Southeastern Mental Health Authority
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	918	1,048	-12%	▼
	Admits	329	459	-28%	▼
	Discharges	328	477	-31%	▼
	Service Hours	6,752	7,171	-6%	
	Bed Days	1,190	1,275	-7%	

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

Consumer Satisfaction Survey   (Based on 271 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		92%	80%	91%
✓	Participation in Treatment		90%	80%	92%
✓	Overall		90%	80%	91%
✓	Quality and Appropriateness		90%	80%	93%
✓	General Satisfaction		89%	80%	92%
✓	Access		86%	80%	88%
✓	Outcome		83%	80%	83%
●	Recovery		74%	80%	79%

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	326	30.0%
Community Support	190	17.5%
ACT	142	13.1%
Crisis Services	108	10.0%
Residential Services	43	4.0%
Intake	39	3.6%
Employment Services	16	1.5%
Other	4	0.4%
Forensic MH		
Forensics Community-based	217	20.0%

Client Demographics

Age

Age	#	%	State Avg
18-25	126	14%	11%
26-34	172	19%	22%
35-44	158	17%	19%
45-54	209	23%	22%
55-64	183	20%	19%
65+	63	7%	6%

Gender

Gender	#	%	State Avg
Male	551	60%	58%
Female	367	40%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	744	81%	74%
Unknown	82	9%	6%
Hispanic-Other	45	5%	7%
Hisp-Puerto Rican	45	5%	13%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican			1%

Race

Race	#	%	State Avg
White/Caucasian	627	71%	65%
Black/African American	130	15%	16%
Other	62	7%	13%
Multiple Races	24	3%	1%
Unknown	20	2%	3%
Am. Indian/Native Alaskan	8	1%	1%
Asian	8	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	86	-5%	
Admits	10	12	-17%	▼
Discharges	11	4	175%	▲
Service Hours	1,727	1,864	-7%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	83%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	94%
✓ SA Screen Complete		100%	94%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	98%
Valid Axis V GAF Score		46%	86%

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		6	55%	65%	49%	-10%	▼
✓ No Re-admit within 30 Days of Discharge		9	90%	85%	94%	5%	
🔴 Follow-up within 30 Days of Discharge		3	50%	90%	55%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		66	80%	60%	88%	20%	▲
✓ Social Support		51	62%	60%	78%	2%	
🔴 Employed		6	7%	15%	12%	-8%	
🔴 Improved/Maintained Axis V GAF Score		8	12%	85%	43%	-73%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		71	100%	90%	99%	10%	

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 15 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 2017 - September 2017 (Data as of Dec 13, 2017)

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%	40%	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%	43%	-75% ▼
● Social Support		N/A	N/A	60%	67%	-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%	78%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	70%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	84%
SA Screen Complete		N/A	81%

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 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	70	-67%	▼
Admits	27	79	-66%	▼
Discharges	27	79	-66%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		44	85%	75%	69%	10%	
✔	Community Location Evaluation		52	100%	80%	77%	20%	▲
⬤	Follow-up Service within 48 hours		0	0%	90%	58%	-90%	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	3	33%	▲
Admits	1	-		
Discharges	3	2	50%	▲
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
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

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 2017 - September 2017 (Data as of Dec 13, 2017)

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 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	323	-36% ▼
Admits	1	60	-98% ▼
Discharges	40	39	3%
Service Hours	445	490	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	93%

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	71%	70%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	81%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	96%
✔ Valid Axis V GAF Score	95%	88%

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		21	52%	50%	40%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		136	66%	60%	67%	6%
🔴 Stable Living Situation		178	86%	95%	83%	-9%
🔴 Improved/Maintained Axis V GAF Score		129	63%	75%	43%	-12% ▼
🔴 Employed		29	14%	30%	21%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		159	95%	90%	78%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

▲ > 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	71	24%	▲
Admits	105	78	35%	▲
Discharges	105	78	35%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		127	65%	75%	69%	-10%	
✔ Community Location Evaluation		188	97%	80%	77%	17%	▲
🔴 Follow-up Service within 48 hours		19	42%	90%	58%	-48%	▼

