

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,302	1,356	-4%
	Admits	661	674	-2%
	Discharges	715	751	-5%
	Service Hours	13,597	10,662	28% ▲
	Bed Days	2,899	2,925	-1%

▲ > 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	#	%
<b>Mental Health</b>	Outpatient	713	36.2%
	Social Rehabilitation	407	20.7%
	Crisis Services	345	17.5%
	ACT	133	6.8%
	Community Support	54	2.7%
	Intake	53	2.7%
	Other	34	1.7%
	Inpatient Services	25	1.3%
	<b>Forensic MH</b>	Forensics Community-based	146
Outpatient		36	1.8%
Case Management		23	1.2%

### Client Demographics

Age	#	%	State Avg
18-25	158	12%	8%
26-34	206	16%	19%
35-44	241	19%	24%
45-54	228	18%	18%
55-64	265	20%	19%
65+	202	16%	10%

Gender	#	%	State Avg
Male	760	58%	59%
Female	530	41%	41%
Transgender	12	1%	0%

Race	#	%	State Avg
Black/African American	525	42%	▲ 17%
White/Caucasian	395	32%	▼ 60%
Other	229	18%	12%
Unknown	57	5%	8%
Asian	20	2%	1%
Multiple Races	13	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

Variances 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

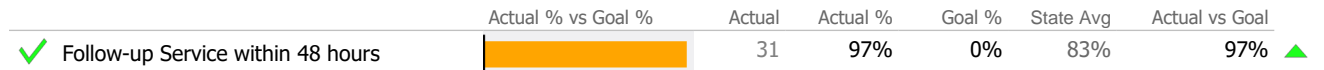
Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

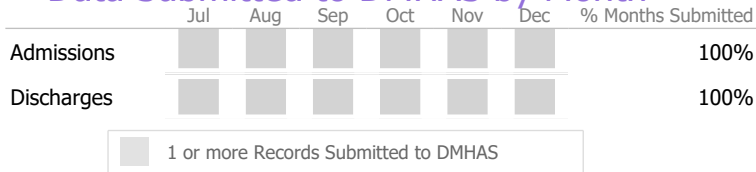
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	133	7%
Admits	88	91	-3%
Discharges	106	69	54% ▲

**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	51	43	19% ▲
Admits	3	6	-50% ▼
Discharges	3	2	50% ▲
Service Hours	1,211	809	50% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic		
6 Month Updates	98%	86%
Diagnosis		
Valid Axis I Diagnosis	84%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	65%	53%	2%
● No Re-admit within 30 Days of Discharge		1	33%	85%	83%	-52% ▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	51%	10%

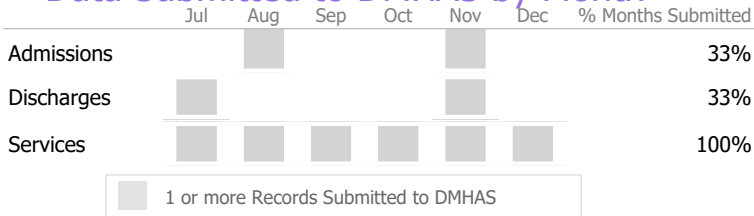
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		43	83%	60%	89%	23% ▲
● Social Support		30	58%	60%	77%	-2%
● Employed		3	6%	15%	15%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	98%	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	23	29	-21% ▼
Admits	6	13	-54% ▼
Discharges	11	14	-21% ▼
Service Hours	248	304	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	8%	-50% ▼

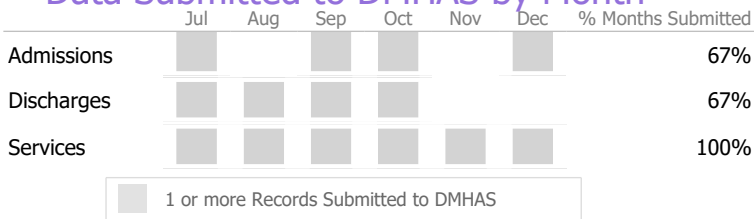
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		23	100%	60%	96%	40% ▲
✓ Social Support		16	70%	60%	68%	10%
● Employed		4	17%	20%	16%	-3%
● Stable Living Situation		13	57%	80%	60%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	92%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

