**Western Connecticut Mental Health Network**
Waterbury, CT

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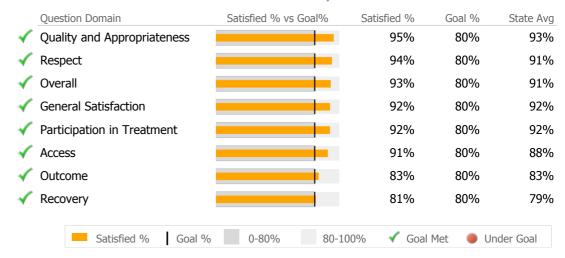Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 1,355 | 1,361 | 0% | |
| | Admits | 499 | 640 | -22% | ▼ |
| | Discharges | 521 | 638 | -18% | ▼ |
| | Service Hours | 17,219 | 17,398 | -1% | |
| | Bed Days | 2,525 | 3,024 | -17% | ▼ |
| | S.Rehab/PHP/IOP | 1 | | | |

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

## Consumer Satisfaction Survey   (Based on 567 FY17 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|
| ✔ Quality and Appropriateness | | 95% | 80% | 93% |
| ✔ Respect | | 94% | 80% | 91% |
| ✔ Overall | | 93% | 80% | 91% |
| ✔ General Satisfaction | | 92% | 80% | 92% |
| ✔ Participation in Treatment | | 92% | 80% | 92% |
| ✔ Access | | 91% | 80% | 88% |
| ✔ Outcome | | 83% | 80% | 83% |
| ✔ Recovery | | 81% | 80% | 79% |

Legend: Satisfied %  |  Goal %  ▮ 0-80%  ▮ 80-100%  ✔ Goal Met  ● Under Goal

## Clients by Level of Care

| Program Type / Level of Care Type | # | % |
|---|---|---|
| **Mental Health** | | |
| Outpatient | 579 | 35.0% |
| Crisis Services | 256 | 15.5% |
| ACT | 215 | 13.0% |
| Community Support | 186 | 11.3% |
| Social Rehabilitation | 120 | 7.3% |
| Other | 57 | 3.5% |
| Intake | 40 | 2.4% |
| Residential Services | 23 | 1.4% |
| Case Management | 22 | 1.3% |
| **Forensic MH** | | |
| Forensics Community-based | 146 | 8.8% |
| Crisis Services | 8 | 0.5% |

## Client Demographics

### Age

| | # | % | State Avg |
|---|---|---|---|
| 18-25 | 245 | 18% | 11% |
| 26-34 | 241 | 18% | 22% |
| 35-44 | 208 | 15% | 19% |
| 45-54 | 251 | 19% | 22% |
| 55-64 | 298 | 22% | 19% |
| 65+ | 110 | 8% | 6% |

### Gender

| | # | % | State Avg |
|---|---|---|---|
| Male | 840 | 62% | 58% |
| Female | 512 | 38% | 41% |
| Transgender | 2 | 0% | 0% |

### Ethnicity

| | # | % | State Avg |
|---|---|---|---|
| Non-Hispanic | 1,091 | 81% | 74% |
| Hispanic-Other | 108 | 8% | 7% |
| Hisp-Puerto Rican | 90 | 7% | 13% |
| Unknown | 62 | 5% | 6% |
| Hispanic-Cuban | 2 | 0% | 0% |
| Hispanic-Mexican | 2 | 0% | 1% |

### Race

| | # | % | State Avg |
|---|---|---|---|
| White/Caucasian | 969 | 72% | 65% |
| Black/African American | 213 | 16% | 16% |
| Other | 110 | 8% | 13% |
| Asian | 17 | 1% | 1% |
| Multiple Races | 16 | 1% | 1% |
| Unknown | 15 | 1% | 3% |
| Am. Indian/Native Alaskan | 3 | 0% | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |

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

**BHH ADULT NAE**
Western Connecticut Mental Health Network
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 | - | - | |

## 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

## 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 ▼ |

▲ > 10% Over      ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

**Danbury CIT**
Western Connecticut Mental Health Network
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 | 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 25 Active Mobile Crisis Team Programs

**Danbury Intake**
Western Connecticut Mental Health Network
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 | 6 | 12 | -50% | ▼ |
| Admits | 6 | 10 | -40% | ▼ |
| Discharges | 5 | 12 | -58% | ▼ |
| Service Hours | 30 | 56 | -45% | ▼ |

