Southwest Connecticut Mental Health System
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,038	3,500	-13%	▼
	Admits	2,208	2,105	5%	
	Discharges	2,116	2,332	-9%	
	Service Hours	52,658	39,881	32%	▲
	Bed Days	16,921	16,870	0%	

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	971	25.8%
Crisis Services	723	19.2%
Case Management	511	13.6%
Intake	455	12.1%
Community Support	308	8.2%
Other	231	6.1%
Inpatient Services	112	3.0%
ACT	60	1.6%
Forensic MH		
Forensics Community-based	392	10.4%

Consumer Satisfaction Survey   (Based on 268 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		91%	80%	92%
✔	General Satisfaction		90%	80%	92%
✔	Quality and Appropriateness		89%	80%	93%
✔	Respect		88%	80%	91%
✔	Overall		87%	80%	91%
✔	Access		87%	80%	88%
✔	Outcome		80%	80%	83%
✔	Recovery		80%	80%	79%

Satisfied % | Goal % ▨ 0-80% ▨ 80-100% ✔ Goal Met ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	387	13%	15%
26-34	519	17%	24%
35-44	550	18%	19%
45-54	676	22%	23%
55-64	655	22%	15%
65+	249	8%	5%

Gender

	#	%	State Avg
Male	1,701	56%	60%
Female	1,337	44%	40%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	2,014	66%	75%
Hispanic-Other	354	12%	7%
Hisp-Puerto Rican	348	11%	12%
Unknown	275	9%	5%
Hispanic-Mexican	36	1%	1%
Hispanic-Cuban	11	0%	0%

Race

	#	%		State Avg
White/Caucasian	1,111	39%	▼	65%
Black/African American	896	31%	▲	17%
Other	751	26%	▲	13%
Unknown	36	1%		3%
Asian	29	1%		1%
Multiple Races	13	0%		1%
Hawaiian/Other Pacific Islander	8	0%		0%
Am. Indian/Native Alaskan	5	0%		0%

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

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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	245	242	1%	
Admits	219	208	5%	
Discharges	183	218	-16%	▼
Service Hours	176	214	-18%	▼

Service Utilization
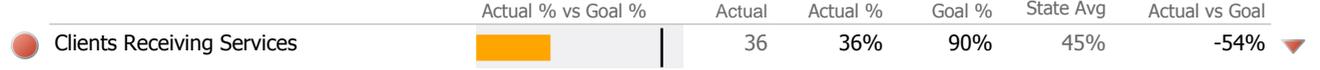
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		36	36%	90%	45%	-54%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		30	41%	0%	19%	41%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 18 Active Court Liaison-Jail Diversion Programs

97 MIDDLE/CARE MGT
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	178	171	4%	
Admits	11	19	-42%	▼
Discharges	11	11	0%	
Service Hours	2,551	1,224	108%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	71%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		6	55%	50%	55%	5%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		171	96%	80%	81%	16%	▲
🔴	Social Support		83	47%	60%	64%	-13%	▼
🔴	Employed		5	3%	20%	10%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		165	99%	90%	64%	9%

Data Submitted to DMHAS by Month
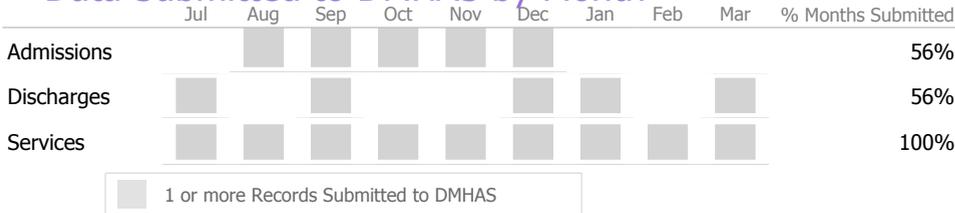
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢	▢				56%
Discharges	▢		▢			▢	▢		▢	56%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | Goal | ✓ Goal Met | 🔴 Below Goal |

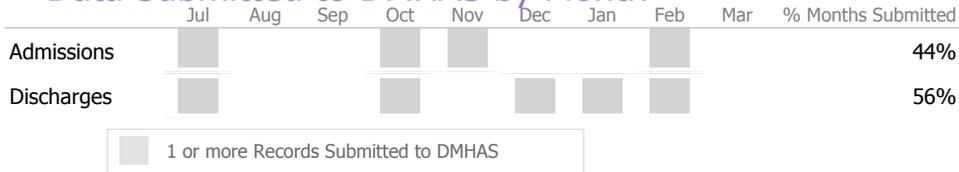* State Avg based on 32 Active Standard Case Management Programs

