ▲
Admits	17	2	750% ▲
Discharges	4	4	0%
Service Hours	1,748	1,103	59% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	95%	91%
Diagnosis		
Valid Axis I Diagnosis	76%	96%

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%	50%	N/A

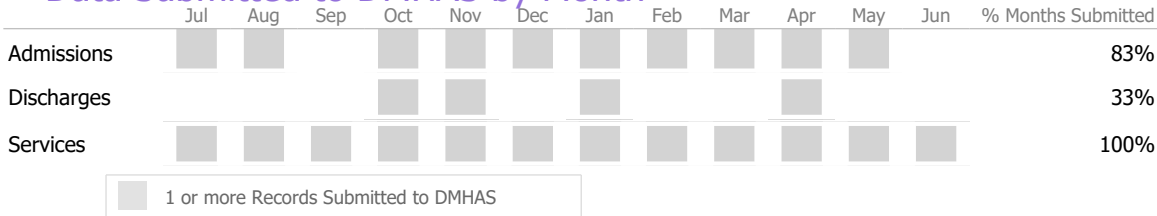
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		46	84%	60%	88%	24% ▲
Social Support		34	62%	60%	78%	2% ▲
Employed		3	5%	15%	18%	-10% ▼
Improved/Maintained Function Score		0	0%	85%	25%	-85% ▼

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



▲ > 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	38	29	31% ▲
Admits	20	20	0%
Discharges	20	11	82% ▲
Service Hours	688	573	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	10%	50%	18%	-40% ▼

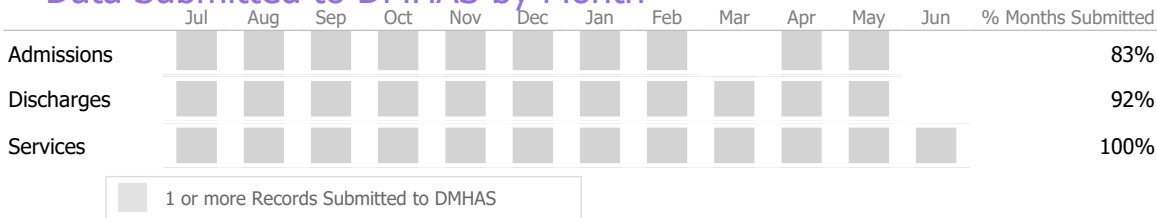
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		38	100%	60%	98%	40% ▲
Social Support		27	71%	60%	71%	11% ▲
Employed		6	16%	20%	14%	-4%
Stable Living Situation		24	63%	80%	67%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	100%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

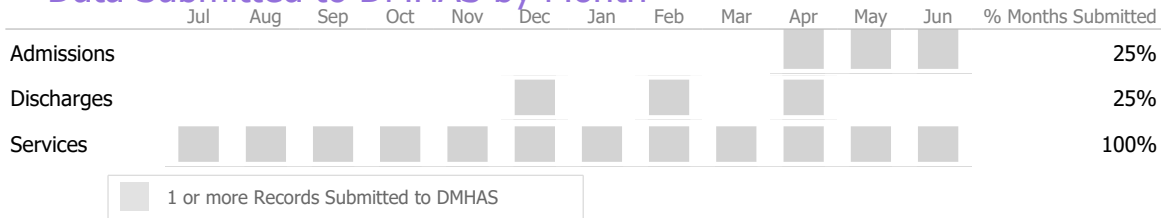
* State Avg based on 3 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	4	1	300% ▲
Discharges	3	4	-25% ▼
Service Hours	290	334	-13% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 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	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 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	107	125	-14% ▼
Admits	33	46	-28% ▼
Discharges	65	48	35% ▲
Service Hours	1,590	1,955	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	94%	83%
Diagnosis		
Valid Axis I Diagnosis	64%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	22%	65%	53%	-43% ▼

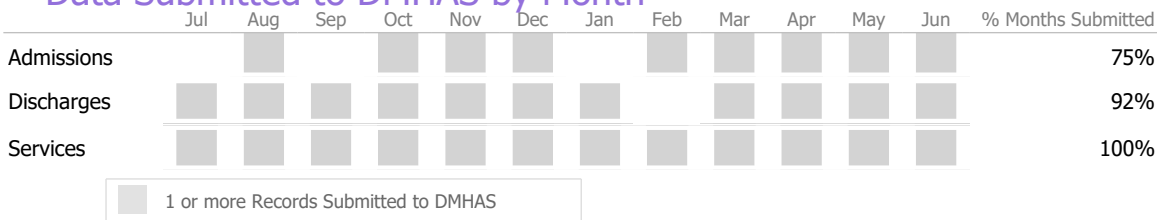
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		79	69%	60%	79%	9%
Stable Living Situation		102	89%	80%	88%	9%
Employed		16	14%	20%	15%	-6%
Improved/Maintained Function Score		0	0%	65%	44%	-65% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	82%	90%	97%	-8%

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	87	85	2%
Admits	6	10	-40% ▼
Discharges	15	4	275% ▲
Service Hours	1,121	1,070	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	57%
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	13%	50%	40%	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		65	75%	60%	66%	15% ▲
Employed		30	34%	30%	28%	4%
Stable Living Situation		84	97%	95%	78%	2%
Improved/Maintained Function Score		0	0%	75%	33%	-75% ▼

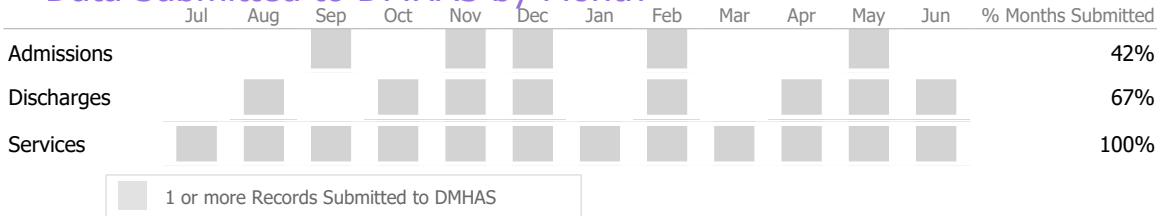
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	67%	75%	74%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	43	51	-16% ▼
Admits	20	16	25% ▲
Discharges	22	27	-19% ▼
Service Hours	1,374	1,077	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	5%	50%	23%	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		45	100%	60%	41%	40% ▲
Social Support		32	71%	60%	67%	11% ▲
Employed		9	20%	30%	22%	-10%
Stable Living Situation		34	76%	95%	78%	-19% ▼
Improved/Maintained Function Score		3	7%	75%	49%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	100%	90%	95%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	95%	75%	92%	20% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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 3 Active Standard Outpatient Programs

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

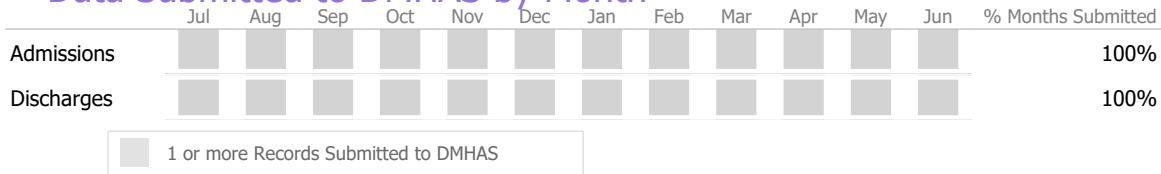
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	334	352	-5%
Admits	407	430	-5%
Discharges	402	428	-6%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		365	93%	75%	70%	18% ▲
✓ Community Location Evaluation		387	99%	80%	79%	19% ▲
● Follow-up Service within 48 hours		16	21%	90%	75%	-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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	30	10%
Admits	17	17	0%
Discharges	17	16	6%
Bed Days	5,761	5,566	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	92%
On-Time Periodic		
6 Month Updates	100%	100%
Diagnosis		
Valid Axis I Diagnosis	97%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	82%	95%	82%	-13% ▼
No Re-admit within 30 Days of Discharge		15	88%	85%	88%	3%
Follow-up within 30 Days of Discharge		14	100%	90%	100%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		1	5%	75%	5%	-70% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	392 days	0.2	99%	90%	99%	9%

■ < 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	■	■				■	■	■	■	■	■	■	75%
Discharges		■	■			■	■	■	■	■	■	■	75%

■ 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.

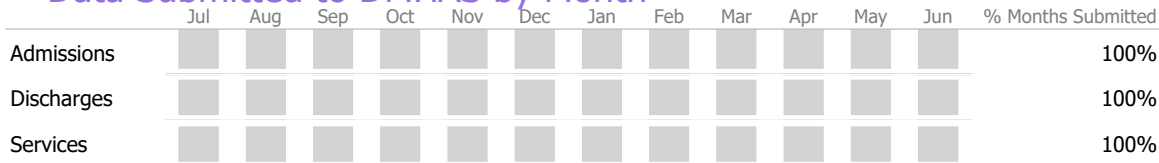
Intake Team

Capitol Region Mental Health Center
Mental Health - Intake - Central Intake

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	90	11% ▲
Admits	85	75	13% ▲
Discharges	86	72	19% ▲
Service Hours	361	352	3%

Data Submitted to DMHAS by Month



█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

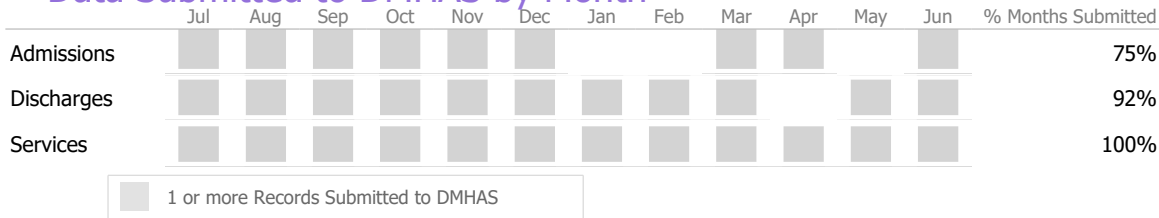
* State Avg based on 15 Active Central Intake Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	38	24% ▲
Admits	26	23	13% ▲
Discharges	27	17	59% ▲
Service Hours	111	130	-14% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Other Programs

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

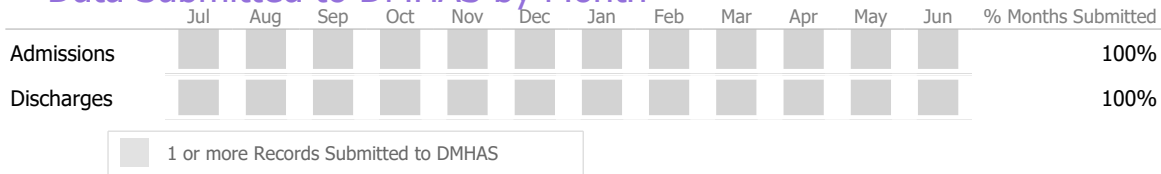
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	318	319	0%
Admits	387	404	-4%
Discharges	367	399	-8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		336	90%	75%	70%	15% ▲
✓ Community Location Evaluation		347	93%	80%	79%	13% ▲
● Follow-up Service within 48 hours		30	43%	90%	75%	-47% ▼

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.

Peer Support

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

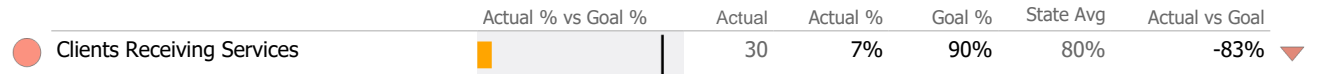
Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

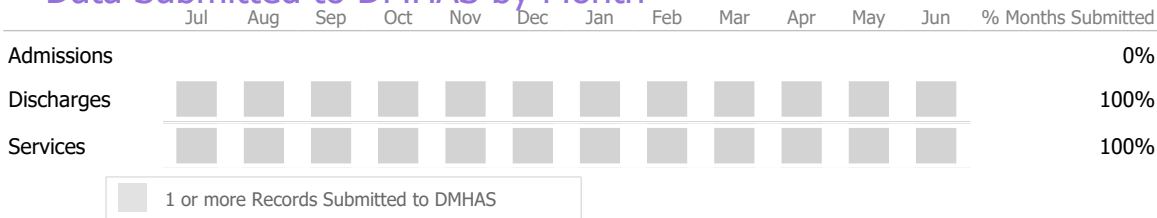
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	456	519	-12% ▼
Admits	-	-	
Discharges	48	63	-24% ▼
Service Hours	14	18	-21% ▼
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 34 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	353	397	-11% ▼
Admits	20	14	43% ▲
Discharges	49	64	-23% ▼
Service Hours	4,357	3,694	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	57%
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		11	22%	50%	40%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		224	63%	60%	66%	3%
Stable Living Situation		330	93%	95%	78%	-2%
Employed		41	12%	30%	28%	-18% ▼
Improved/Maintained Function Score		0	0%	75%	33%	-75% ▼

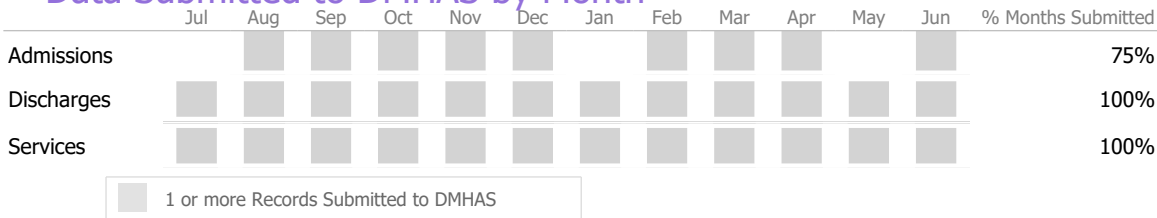
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		303	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	80%	75%	74%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	352	392	-10% ▼
Admits	17	32	-47% ▼
Discharges	40	58	-31% ▼
Service Hours	3,630	3,706	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic		
6 Month Updates	96%	57%
Diagnosis		
Valid Axis I Diagnosis	90%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	25%	50%	40%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		276	78%	60%	66%	18% ▲
Stable Living Situation		336	95%	95%	78%	0%
Employed		50	14%	30%	28%	-16% ▼
Improved/Maintained Function Score		0	0%	75%	33%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		312	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	71%	75%	74%	-4%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	105	98	7%
Admits	37	25	48% ▲
Discharges	40	28	43% ▲
Service Hours	10,103	9,202	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	90%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	22%	65%	59%	-43% ▼
No Re-admit within 30 Days of Discharge		36	92%	85%	93%	7%
Follow-up within 30 Days of Discharge		2	22%	90%	50%	-68% ▼

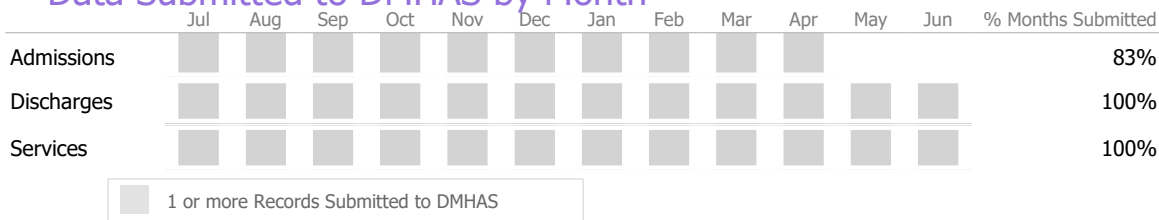
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		96	90%	60%	88%	30% ▲
Social Support		78	73%	60%	78%	13% ▲
Employed		26	24%	15%	18%	9%
Improved/Maintained Function Score		1	1%	85%	25%	-84% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	100%	90%	98%	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.