## 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

**Danbury Jail Diversion**
Western Connecticut Mental Health Network
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 | 33 | 19 | 74% | ▲ |
| Admits | 4 | 2 | 100% | ▲ |
| Discharges | - | 3 | -100% | ▼ |
| Service Hours | 41 | | | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 15 | 45% | 90% | 43% | -45% | ▼ |

## Jail Diversion

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Follow-up Service within 48 hours | | 5 | 7% | 0% | 2% | 7% |

| ▲ > 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 | ▢ | | ▢ | 67% |
| Discharges | | | | 0% |
| Services | ▢ | ▢ | ▢ | 100% |

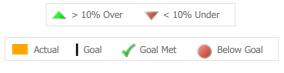| ▢ 1 or more Records Submitted to DMHAS |
|---|

**Danbury Liaison**
Western Connecticut Mental Health Network
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 | 12 | 13 | -8% | |
| Admits | 1 | 2 | -50% | ▼ |
| Discharges | 2 | 2 | 0% | |
| Service Hours | 6 | 13 | -52% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | ▪ | | 33% |
| 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 14 Active Other Programs

**Danbury OP**
Western Connecticut Mental Health Network
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)
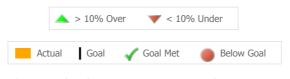
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 190 | 111 | 71% | ▲ |
| Admits | 8 | 9 | -11% | ▼ |
| Discharges | 7 | 6 | 17% | ▲ |
| Service Hours | 1,085 | 828 | 31% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 97% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 70% |

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

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 87% | 96% |
| Valid Axis V GAF Score | | 83% | 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 | | 2 | 29% | 50% | 40% | -21% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 161 | 85% | 60% | 67% | 25% | ▲ |
| ✔ Stable Living Situation | | 185 | 97% | 95% | 83% | 2% | |
| 🔴 Employed | | 16 | 8% | 30% | 21% | -22% | ▼ |
| 🔴 Improved/Maintained Axis V GAF Score | | 12 | 11% | 75% | 43% | -64% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 180 | 98% | 90% | 78% | 8% | |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ 2 or more Services within 30 days | | 7 | 88% | 75% | 67% | 13% | ▲ |

▲ > 10% Over    ▼ < 10% Under

☐ Actual    | Goal    ✔ Goal Met    🔴 Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

**Danbury Transitional Residence**
Western Connecticut Mental Health Network
Mental Health - Residential Services - Transitional

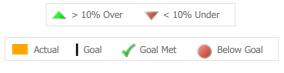Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 14 | 18 | -22% | ▼ |
| Admits | - | 4 | -100% | ▼ |
| Discharges | 8 | - | | |
| Service Hours | 392 | 756 | -48% | ▼ |
| Bed Days | 877 | 1,518 | -42% | ▼ |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 58% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 69% |
| SA Screen Complete | | N/A | 69% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 100% |
| Valid Axis V GAF Score | | 79% | 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 | 62% | 95% | 70% | -33% | ▼ |
| ✔ No Re-admit within 30 Days of Discharge | | 7 | 88% | 85% | 90% | 3% | |
| ✔ Follow-up within 30 Days of Discharge | | 5 | 100% | 90% | 89% | 10% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Improved/Maintained Axis V GAF Score | | 4 | 31% | 75% | 58% | -44% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 6 | 100% | 90% | 85% | 10% |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|
| 🔴 Avg Utilization Rate | | 20 | 756 days | 1.4 | 48% | 90% | 78% | -42% | ▼ |

□ < 90%   ▨ 90-110%   ▮ >110%

▲ > 10% Over    ▼ < 10% Under

▮ Actual   | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 9 Active Transitional Programs

**Danbury YAS**
Western Connecticut Mental Health Network
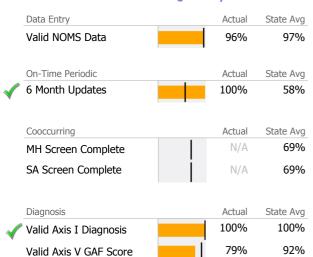Mental Health - ACT - Assertive Community Treatment

