

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	596	610	-2%
	Admits	5	14	-64% ▼
	Discharges	18	12	50% ▲
	Service Hours	693	456	52% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	539	84.6%
	Community Support	98	15.4%

### Client Demographics

Age	#	%	State Avg
18-25	13	2%	8%
26-34	58	10%	18%
35-44	102	17%	24%
45-54	103	17%	19%
55-64	161	27%	20%
65+	159	27%	▲ 11%

Ethnicity	#	%	State Avg
Non-Hispanic	465	78%	▲ 66%
Hispanic-Other	77	13%	10%
Hisp-Puerto Rican	39	7%	11%
Hispanic-Mexican	10	2%	1%
Unknown	5	1%	▼ 13%
Hispanic-Cuban			0%

Gender	#	%	State Avg
Female	321	54%	▲ 42%
Male	275	46%	▼ 58%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	389	65%	60%
Black/African American	115	19%	17%
Other	72	12%	12%
Unknown	9	2%	8%
Multiple Races	5	1%	1%
Asian	4	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander			0%

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

Survey Data Not Available

# Community Support Program

Norwalk Hospital

Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	104	-6%
Admits	5	13	-62% ▼
Discharges	15	9	67% ▲
Service Hours	346	446	-22% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	42%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	40%	65%	53%	-25% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		93	95%	60%	79%	35% ▲
Stable Living Situation		96	98%	80%	87%	18% ▲
Employed		20	20%	20%	14%	0%
Improved/Maintained Function Score		8	9%	65%	50%	-56% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	98%	90%	93%	8%

## 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	539	555	-3%
Admits	-	1	-100% ▼
Discharges	3	3	0%
Service Hours	347	9	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	3%	55%
Diagnosis	Actual	State Avg
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
Employed		37	7%	30%	23%	-23% ▼
Social Support		182	34%	60%	62%	-26% ▼
Stable Living Situation		192	36%	95%	71%	-59% ▼
Improved/Maintained Function Score		0	0%	75%	35%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		232	43%	90%	79%	-47% ▼

### 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				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 75 Active Standard Outpatient Programs

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