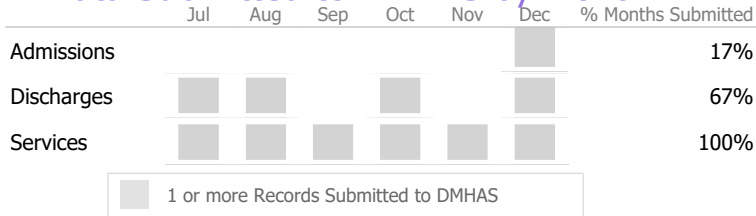
\* State Avg based on 3 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	1	-	
Discharges	4	1	300% ▲
Service Hours	136	129	5%

### 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 % 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	54	95	-43% ▼
Admits	8	16	-50% ▼
Discharges	17	42	-60% ▼
Service Hours	604	793	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic		
6 Month Updates	100%	80%
Diagnosis		
Valid Axis I Diagnosis	59%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	18%	65%	52%	-47% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		49	88%	80%	87%	8%
Social Support		37	66%	60%	79%	6%
Employed		9	16%	20%	15%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	67%	90%	97%	-23% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
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 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	85	-16% ▼
Admits	1	4	-75% ▼
Discharges	4	9	-56% ▼
Service Hours	581	559	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic		
6 Month Updates	100%	52%
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%	38%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		56	79%	60%	63%	19% ▲
Employed		26	37%	30%	25%	7%
Stable Living Situation		71	100%	95%	72%	5%

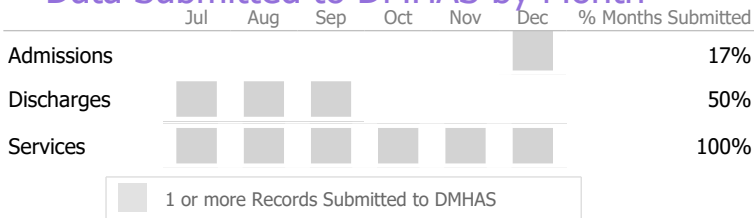
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	100%	90%	84%	10%

### 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



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 77 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	36	39	-8%
Admits	12	14	-14% ▼
Discharges	3	14	-79% ▼
Service Hours	650	642	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic		
6 Month Updates	100%	80%
Diagnosis		
Valid Axis I Diagnosis	89%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	34%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		36	100%	60%	50%	40% ▲
Social Support		24	67%	60%	73%	7%
Employed		4	11%	30%	17%	-19% ▼
Stable Living Situation		25	69%	95%	78%	-26% ▼

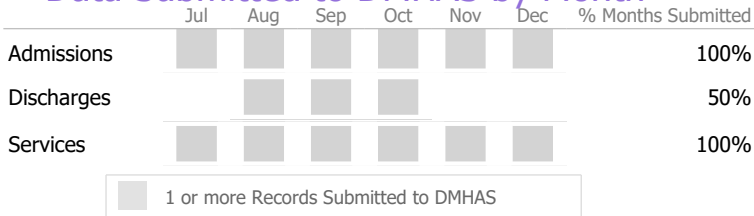
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	100%	90%	89%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	92%	75%	88%	17% ▲

### Data Submitted to DMHAS by Month



▲ > 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.

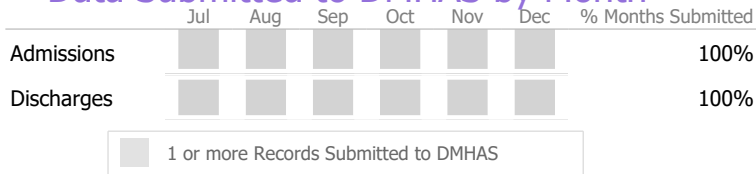
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	161	180	-11% ▼
Admits	185	209	-11% ▼
Discharges	187	207	-10%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		163	93%	75%	76%	18% ▲
✓ Community Location Evaluation		172	98%	80%	79%	18% ▲
● Follow-up Service within 48 hours		10	24%	90%	87%	-66% ▼

### 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	25	19	32% ▲
Admits	9	3	200% ▲
Discharges	10	4	150% ▲
Bed Days	2,899	2,925	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	89%
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		8	80%	85%	80%	-5%
Follow-up within 30 Days of Discharge		6	86%	90%	86%	-4%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	317 days	0.4	98%	90%	98%	8%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■			■	50%
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

Variances 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	53	64	-17% ▼
Admits	41	45	-9%
Discharges	38	55	-31% ▼
Service Hours	168	173	-3%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

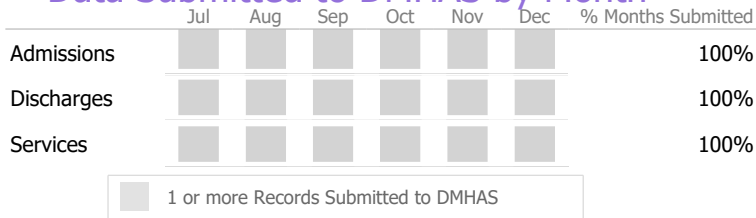
\* State Avg based on 15 Active Central Intake Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	38	-11% ▼
Admits	11	16	-31% ▼
Discharges	12	18	-33% ▼
Service Hours	19	59	-68% ▼

### Data Submitted to DMHAS by Month



▲ > 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.