97 Middle/Shltr Plus
Southwest Connecticut Mental Health System
Mental Health - Other - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	121	400	-70%	▼
Admits	117	1	11600%	▲
Discharges	5	8	-38%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪			▪	▪			▪		44%
Discharges	▪			▪		▪	▪	▪		56%

▫ 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

97 MiddleSt.ForensCM
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	69	-97%	▼
Admits	-	16	-100%	▼
Discharges	2	58	-97%	▼
Service Hours	2	1,178	-100%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		2	100%	50%	55%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		2	100%	80%	81%	20%	▲
● Social Support		1	50%	60%	64%	-10%	
● Employed		0	0%	20%	10%	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	71%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	64%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%
Services										11%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active Standard Case Management Programs

ACT Middle Street Program 128B
Southwest Connecticut Mental Health System
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
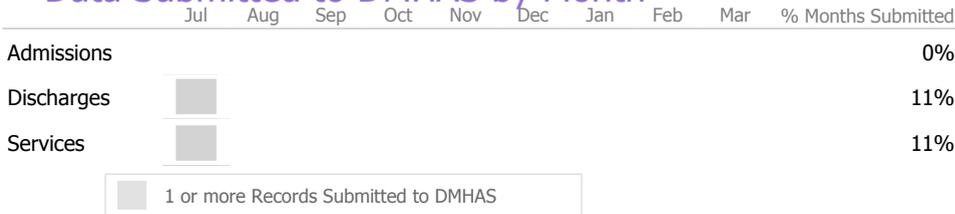
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	51	18%	▲
Admits	5	30	-83%	▼
Discharges	16	6	167%	▲
Service Hours	2,679	1,573	70%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	50%	65%	45%	-15%	▼
✓	No Re-admit within 30 Days of Discharge		15	94%	85%	94%	9%	
🔴	Follow-up within 30 Days of Discharge		4	50%	90%	51%	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	74%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		86%	80%
✓ SA Screen Complete		86%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		50%	76%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		43	72%	60%	87%	12%	▲
✓	Social Support		40	67%	60%	74%	7%	
🔴	Employed		1	2%	15%	9%	-13%	▼
🔴	Improved/Maintained Axis V GAF Score		35	62%	85%	47%	-23%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		44	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢			▢					▢	33%
Discharges		▢	▢	▢	▢	▢	▢	▢		89%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
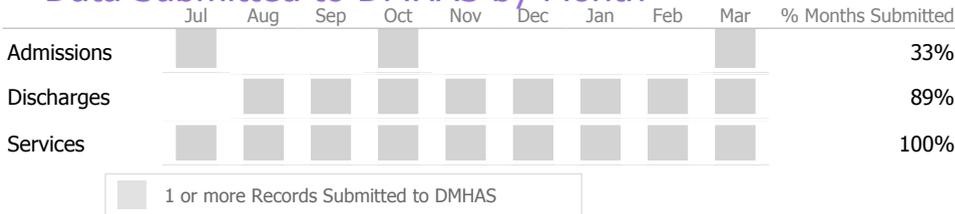
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

BHH ADULT NAE
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	21%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
● Social Support		N/A	N/A	60%	69%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	62%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	77%
SA Screen Complete		N/A	74%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	84%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

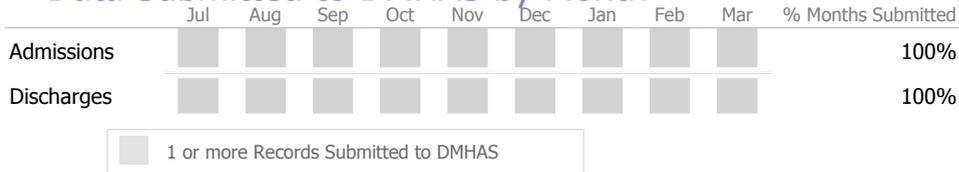* State Avg based on 93 Active Standard Outpatient Programs

Bpt Cntrl/CIT
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	444	348	28%	▲
Admits	607	414	47%	▲
Discharges	609	414	47%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		0	0%	75%	64%	-75%	▼
✔️	Community Location Evaluation		381	97%	80%	59%	17%	▲
🔴	Follow-up Service within 48 hours		0	0%	90%	51%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

BPT Ctrl AIP PICU 1
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	47	-9%	
Admits	22	24	-8%	
Discharges	15	14	7%	
Transfers - In	2	3	-33%	▼
Transfers - Out	8	13	-38%	▼
Bed Days	5,742	5,691	1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	89%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	39%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	84%
✔ SA Screen Complete		100%	68%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	73%
✔ Valid Axis V GAF Score		14%	12%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		14	93%	95%	56%	-2%	
✔ No Re-admit within 30 Days of Discharge		15	100%	85%	89%	15%	▲
🔴 Follow-up within 30 Days of Discharge		11	79%	90%	57%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Axis V GAF Score		11	37%	95%	30%	-58%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		21	313 days	0.2	99%	90%	104%	9%

◻ < 90%	◻ 90-110% 🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	◻	◻	◻	◻	◻	◻	◻	◻	◻	100%
Discharges	◻		◻	◻	◻	◻	◻	◻	◻	89%

◻ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Bpt Ctrl AIP PICU 2
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	36	-6%	
Admits	-	-		
Discharges	11	12	-8%	
Transfers - In	14	16	-13%	▼
Transfers - Out	3	3	0%	
Bed Days	5,765	5,740	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		11	100%	95%	56%	5%	
✓	No Re-admit within 30 Days of Discharge		11	100%	85%	89%	15%	▲
🔴	Follow-up within 30 Days of Discharge		9	82%	90%	57%	-8%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		23	82%	95%	30%	-13%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		95%	89%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	39%

	Cooccurring		Actual	State Avg
✓	MH Screen Complete		100%	84%
✓	SA Screen Complete		100%	68%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	73%
✓	Valid Axis V GAF Score		82%	12%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	617 days	0.3	100%	90%	104%	10%

🟦 < 90%	⬜ 90-110%	🟥 >110%	

Data Submitted to DMHAS by Month
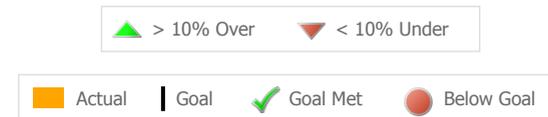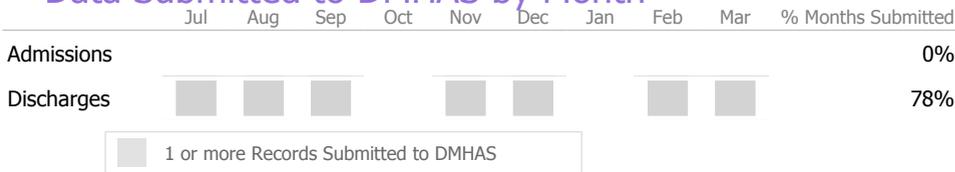
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges	⬜	⬜	⬜		⬜	⬜		⬜	⬜	78%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

BPT Ctrl Res Tran
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	51	-14%	▼
Admits	26	37	-30%	▼
Discharges	25	35	-29%	▼
Service Hours	425	323	32%	▲

Data Submitted to DMHAS by Month
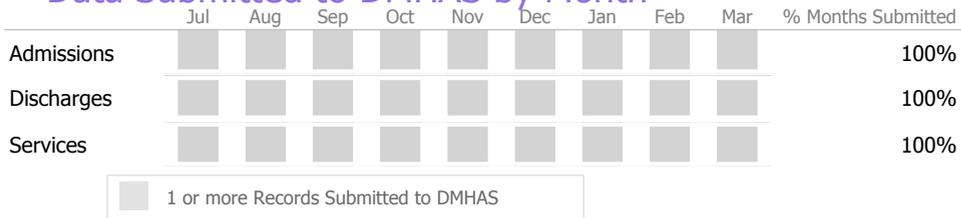
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 14 Active Other Programs

BPTCtl YAS SPPOP
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	92	9%	
Admits	24	22	9%	
Discharges	20	23	-13%	▼
Service Hours	11,679	10,605	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	62%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		97%	77%
✔ SA Screen Complete		97%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		35%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		8	40%	50%	42%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		82	82%	60%	69%	22%	▲
🔴 Stable Living Situation		93	93%	95%	86%	-2%	
🔴 Improved/Maintained Axis V GAF Score		56	66%	75%	52%	-9%	
🔴 Employed		6	6%	30%	21%	-24%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		80	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		23	96%	75%	65%	21%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 93 Active Standard Outpatient Programs

Bridgeport Diagnosis and Evaluation CTR
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	324	452	-28%	▼
Admits	241	291	-17%	▼
Discharges	262	341	-23%	▼
Service Hours	1,782	1,410	26%	▲

Data Submitted to DMHAS by Month
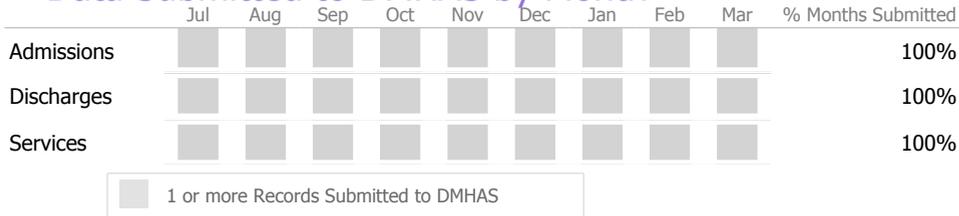
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

☐ 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

Bridgeport Liaison Program
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	18	50%	▲
Admits	20	19	5%	
Discharges	9	9	0%	
Service Hours	176	53		

Data Submitted to DMHAS by Month
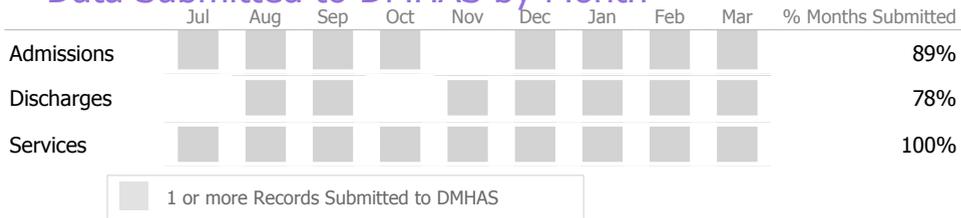
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢		▢	▢	▢	▢	89%
Discharges		▢	▢		▢	▢	▢	▢	▢	78%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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

Care Management Srvs
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	36	-6%	
Admits	5	5	0%	
Discharges	34	8	325%	▲
Service Hours	760	852	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		29	85%	50%	55%	35%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		27	79%	60%	64%	19%	▲
✓ Stable Living Situation		33	97%	80%	81%	17%	▲
🔴 Employed		4	12%	20%	10%	-8%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	64%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										56%
Services										89%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 32 Active Standard Case Management Programs

Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
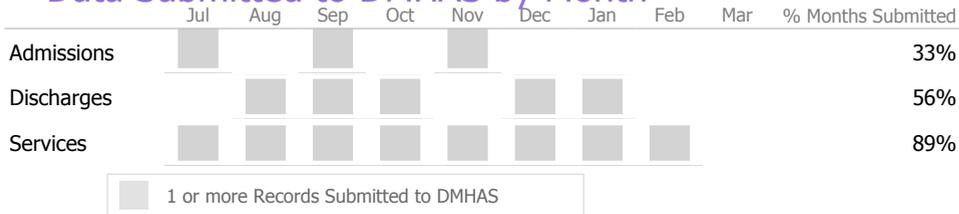
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	490	472	4%	
Admits	87	88	-1%	
Discharges	67	77	-13%	▼
Service Hours	10,169	5,915	72%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	92%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	99%	62%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	80%	77%
✔	SA Screen Complete	82%	74%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
✔	Valid Axis V GAF Score	95%	85%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		16	24%	50%	42%	-26%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		321	65%	60%	69%	5%	
✔	Stable Living Situation		469	95%	95%	86%	0%	
●	Employed		109	22%	30%	21%	-8%	
●	Improved/Maintained Axis V GAF Score		281	64%	75%	52%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		424	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		87	100%	75%	65%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 93 Active Standard Outpatient Programs

CO-OCCURRING TREATMENT UNIT
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	45	13%	▲
Admits	30	21	43%	▲
Discharges	25	18	39%	▲
Transfers - In	3	5	-40%	▼
Transfers - Out	8	8	0%	
Bed Days	5,414	5,439	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		22	88%	95%	56%	-7%	
✓	No Re-admit within 30 Days of Discharge		24	96%	85%	89%	11%	▲
🔴	Follow-up within 30 Days of Discharge		16	73%	90%	57%	-17%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		27	68%	95%	30%	-27%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		90%	89%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	39%

	Cooccurring		Actual	State Avg
✓	MH Screen Complete		100%	84%
✓	SA Screen Complete		100%	68%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	73%
✓	Valid Axis V GAF Score		61%	12%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		20	230 days	0.2	98%	90%	104%	8%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%

	1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

CORP Post-Release
Southwest Connecticut Mental Health System

Forensic MH - Forensics Community-based - Re-entry Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 Re-entry Programs Programs

Crisis Outreach
Southwest Connecticut Mental Health System
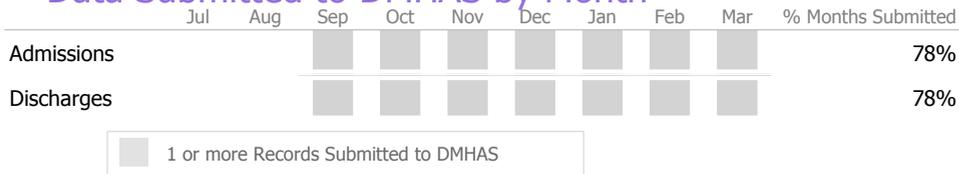Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	156	32	388%	▲
Admits	182	29	528%	▲
Discharges	182	32	469%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		99	55%	75%	64%	-20%	▼
✔	Community Location Evaluation		170	95%	80%	59%	15%	▲
✔	Follow-up Service within 48 hours		32	91%	90%	51%	1%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢	▢	▢	▢	▢	▢	▢	78%
Discharges			▢	▢	▢	▢	▢	▢	▢	78%

▢ 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

CSP/RP - Stamford
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	130	115	13%	▲
Admits	47	22	114%	▲
Discharges	24	34	-29%	▼
Service Hours	3,740	2,289	63%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	89%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	80%
✓ SA Screen Complete		95%	79%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		37%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		9	38%	65%	69%	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		120	91%	80%	92%	11%	▲
✓ Social Support		91	69%	60%	80%	9%	
🔴 Employed		9	7%	20%	11%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		23	24%	95%	59%	-71%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		107	99%	90%	97%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										78%
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 CSP Programs

CSP/RP, Middle Street, Bridgeport
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	178	162	10%	
Admits	46	45	2%	
Discharges	28	36	-22%	▼
Service Hours	8,458	4,331	95%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	99%	89%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	96%	80%
✓ SA Screen Complete	94%	79%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	71%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		16	57%	65%	69%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		128	72%	60%	80%	12%	▲
✓ Stable Living Situation		158	88%	80%	92%	8%	
🔴 Employed		8	4%	20%	11%	-16%	▼
🔴 Improved/Maintained Axis V GAF Score		107	69%	95%	59%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		150	99%	90%	97%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										78%
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 CSP Programs

FSD - Clinical Services Unit 1
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	153	244	-37%	▼
Admits	9	32	-72%	▼
Discharges	33	81	-59%	▼
Service Hours	3,051	2,564	19%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		94%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	62%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	77%
✔ SA Screen Complete		83%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		53%	85%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		21	64%	50%	42%	14%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Axis V GAF Score		125	84%	75%	52%	9%	
✔	Employed		50	32%	30%	21%	2%	
🔴	Stable Living Situation		138	90%	95%	86%	-5%	
🔴	Social Support		74	48%	60%	69%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		121	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		8	89%	75%	65%	14%	▲

Data Submitted to DMHAS by Month
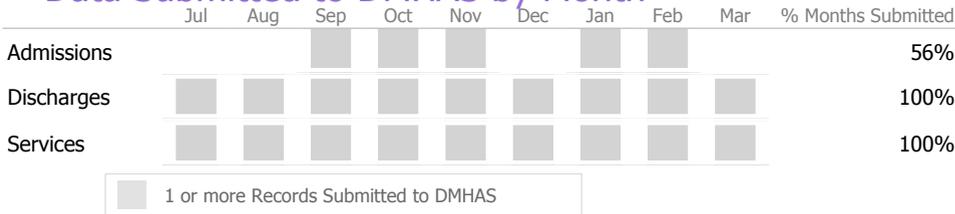
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢	▢	▢		▢	▢		56%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

FSD - Clinical Services Unit 2
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	165	127	30%	▲
Admits	65	127	-49%	▼
Discharges	70	35	100%	▲
Service Hours	1,907	718	166%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		22	31%	50%	55%	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		155	92%	80%	81%	12%	▲
✓ Employed		48	29%	20%	10%	9%	
🔴 Social Support		96	57%	60%	64%	-3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		96	98%	90%	64%	8%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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
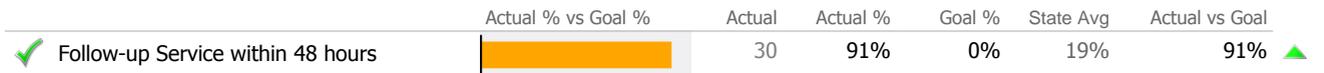
* State Avg based on 32 Active Standard Case Management Programs

FSD 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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	161	-7%
Admits	117	123	-5%
Discharges	113	123	-8%
Service Hours	390	595	-35% ▼

Service Utilization
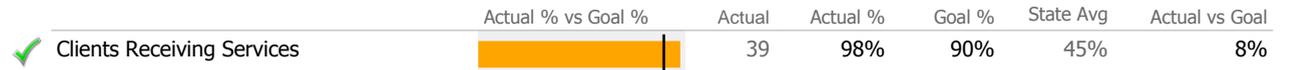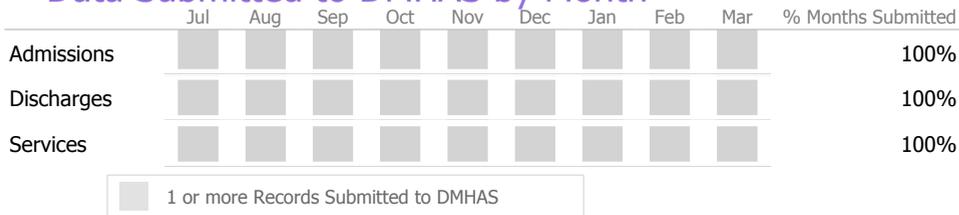
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		39	98%	90%	45%	8%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		30	91%	0%	19%	91% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 18 Active Court Liaison-Jail Diversion Programs

FSD Liaison
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	60	-60%	▼
Admits	7	57	-88%	▼
Discharges	12	49	-76%	▼
Service Hours	524	239	119%	▲

Data Submitted to DMHAS by Month
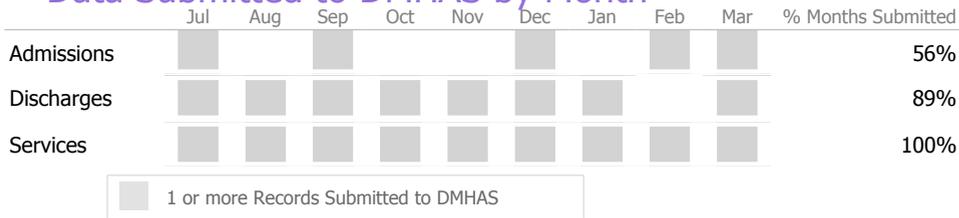
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪			▪		▪	▪	56%
Discharges	▪	▪	▪	▪	▪	▪	▪		▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

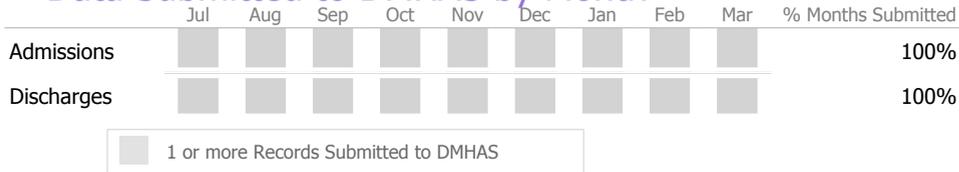**FSD Mobile Crisis**
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	154	261	-41%	▼
Admits	168	297	-43%	▼
Discharges	169	298	-43%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		106	62%	75%	64%	-13%	▼
✔	Community Location Evaluation		162	94%	80%	59%	14%	▲
✔	Follow-up Service within 48 hours		22	92%	90%	51%	2%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

FSD Norwalk Res Tran
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	19	5%	
Admits	15	12	25%	▲
Discharges	14	13	8%	
Service Hours	15	24	-38%	▼

Data Submitted to DMHAS by Month
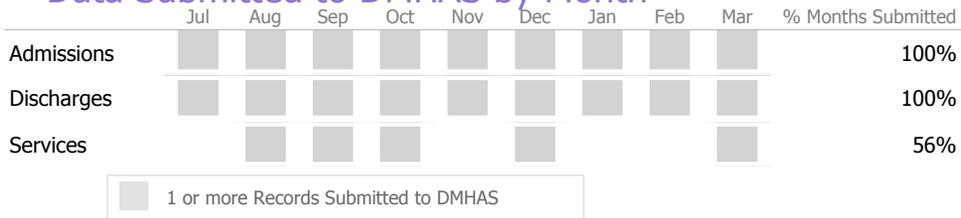
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%
Services		☐	☐	☐		☐			☐	56%

☐ 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

FSD Shelter CM
Southwest Connecticut Mental Health System
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	112	-99%	▼
Admits	-	-		
Discharges	1	1	0%	
Service Hours	-		-100%	▼

Data Submitted to DMHAS by Month
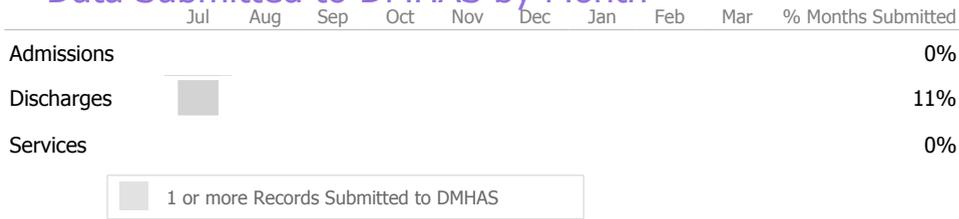
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%
Services										0%

	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

FSD Triage Program
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

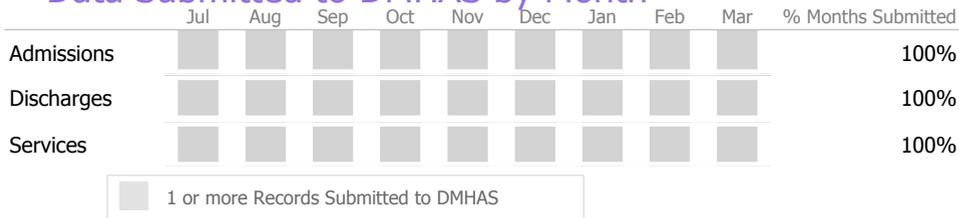Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	112	9	1144%	▲
Admits	111	9	1133%	▲
Discharges	108	3	3500%	▲
Service Hours	488	11		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

FSD Young Adult Service Program
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	24	4%	
Admits	10	6	67%	▲
Discharges	10	8	25%	▲
Service Hours	989	1,153	-14%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		94%	92%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		100%	62%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	77%
✔ SA Screen Complete		100%	74%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		88%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		4	40%	50%	42%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		20	80%	60%	69%	20%	▲
🔴 Employed		5	20%	30%	21%	-10%	
🔴 Stable Living Situation		19	76%	95%	86%	-19%	▼
✔ Improved/Maintained Axis V GAF Score		13	76%	75%	52%	1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		14	93%	90%	84%	3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		10	100%	75%	65%	25%	▲

Data Submitted to DMHAS by Month
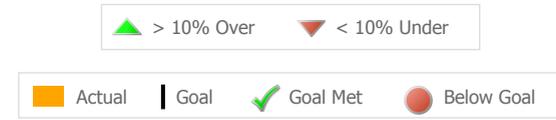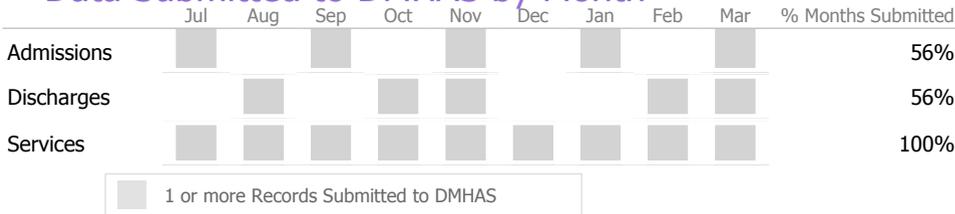
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▇		▇		▇					56%
Discharges		▇		▇	▇			▇	▇	56%
Services		▇	▇	▇	▇	▇	▇	▇		100%

▇ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▇ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

FSD/CIT
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	3	-67%	▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Evaluation within 1.5 hours of Request		0	0%	75%	64%	-75%	▼
●	Community Location Evaluation		0	0%	80%	59%	-80%	▼
●	Follow-up Service within 48 hours		0	0%	90%	51%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 25 Active Mobile Crisis Team Programs

Immediate Service Ctr
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	169	-92%	▼
Admits	-	88	-100%	▼
Discharges	11	154	-93%	▼
Service Hours	-	603	-100%	▼

Data Submitted to DMHAS by Month
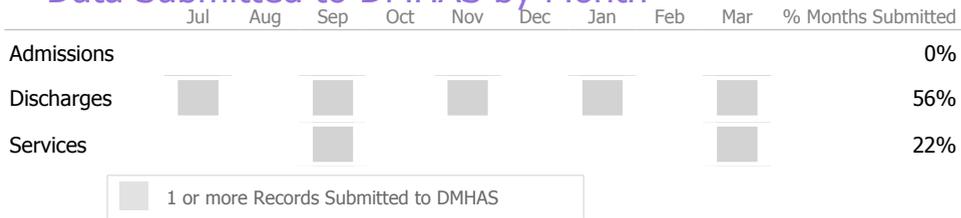
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges	▪		▪		▪		▪		▪	56%
Services			▪						▪	22%

▪ 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

Main Access CM
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	43		▼
Admits	-	-		
Discharges	-	41	-100%	▼
Service Hours	-	217	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		N/A	N/A	20%	10%	-20% ▼
🔴 Social Support		N/A	N/A	60%	64%	-60% ▼
🔴 Stable Living Situation		N/A	N/A	80%	81%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	64%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 32 Active Standard Case Management Programs

Medication Clinic
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	221	243	-9%
Admits	7	13	-46% ▼
Discharges	19	22	-14% ▼
Service Hours	1,308	1,248	5%

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		99%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	62%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	77%
✓ SA Screen Complete		100%	74%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		86%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		8	42%	50%	42%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		220	99%	95%	86%	4%
✓ Social Support		141	64%	60%	69%	4%
🔴 Improved/Maintained Axis V GAF Score		158	73%	75%	52%	-2%
🔴 Employed		40	18%	30%	21%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		199	98%	90%	84%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		2	29%	75%	65%	-46% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪				▪			▪	33%
Discharges	▪	▪	▪	▪	▪	▪	▪		▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal
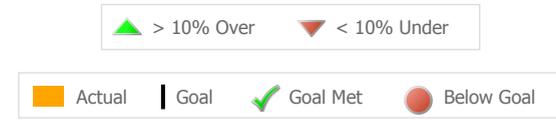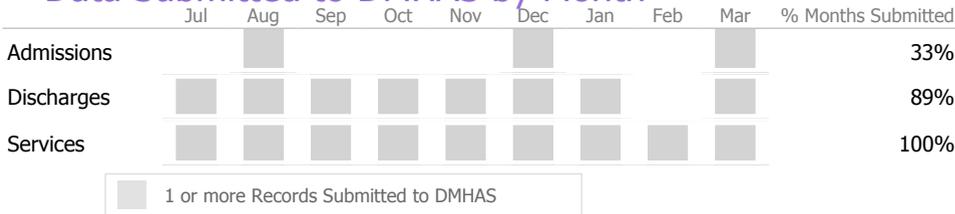
* State Avg based on 93 Active Standard Outpatient Programs

New SWMHS Preadmit
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	10	-90%	▼
Admits	1	10	-90%	▼
Discharges	1	10	-90%	▼
Service Hours	-	3	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								▢		11%
Discharges								▢		11%
Services										0%

▢ 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

The Clinic
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	143	167	-14%	▼
Admits	9	15	-40%	▼
Discharges	17	28	-39%	▼
Service Hours	1,389	1,156	20%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	71%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		7	41%	50%	55%	-9%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		119	83%	60%	64%	23%	▲
✔	Employed		57	40%	20%	10%	20%	▲
✔	Stable Living Situation		142	99%	80%	81%	19%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		126	100%	90%	64%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪				▪		▪	56%
Discharges		▪	▪	▪		▪	▪	▪	▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 32 Active Standard Case Management Programs