

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,043	1,871	9%
	Admits	678	414	64% ▲
	Discharges	655	424	54% ▲
	Service Hours	7,239	7,680	-6%
	Bed Days	5,653	5,620	1%

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

Consumer Satisfaction Survey

(Based on 155 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Outcome		88%	80%	83%
✓ General Satisfaction		87%	80%	92%
✓ Respect		87%	80%	91%
✓ Access		85%	80%	88%
✓ Recovery		82%	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	853	38.5%
	Crisis Services	393	17.7%
	Other	357	16.1%
	Community Support	158	7.1%
	Intake	152	6.9%
	Inpatient Services	76	3.4%
	ACT	50	2.3%
	Residential Services	11	0.5%
	Forensic MH	Forensics Community-based	166

Client Demographics

Age	#	%	State Avg
18-25	160	8%	8%
26-34	328	16%	18%
35-44	381	19%	24%
45-54	371	18%	19%
55-64	442	22%	20%
65+	354	17%	11%

Gender	#	%	State Avg
Male	1,204	59%	58%
Female	835	41%	42%
Transgender	3	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,229	60%	66%
Unknown	299	15%	13%
Hispanic-Other	278	14%	10%
Hisp-Puerto Rican	205	10%	11%
Hispanic-Mexican	24	1%	1%
Hispanic-Cuban	8	0%	0%

Race	#	%	State Avg
Black/African American	666	36%	▲ 17%
White/Caucasian	639	35%	▼ 60%
Other	429	23%	▲ 12%
Unknown	50	3%	8%
Asian	26	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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	83	13% ▲
Admits	73	70	4%
Discharges	67	70	-4%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		3	20%	0%	84%	20% ▲

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

* 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	347	369	-6%
Admits	-	3	-100% ▼
Discharges	1	11	-91% ▼

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Housing Assistance Programs

Variations 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	1	2	-50% ▼
Discharges	5	3	67% ▲
Service Hours	513	537	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	88%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	65%	61%	15% ▲
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	84%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	31%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		44	88%	60%	89%	28% ▲
✓ Social Support		35	70%	60%	77%	10%
● Employed		1	2%	15%	14%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	100%	90%	97%	10%

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 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	247	13	1800% ▲
Admits	304	12	2433% ▲
Discharges	303	12	2425% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	79%	-75% ▼
✓ Community Location Evaluation		4	100%	80%	82%	20% ▲
● Follow-up Service within 48 hours		0	NA	90%	85%	-90% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	28	-11% ▼
Admits	5	6	-17% ▼
Discharges	5	7	-29% ▼
Bed Days	1,908	1,860	3%

Data Submission Quality

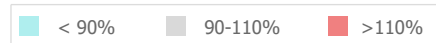
Data Entry	Actual	State Avg
Valid NOMS Data	92%	88%
On-Time Periodic		
6 Month Updates	93%	17%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	80%	95%	84%	-15% ▼
No Re-admit within 30 Days of Discharge		3	60%	85%	81%	-25% ▼
Follow-up within 30 Days of Discharge		3	75%	90%	52%	-15% ▼

Bed Utilization

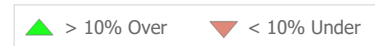
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	514 days	0.8	99%	90%	89%	9%



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 10 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	25	8%
Admits	6	4	50% ▲
Discharges	6	3	100% ▲
Bed Days	1,927	1,920	0%

Data Submission Quality

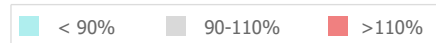
Data Entry	Actual	State Avg
Valid NOMS Data	93%	88%
On-Time Periodic		
6 Month Updates	100%	17%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	95%	84%	5%
● No Re-admit within 30 Days of Discharge		5	83%	85%	81%	-2%
● Follow-up within 30 Days of Discharge		4	67%	90%	52%	-23% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	528 days	0.8	100%	90%	89%	10%



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 10 Active Acute Psychiatric Programs

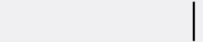
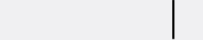
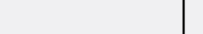
Program Activity

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

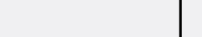
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	96%
On-Time Periodic		
6 Month Updates	 N/A	88%