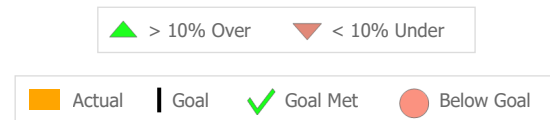
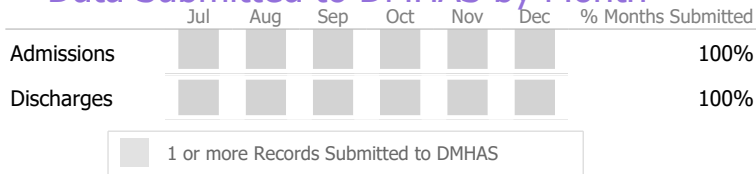
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	176	18% ▲
Admits	256	209	22% ▲
Discharges	255	208	23% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		218	87%	75%	76%	12% ▲
✓ Community Location Evaluation		229	92%	80%	79%	12% ▲
● Follow-up Service within 48 hours		18	42%	90%	87%	-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**

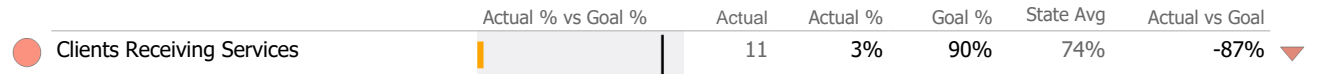
Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

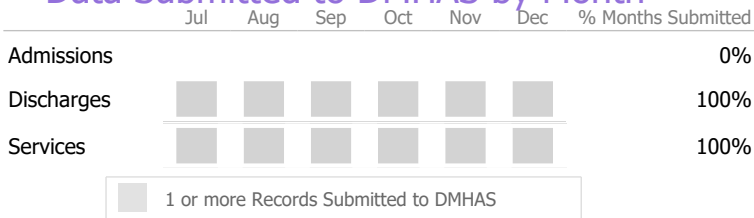
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	407	456	-11% ▼
Admits	-	-	
Discharges	18	31	-42% ▼
Service Hours	7	7	2%
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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	317	347	-9%
Admits	14	14	0%
Discharges	19	27	-30% ▼
Service Hours	2,067	1,975	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	97%	52%
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%	50%	38%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		205	65%	60%	63%	5%
Stable Living Situation		298	94%	95%	72%	-1%
Employed		38	12%	30%	25%	-18% ▼

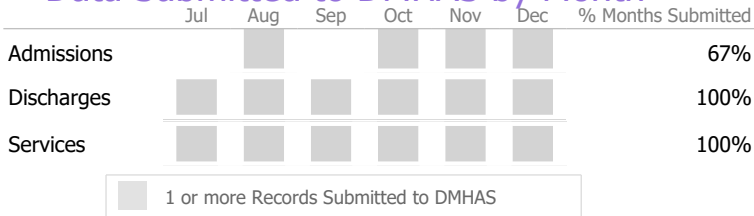
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		296	99%	90%	84%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	71%	75%	61%	-4%

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 77 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	325	345	-6%
Admits	11	10	10%
Discharges	14	22	-36% ▼
Service Hours	2,198	1,596	38% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic		
6 Month Updates	97%	52%
Diagnosis		
Valid Axis I Diagnosis	95%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	7%	50%	38%	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		257	79%	60%	63%	19% ▲
Stable Living Situation		308	95%	95%	72%	0%
Employed		44	14%	30%	25%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		309	99%	90%	84%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	82%	75%	61%	7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
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 77 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	82	94	-13% ▼
Admits	15	24	-38% ▼
Discharges	14	28	-50% ▼
Service Hours	5,708	3,615	58% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic		
6 Month Updates	98%	86%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	14%	65%	53%	-51% ▼
No Re-admit within 30 Days of Discharge		12	86%	85%	83%	1%
Follow-up within 30 Days of Discharge		2	100%	90%	51%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		77	94%	60%	89%	34% ▲
Social Support		60	73%	60%	77%	13% ▲
Employed		18	22%	15%	15%	7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		68	100%	90%	98%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
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 23 Active Assertive Community Treatment Programs

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