

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,158	1,189	-3%
	Admits	327	328	0%
	Discharges	351	379	-7%
	Service Hours	7,280	4,954	47% ▲
	Bed Days	1,445	1,468	-2%

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

Consumer Satisfaction Survey

(Based on 174 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Respect		94%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Access		92%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Outcome		89%	80%	83%
✓ Recovery		83%	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	695	39.7%
	Social Rehabilitation	408	23.3%
	Crisis Services	216	12.3%
	ACT	124	7.1%
	Community Support	52	3.0%
	Intake	34	1.9%
	Other	30	1.7%
	Inpatient Services	23	1.3%
	Forensic MH	Forensics Community-based	119
Outpatient		28	1.6%
Case Management		20	1.1%

Client Demographics

Age	#	%	State Avg
18-25	124	11%	8%
26-34	175	15%	18%
35-44	209	18%	24%
45-54	213	18%	19%
55-64	251	22%	20%
65+	184	16%	11%

Gender	#	%	State Avg
Male	683	59%	58%
Female	465	40%	42%
Transgender	10	1%	0%

Race	#	%	State Avg
Black/African American	485	43% ▲	17%
White/Caucasian	350	31% ▼	60%
Other	213	19%	12%
Unknown	48	4%	8%
Asian	17	2%	1%
Multiple Races	12	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

■ 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.

500 Vine Jail Div

Capitol Region Mental Health Center

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

Connecticut Dept of Mental Health and Addiction Services


Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 20, 2023)






Program Activity


Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	95	21% ▲
Admits	51	41	24% ▲
Discharges	52	31	68% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		17	100%	0%	84%	100% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	38	29% ▲
Admits	1	1	0%
Discharges	1	-	
Service Hours	705	395	78% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	98%	88%
Diagnosis		
Valid Axis I Diagnosis	73%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	61%	-65% ▼
No Re-admit within 30 Days of Discharge		0	0%	85%	84%	-85% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	31%	N/A

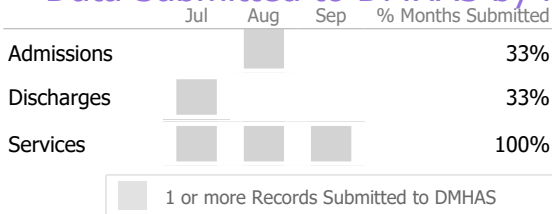
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		41	84%	60%	89%	24% ▲
Social Support		27	55%	60%	77%	-5%
Employed		3	6%	15%	14%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	100%	90%	97%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal



* State Avg based on 23 Active Assertive Community Treatment Programs

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


Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	24	-17% ▼
Admits	2	7	-71% ▼
Discharges	7	10	-30% ▼
Service Hours	153	169	-10%



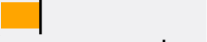
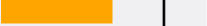
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 87%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	 100%	88%


Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	13%	-50% ▼









Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		20	100%	60%	95%	40% ▲
✓ Social Support		13	65%	60%	64%	5%
✓ Employed		4	20%	20%	18%	0%
● Stable Living Situation		11	55%	80%	59%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	92%	90%	86%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

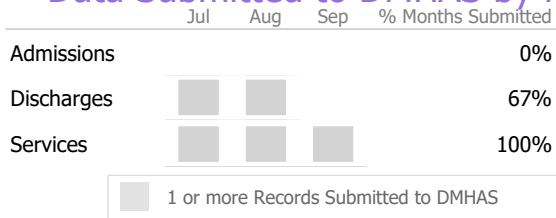
* State Avg based on 3 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	-	-	
Discharges	2	-	
Service Hours	62	63	-1%

Data Submitted to DMHAS by Month



* 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	% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	82	-37% ▼
Admits	4	1	300% ▲
Discharges	8	24	-67% ▼
Service Hours	346	400	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic		
6 Month Updates	100%	77%
Diagnosis		
Valid Axis I Diagnosis	56%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	12%	65%	53%	-53% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		47	90%	80%	87%	10%
Social Support		36	69%	60%	79%	9%
Employed		9	17%	20%	14%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	73%	90%	93%	-17% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 35 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	71	82	-13% ▼
Admits	-	1	-100% ▼
Discharges	4	5	-20% ▼
Service Hours	282	252	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	97%	55%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	37%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		53	75%	60%	62%	15% ▲
Employed		26	37%	30%	23%	7%
Stable Living Situation		70	99%	95%	71%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		66	99%	90%	79%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	61%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	35	-20% ▼
Admits	4	9	-56% ▼
Discharges	2	7	-71% ▼
Service Hours	295	317	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic		
6 Month Updates	95%	85%
Diagnosis		
Valid Axis I Diagnosis	89%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	29%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		28	100%	60%	46%	40% ▲
Social Support		21	75%	60%	75%	15% ▲
Employed		3	11%	30%	17%	-19% ▼
Stable Living Situation		20	71%	95%	81%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	75%	75%	85%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 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	93	99	-6%
Admits	92	102	-10%
Discharges	91	101	-10%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		82	94%	75%	79%	19% ▲
✓ Community Location Evaluation		86	99%	80%	82%	19% ▲
● Follow-up Service within 48 hours		4	20%	90%	85%	-70% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	18	28% ▲
Admits	7	2	250% ▲
Discharges	7	2	250% ▲
Bed Days	1,445	1,468	-2%

Data Submission Quality

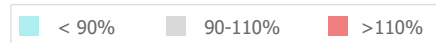
Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
On-Time Periodic		
6 Month Updates	100%	100%
Diagnosis		
Valid Axis I Diagnosis	96%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	71%	95%	71%	-24% ▼
✓ No Re-admit within 30 Days of Discharge		6	86%	85%	86%	1%
● Follow-up within 30 Days of Discharge		4	80%	90%	80%	-10%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				16	240 days	0.7	98%	90%	98%	8%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

1 or more Records Submitted to DMHAS



* 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	34	45	-24% ▼
Admits	18	26	-31% ▼
Discharges	18	27	-33% ▼
Service Hours	70	105	-33% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 15 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	33	-9%
Admits	6	11	-45% ▼
Discharges	6	9	-33% ▼
Service Hours	15	11	28% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Other Programs

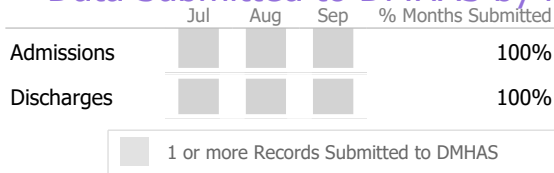
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	103	31% ▲
Admits	126	106	19% ▲
Discharges	123	102	21% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		110	90%	75%	79%	15% ▲
✓ Community Location Evaluation		119	98%	80%	82%	18% ▲
● Follow-up Service within 48 hours		8	31%	90%	85%	-59% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 25 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


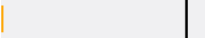
Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 20, 2023)





Program Activity


Measure	Actual	1 Yr Ago	Variance %
Unique Clients	408	456	-11% ▼
Admits	-	-	
Discharges	8	18	-56% ▼
Service Hours	1	4	-61% ▼
Social Rehab/PHP/IOP Days	0	0	


Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		3	1%	90%	67%	-89% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 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	307	339	-9%
Admits	3	6	-50% ▼
Discharges	10	14	-29% ▼
Service Hours	1,054	874	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic		
6 Month Updates	96%	55%
Diagnosis		
Valid Axis I Diagnosis	72%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	37%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		197	64%	60%	62%	4%
Stable Living Situation		289	94%	95%	71%	-1%
Employed		37	12%	30%	23%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		294	99%	90%	79%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	100%	75%	61%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	317	338	-6%
Admits	5	3	67% ▲
Discharges	5	12	-58% ▼
Service Hours	1,167	773	51% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	96%	55%
Diagnosis		
Valid Axis I Diagnosis	90%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	37%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		251	79%	60%	62%	19% ▲
Stable Living Situation		304	96%	95%	71%	1%
Employed		48	15%	30%	23%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		310	99%	90%	79%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	80%	75%	61%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 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	75	82	-9%
Admits	8	12	-33% ▼
Discharges	7	17	-59% ▼
Service Hours	3,129	1,592	97% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic		
6 Month Updates	98%	88%
Diagnosis		
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	61%	-65% ▼
No Re-admit within 30 Days of Discharge		6	86%	85%	84%	1%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	31%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		71	95%	60%	89%	35% ▲
Social Support		55	73%	60%	77%	13% ▲
Employed		17	23%	15%	14%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	99%	90%	97%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 23 Active Assertive Community Treatment Programs

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