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	34	-53%	▼
Admits	-	4	-100%	▼
Discharges	2	2	0%	
Service Hours	63	41	52%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		4	25%	35%	44%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		5	36%	90%	94%	-54%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		83%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 41 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	27	-30%	▼
Admits	-	4	-100%	▼
Discharges	-	6	-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 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 2017 - September 2017 (Data as of Dec 13, 2017)

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 0 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	105	-63%	▼
Admits	40	90	-56%	▼
Discharges	38	100	-62%	▼
Service Hours	92	225	-59%	▼

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 8 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	149	103	45%	▲
Admits	50	30	67%	▲
Discharges	29	27	7%	
Service Hours	2	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		1	1%	90%	43%	-89%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		6	1%	0%	2%	1%

▲ > 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				33%

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	1	-	
Discharges	1	-	
Service Hours	-	-	

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

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	51	-16%	▼
Admits	32	40	-20%	▼
Discharges	31	43	-28%	▼
Bed Days	1,190	1,275	-7%	

Data Submission Quality

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

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

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	96%
Valid Axis V GAF Score		77%	80%

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		27	87%	95%	88%	-8%	
✔ No Re-admit within 30 Days of Discharge		30	97%	85%	91%	12%	▲
✔ Follow-up within 30 Days of Discharge		27	100%	90%	97%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Axis V GAF Score		8	26%	95%	35%	-69%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		15	52 days	0.3	86%	90%	86%	-4%

< 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	151	-9%	
Admits	33	23	43%	▲
Discharges	10	36	-72%	▼
Service Hours	751	672	12%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	95%	93%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	91%	70%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	84%
✔	SA Screen Complete	100%	81%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	99%	96%
✔	Valid Axis V GAF Score	96%	88%

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		5	50%	50%	40%	0%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		103	75%	60%	67%	15%	▲
🔴	Stable Living Situation		130	94%	95%	83%	-1%	
🔴	Employed		20	14%	30%	21%	-16%	▼
🔴	Improved/Maintained Axis V GAF Score		55	57%	75%	43%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		119	93%	90%	78%	3%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		25	76%	75%	67%	1%

▲ > 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	39	15%	▲
Admits	13	8	63%	▲
Discharges	9	9	0%	
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	43%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		0	0%	0%	2%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▨	▨	▨	100%
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 18 Active Court Liaison-Jail Diversion Programs

WRAP (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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	190	148	28%	▲
Admits	12	22	-45%	▼
Discharges	13	20	-35%	▼
Service Hours	1,935	1,400	38%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		93%	98%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		66%	92%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	84%
✔ SA Screen Complete		100%	83%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		88%	98%
Valid Axis V GAF Score		85%	95%

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		4	31%	65%	65%	-34%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		168	88%	80%	93%	8%	
✔ Social Support		120	63%	60%	82%	3%	
🔴 Employed		11	6%	20%	12%	-14%	▼
🔴 Improved/Maintained Axis V GAF Score		43	30%	65%	58%	-35%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		174	98%	90%	98%	8%

▲ > 10% Over   ▼ < 10% Under

Actual	Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 48 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	4	-50%	▼
Admits	-	2	-100%	▼
Discharges	2	1	100%	▲
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 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	59	2%	
Admits	4	6	-33%	▼
Discharges	7	9	-22%	▼
Service Hours	1,738	1,175	48%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		91%	83%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	94%
✔ SA Screen Complete		100%	94%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		87%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	43%	65%	49%	-22%	▼
✔ No Re-admit within 30 Days of Discharge		7	100%	85%	94%	15%	▲
✔ Follow-up within 30 Days of Discharge		3	100%	90%	55%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		57	95%	60%	88%	35%	▲
✔ Employed		11	18%	15%	12%	3%	
✔ Social Support		36	60%	60%	78%	0%	
🔴 Improved/Maintained Axis V GAF Score		22	44%	85%	43%	-41%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		53	100%	90%	99%	10%	

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs