Southeastern Mental Health Authority
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
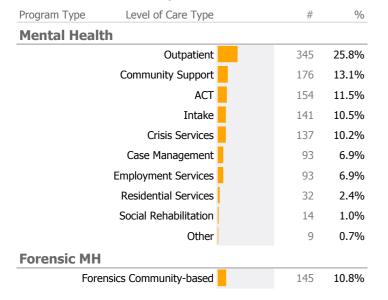Provider Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	972	962	1%	
	Admits	379	392	-3%	
	Discharges	413	378	9%	
	Service Hours	8,799	6,396	38%	▲
	Bed Days	1,212	967	25%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	345	25.8%
	Community Support	176	13.1%
	ACT	154	11.5%
	Intake	141	10.5%
	Crisis Services	137	10.2%
	Case Management	93	6.9%
	Employment Services	93	6.9%
	Residential Services	32	2.4%
	Social Rehabilitation	14	1.0%
	Other	9	0.7%
Forensic MH			
	Forensics Community-based	145	10.8%

Consumer Satisfaction Survey   (Based on 142 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		89%	80%	92%
✓	Quality and Appropriateness		88%	80%	93%
✓	Respect		85%	80%	91%
✓	Access		83%	80%	88%
✓	General Satisfaction		83%	80%	92%
✓	Overall		82%	80%	91%
🔴	Recovery		77%	80%	79%
🔴	Outcome		75%	80%	83%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | 🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	151	16%	13%
26-34	166	17%	22%
35-44	173	18%	19%
45-54	231	24%	24%
55-64	180	19%	17%
65+	58	6%	5%

Gender

	#	%	State Avg
Male	591	61%	58%
Female	381	39%	42%

Race

	#	%	State Avg
White/Caucasian	674	72%	66%
Black/African American	135	14%	16%
Other	68	7%	13%
Unknown	21	2%	3%
Multiple Races	16	2%	1%
Am. Indian/Native Alaskan	10	1%	0%
Asian	6	1%	1%
Hawaiian/Other Pacific Islander	6	1%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	770	79%	75%
Unknown	115	12%	5%
Hispanic-Other	42	4%	6%
Hisp-Puerto Rican	42	4%	12%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban	1	0%	0%

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

ACCESS
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	78	13%	▲
Admits	13	9	44%	▲
Discharges	16	7	129%	▲
Service Hours	2,445	1,584	54%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	77%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	79%
✓ SA Screen Complete		100%	74%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		88%	92%
Valid Axis V GAF Score		41%	85%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		7	44%	65%	43%	-21%	▼
✓ No Re-admit within 30 Days of Discharge		14	93%	85%	93%	8%	
● Follow-up within 30 Days of Discharge		2	29%	90%	32%	-61%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		81	92%	60%	88%	32%	▲
✓ Social Support		53	60%	60%	73%	0%	
● Employed		4	5%	15%	7%	-10%	
● Improved/Maintained Axis V GAF Score		1	2%	85%	46%	-83%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		72	100%	90%	97%	10%	

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

BHH ADULT NAE
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

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	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	67%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	76%

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	31	-42%	▼
Admits	18	26	-31%	▼
Discharges	19	21	-10%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		18	100%	75%	65%	25%	▲
✔	Community Location Evaluation		18	100%	80%	56%	20%	▲
●	Follow-up Service within 48 hours		0	0%	90%	49%	-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

CORP Post-Release
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Re-entry Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	3	0%	
Admits	-	1	-100%	▼
Discharges	2	2	0%	
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▢	▢	67%
Services				0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 2 Active Re-entry Programs Programs

CRS (Community Residential Services)
Southeastern Mental Health Authority
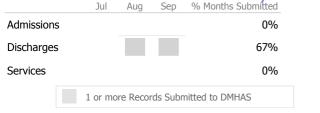Mental Health - Case Management - Standard Case Management

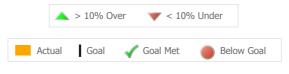Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	90	3%	
Admits	1	13	-92%	▼
Discharges	17	5	240%	▲
Service Hours	1,717	921	86%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	72%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢			33%
Discharges	▢	▢	▢	100%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		12	71%	50%	57%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		84	90%	80%	86%	10%	
●	Social Support		45	48%	60%	68%	-12%	▼
●	Employed		3	3%	20%	11%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		76	100%	90%	77%	10%	

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

HOAP (Homeless Outreach Adv. Program)
Southeastern Mental Health Authority
Mental Health - Other - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)
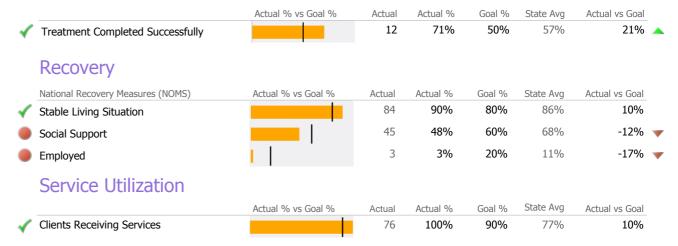
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	1		▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼

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 2 Active Outreach & Engagement Programs

Medication Management
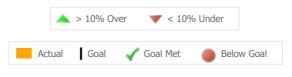Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

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	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	67%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	76%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	65%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

SMHA Crisis
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	80	50%	▲
Admits	130	57	128%	▲
Discharges	135	77	75%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		107	61%	75%	65%	-14%	▼
✔️	Community Location Evaluation		166	95%	80%	56%	15%	▲
🔴	Follow-up Service within 48 hours		10	45%	90%	49%	-45%	▼

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

SMHA Employment Services Program
Southeastern Mental Health Authority
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	65	43%	▲
Admits	3	2	50%	▲
Discharges	28	4	600%	▲
Service Hours	299	120	149%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		15	16%	35%	43%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		54	82%	90%	92%	-8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		69%	91%

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 40 Active Employment Services Programs

SMHA Forensics
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	15	73%	▲
Admits	6	5	20%	▲
Discharges	4	1	300%	▲

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 1 Active Outreach & Engagement Programs

SMHA Hsing Asst
Southeastern Mental Health Authority
Mental Health - Housing Services - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

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 1 Active Housing Assistance Programs

SMHA Intake Unit
Southeastern Mental Health Authority
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	90	57%	▲
Admits	63	80	-21%	▼
Discharges	48	64	-25%	▼
Service Hours	54	50	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 10 Active Central Intake Programs

SMHA Jail Diversion
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
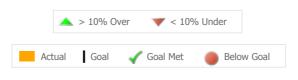Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	116	-29%	▼
Admits	36	58	-38%	▼
Discharges	25	76	-67%	▼
Service Hours	-		-100%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	38%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Follow-up Service within 48 hours		5	10%	0%	17%	10%	▲

▲ > 10% Over	▼ < 10% Under

■ Actual	▎ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	☐	☐	☐	100%
Discharges	☐	☐	☐	100%
Services				0%

☐ 1 or more Records Submitted to DMHAS

SMHA Liaison
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	2	100%	▲
Admits	1	2	-50%	▼
Discharges	-	-		
Service Hours	-	-		

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 14 Active Other Programs

SMHA Sub-Acute BCP
Southeastern Mental Health Authority
Mental Health - Residential Services - Sub-Acute

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	40	-20%	▼
Admits	26	33	-21%	▼
Discharges	22	38	-42%	▼
Bed Days	1,212	967	25%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	60%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	100%
✔ SA Screen Complete		100%	100%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		84%	87%
✔ Valid Axis V GAF Score		66%	64%

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		16	73%	95%	76%	-22%	▼
● No Re-admit within 30 Days of Discharge		17	77%	85%	76%	-8%	
● Follow-up within 30 Days of Discharge		14	88%	90%	84%	-2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Improved/Maintained Axis V GAF Score		0	0%	95%	0%	-95%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	68 days	0.5	88%	90%	88%	-2%

▢ < 90%	▢ 90-110%	▢ >110%

▲ > 10% Over   ▼ < 10% Under

▢ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 2 Active Sub-Acute Programs

SMHA/OUTPT CLINICAL
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

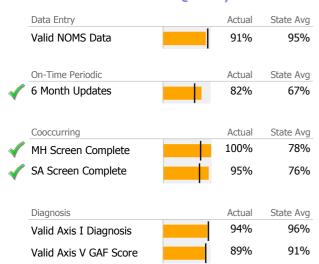| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	345	319	8%	
Admits	52	59	-12%	▼
Discharges	52	38	37%	▲
Service Hours	875	662	32%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		82%	67%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	78%
✓ SA Screen Complete		95%	76%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		94%	96%
Valid Axis V GAF Score		89%	91%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	56%	50%	38%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		254	74%	60%	65%	14%	▲
● Stable Living Situation		299	87%	95%	83%	-8%	
● Employed		56	16%	30%	19%	-14%	▼
● Improved/Maintained Axis V GAF Score		102	41%	75%	48%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		279	95%	90%	71%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		28	54%	75%	63%	-21%	▼

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Veterans Jail Diversion Initiative
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)
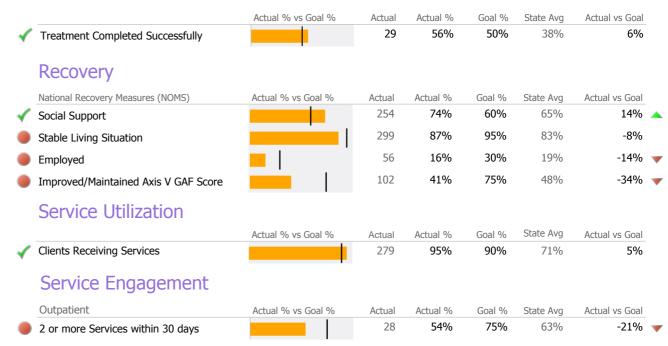
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	37	-8%	
Admits	14	18	-22%	▼
Discharges	4	21	-81%	▼
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	38%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		0	0%	0%	17%	0%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
Discharges		▪	▪	67%
Services				0%

▪ 1 or more Records Submitted to DMHAS

Work Readiness/ Recovery Cafe
Southeastern Mental Health Authority
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14		
Admits	2	-	
Discharges	2	-	
Service Hours	143	-	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	86%	90%	57%	-4%

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 39 Active Social Rehabilitation Programs

WRAP 1 (CSP- Wellness Recovery Adv. Prgm.)
Southeastern Mental Health Authority
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
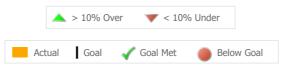Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	119	109	9%	
Admits	7	10	-30%	▼
Discharges	23	10	130%	▲
Service Hours	919	1,017	-10%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	92%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	83%
✔ SA Screen Complete		100%	82%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		92%	96%
Valid Axis V GAF Score		78%	92%

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		14	61%	65%	63%	-4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		107	90%	80%	92%	10%	
🔴 Social Support		59	50%	60%	79%	-10%	
🔴 Employed		9	8%	20%	11%	-12%	▼
🔴 Improved/Maintained Axis V GAF Score		29	31%	95%	53%	-64%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		94	96%	90%	94%	6%	

▲ > 10% Over	▼ < 10% Under

🟧 Actual	| Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 40 Active CSP Programs

WRAP 2 (CSP - Wellness Recovery Adv. Prgm.)
Southeastern Mental Health Authority
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)
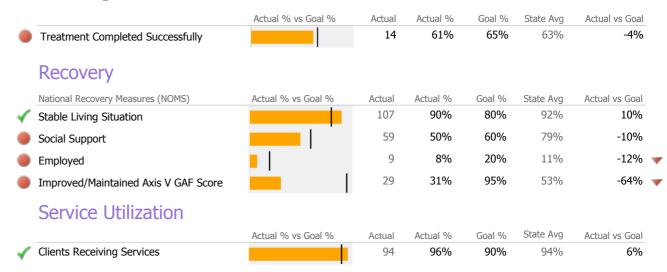
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	63	-10%	
Admits	-	-		
Discharges	5	2	150%	▲
Service Hours	611	755	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		69%	92%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	83%
SA Screen Complete		N/A	82%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
Valid Axis V GAF Score		89%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		5	100%	65%	63%	35%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		57	100%	80%	92%	20%	▲
✔ Social Support		37	65%	60%	79%	5%	
🔴 Employed		6	11%	20%	11%	-9%	
🔴 Improved/Maintained Axis V GAF Score		18	32%	95%	53%	-63%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		52	100%	90%	94%	10%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   │ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active CSP Programs

YAS Pre-Admit
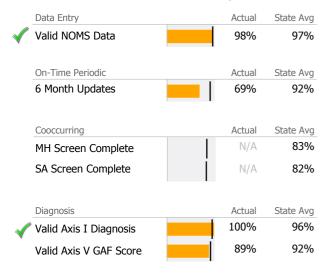Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)
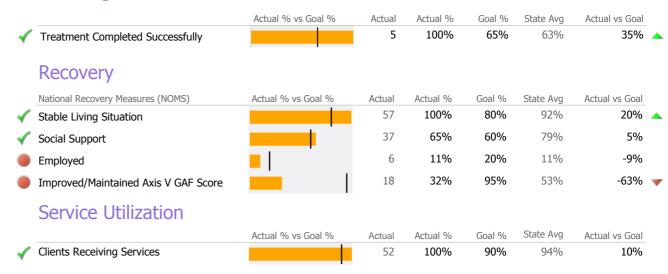
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	10	-50%	▼
Admits	2	9	-78%	▼
Discharges	2	5	-60%	▼
Service Hours	-	15	-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 14 Active Other Programs

Young Adult Services
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
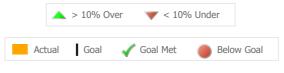Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	67	-1%	▼
Admits	5	9	-44%	▼
Discharges	9	6	50%	▲
Service Hours	1,735	1,272	36%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		94%	97%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		61%	77%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	79%
✔ SA Screen Complete		100%	74%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		95%	92%
Valid Axis V GAF Score		56%	85%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	33%	65%	43%	-32%	▼
✔ No Re-admit within 30 Days of Discharge		9	100%	85%	93%	15%	▲
🔴 Follow-up within 30 Days of Discharge		1	33%	90%	32%	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		58	88%	60%	88%	28%	▲
✔ Social Support		43	65%	60%	73%	5%	
🔴 Employed		8	12%	15%	7%	-3%	
🔴 Improved/Maintained Axis V GAF Score		26	48%	85%	46%	-37%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		55	95%	90%	97%	5%

▲ > 10% Over	▼ < 10% Under		
🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs