

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,094	1,927	-43% ▼
	Admits	2,311	3,719	-38% ▼
	Discharges	2,301	3,684	-38% ▼
	Service Hours	3,377	4,841	-30% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	627	55.7%
	Outpatient	379	33.7%
	Case Management	84	7.5%
	IOP	35	3.1%

### Consumer Satisfaction Survey

(Based on 98 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		90%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Overall		86%	80%	91%
✓ Access		80%	80%	88%
● Outcome		77%	80%	83%
● Recovery		70%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	118	12%	14%
26-34	165	17%	24%
35-44	188	19%	20%
45-54	235	24%	22%
55-64	200	20%	16%
65+	83	8%	5%

Gender	#	%	State Avg
Female	603	55%	▲ 40%
Male	489	45%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	872	80%	74%
Hispanic-Other	176	16%	7%
Hisp-Puerto Rican	32	3%	13%
Unknown	12	1%	6%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	708	65%	65%
Black/African American	180	16%	16%
Other	180	16%	13%
Asian	11	1%	1%
Multiple Races	9	1%	1%
Am. Indian/Native Alaskan	5	0%	1%
Unknown	1	0%	3%
Hawaiian/Other Pacific Islander			0%

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

**Crisis 522-200**

Waterbury Hospital Health Center

Mental Health - Crisis Services - Mobile Crisis Team

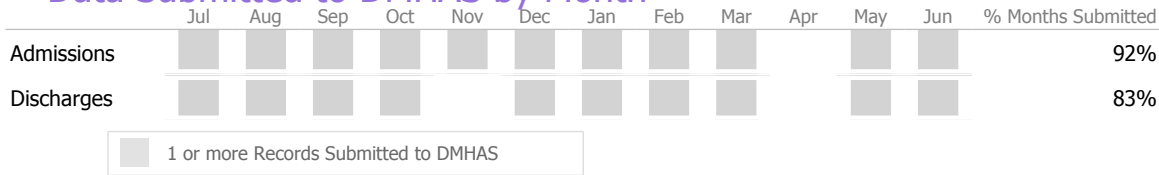
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	627	1,449	-57% ▼
Admits	646	1,859	-65% ▼
Discharges	638	1,856	-66% ▼

**Crisis**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		392	60%	75%	69%	-15% ▼
● Community Location Evaluation		0	0%	80%	75%	-80% ▼
● Follow-up Service within 48 hours		18	6%	90%	61%	-84% ▼

**Data Submitted to DMHAS by Month**



▲ > 10% Over ▼ < 10% Under

■ Actual   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	53	-34% ▼
Admits	59	108	-45% ▼
Discharges	59	108	-45% ▼
Service Hours	857	2,418	-65% ▼
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	73%	-50% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		16	27%	30%	25%	-3%
Social Support		0	0%	60%	64%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	83%	-75% ▼
Stable Living Situation		0	0%	95%	80%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	82%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■			■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ▲ Goal Met ● Below Goal

\* State Avg based on 5 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	352	424	-17% ▼
Admits	1,443	1,620	-11% ▼
Discharges	1,443	1,620	-11% ▼
Service Hours	1,860	1,925	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	70%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	0%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	45%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		220	15%	30%	23%	-15% ▼
Social Support		0	0%	60%	70%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	59%	-75% ▼
Stable Living Situation		0	0%	95%	86%	-95% ▼

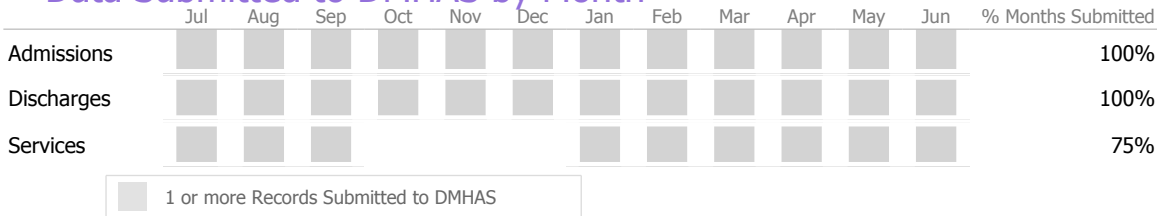
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		121	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		106	30%	75%	65%	-45% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

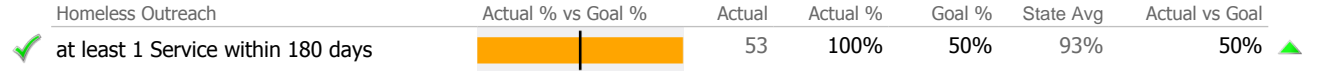
█ Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

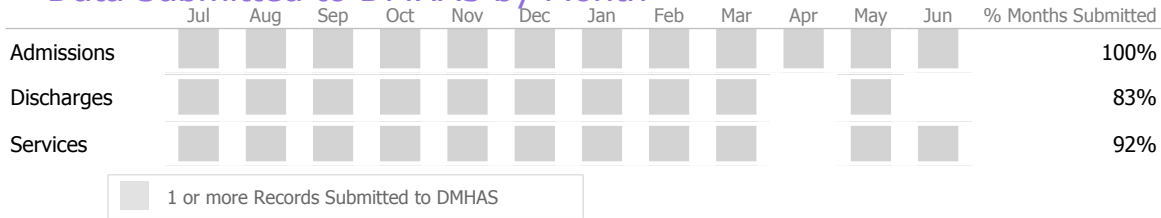
### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	34	147%	▲
Admits	54	34	59%	▲
Discharges	52	2	2500%	▲
Service Hours	626	473	32%	▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	109	98	11% ▲
Discharges	109	98	11% ▲
Service Hours	35	25	38% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	93%
On-Time Periodic 6 Month Updates	N/A	70%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	0%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	45%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		9	8%	30%	23%	-22% ▼
● Social Support		0	0%	60%	70%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	59%	-75% ▼
● Stable Living Situation		0	0%	95%	86%	-95% ▼

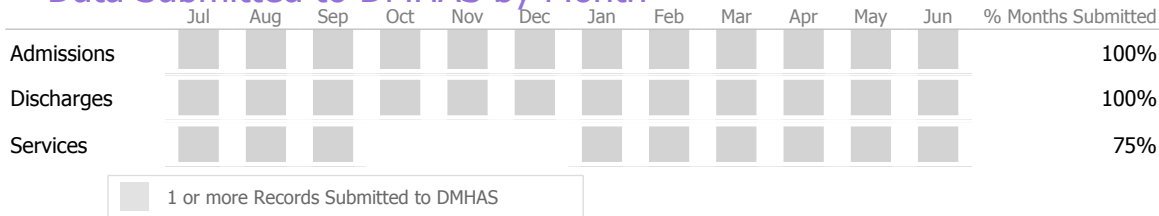
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	14%	75%	65%	-61% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	62%	-90%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 10 Active Respite Bed Programs