Discharge Outcomes


Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	 N/A	N/A	N/A	95%	77%	N/A
No Re-admit within 30 Days of Discharge	 N/A	N/A	N/A	85%	92%	N/A
Follow-up within 30 Days of Discharge	 N/A	N/A	N/A	90%	90%	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%	68%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 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	11	10	10%
Admits	1	3	-67% ▼
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	77%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	92%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	90%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	68%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 8 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	72	-25% ▼
Admits	6	-	
Discharges	6	5	20% ▲
Service Hours	1,795	1,747	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	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		3	50%	50%	37%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		48	89%	60%	62%	29% ▲
Stable Living Situation		50	93%	95%	71%	-2%
Employed		14	26%	30%	23%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	100%	75%	61%	25% ▲

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 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	136	80	70% ▲
Admits	37	32	16% ▲
Discharges	32	18	78% ▲
Service Hours	261	240	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 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	4	3	33% ▲
Admits	1	1	0%
Discharges	1	-	
Service Hours	-	26	-100% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			■	33%
Discharges			■	33%
Services				0%

■ 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	438	443	-1%
Admits	14	7	100% ▲
Discharges	17	14	21% ▲
Service Hours	1,395	1,411	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	95%	55%
Diagnosis		
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	41%	50%	37%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		304	69%	60%	62%	9%
Stable Living Situation		431	98%	95%	71%	3%
Employed		79	18%	30%	23%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		416	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		14	100%	75%	61%	25% ▲

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 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	25	20	25% ▲
Admits	5	1	400% ▲
Discharges	5	-	
Bed Days	1,818	1,840	-1%

Data Submission Quality

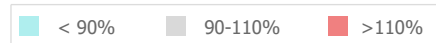
Data Entry	Actual	State Avg
Valid NOMS Data	90%	88%
On-Time Periodic		
6 Month Updates	91%	17%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	95%	84%	5%
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	81%	15% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	52%	10%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				20	415 days	0.8	99%	90%	89%	9%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 10 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	152	185	-18% ▼
Admits	142	224	-37% ▼
Discharges	136	220	-38% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		94	66%	75%	79%	-9%
✓ Community Location Evaluation		134	94%	80%	82%	14% ▲
✓ Follow-up Service within 48 hours		10	100%	90%	85%	10%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	59	2%
Admits	7	3	133% ▲
Discharges	5	6	-17% ▼
Service Hours	592	781	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic		
6 Month Updates	96%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	65%	53%	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		47	78%	60%	79%	18% ▲
Stable Living Situation		56	93%	80%	87%	13% ▲
Employed		4	7%	20%	14%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	100%	90%	93%	10%

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	101	99	2%
Admits	6	-	
Discharges	3	4	-25% ▼
Service Hours	736	672	9%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	65%	53%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		77	76%	60%	79%	16% ▲
Stable Living Situation		88	87%	80%	87%	7%
Employed		7	7%	20%	14%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		98	100%	90%	93%	10%

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 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	255	271	-6%
Admits	14	9	56% ▲
Discharges	11	7	57% ▲
Service Hours	1,139	1,257	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	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		5	45%	50%	37%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		188	74%	60%	62%	14% ▲
Stable Living Situation		250	98%	95%	71%	3%
Employed		57	22%	30%	23%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		243	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	100%	75%	61%	25% ▲

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 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	72	56	29% ▲
Admits	38	24	58% ▲
Discharges	31	24	29% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		9	113%	0%	84%	112% ▲

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

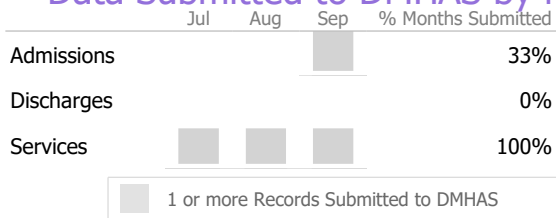
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Variances 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	2	-	
Discharges	-	2	-100% ▼
Service Hours	22	28	-21% ▼

Data Submitted to DMHAS by Month



* State Avg based on 24 Active Other Programs

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

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 2023 - September 2023 (Data as of Dec 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	12	33% ▲
Admits	12	11	9%
Discharges	15	12	25% ▲
Service Hours	68	65	5%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	3	2	50% ▲
Discharges	5	-	
Service Hours	546	700	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	90%	55%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	50%	37%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		29	91%	60%	62%	31% ▲
● Employed		9	28%	30%	23%	-2%
● Stable Living Situation		28	88%	95%	71%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	79%	10%

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				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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	91	-12% ▼
Admits	1	-	
Discharges	1	5	-80% ▼
Service Hours	172	214	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic		
6 Month Updates	95%	55%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	37%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	80%	60%	62%	20% ▲
✓ Stable Living Situation		79	99%	95%	71%	4%
● Employed		19	24%	30%	23%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		78	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		1	100%	75%	61%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			█	33%
Discharges	█			33%
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.