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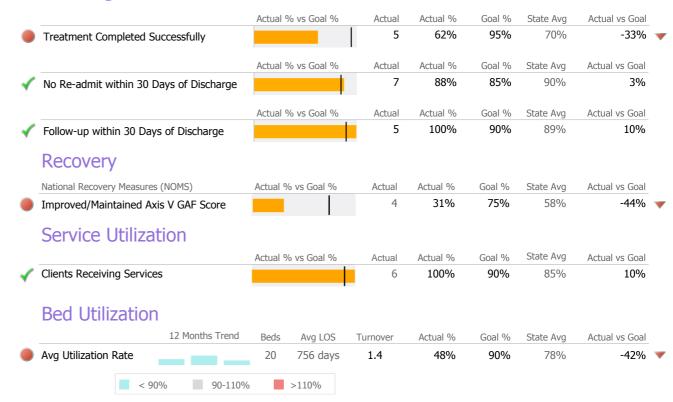
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 29 | 31 | -6% | |
| Admits | 2 | - | | |
| Discharges | 1 | 2 | -50% | ▼ |
| Service Hours | 458 | 599 | -24% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 98% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 96% | 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 | | 62% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | ▪ | ▪ | 67% |
| Discharges | ▪ | | | 33% |
| 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 | | 1 | 100% | 65% | 49% | 35% | ▲ |
| ● No Re-admit within 30 Days of Discharge | | 0 | 0% | 85% | 94% | -85% | ▼ |
| ● Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 55% | -90% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 28 | 97% | 60% | 88% | 37% | ▲ |
| ✓ Social Support | | 26 | 90% | 60% | 78% | 30% | ▲ |
| ✓ Employed | | 5 | 17% | 15% | 12% | 2% | |
| ● Improved/Maintained Axis V GAF Score | | 8 | 31% | 85% | 43% | -54% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 28 | 100% | 90% | 99% | 10% |

▲ > 10% Over   ▼ < 10% Under

▮ Actual   | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

**Danbury YAS Pre-admission/Liaison**
Western Connecticut Mental Health Network
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 | 0 | | |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | - | - | |

## 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 14 Active Other Programs

**Torrington Access Center**
Western Connecticut Mental Health Network
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 | 12 | 32 | -63% | ▼ |
| Admits | 10 | 29 | -66% | ▼ |
| Discharges | 10 | 30 | -67% | ▼ |
| Service Hours | 16 | 51 | -68% | ▼ |

## 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

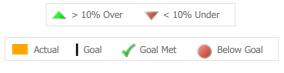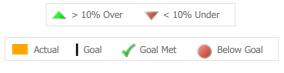* State Avg based on 8 Active Central Intake Programs

**Torrington CSP**
Western Connecticut Mental Health Network
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 | 88 | 86 | 2% | |
| Admits | 8 | 13 | -38% | ▼ |
| Discharges | 12 | 4 | 200% | ▲ |
| Service Hours | 1,086 | 990 | 10% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 98% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 99% | 92% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 100% | 84% |
| ✔ SA Screen Complete | | 100% | 83% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 93% | 98% |
| Valid Axis V GAF Score | | 64% | 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 | | 9 | 75% | 65% | 65% | 10% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 79 | 90% | 60% | 82% | 30% | ▲ |
| ✔ Stable Living Situation | | 86 | 98% | 80% | 93% | 18% | ▲ |
| 🔴 Employed | | 9 | 10% | 20% | 12% | -10% | ▼ |
| 🔴 Improved/Maintained Axis V GAF Score | | 15 | 19% | 65% | 58% | -46% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 74 | 97% | 90% | 98% | 7% | |

▲ > 10% Over    ▼ < 10% Under

☐ Actual  | Goal  ✔ Goal Met  🔴 Below Goal

* State Avg based on 48 Active CSP Programs

# Torrington Jail Diversion
Western Connecticut Mental Health Network
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 | 63 | 72 | -13% | ▼ |
| Admits | 22 | 30 | -27% | ▼ |
| Discharges | 17 | 31 | -45% | ▼ |
| Service Hours | 64 | 66 | -3% | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 45 | 98% | 90% | 43% | 8% |

## Jail Diversion

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Follow-up Service within 48 hours | | 18 | 11% | 0% | 2% | 11% ▲ |

| ▲ > 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 | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

**Torrington Liaison**
Western Connecticut Mental Health Network
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 | 13 | 8 | 63% | ▲ |
| Admits | 5 | - | | |
| Discharges | 3 | 1 | 200% | ▲ |
| Service Hours | 11 | 23 | -50% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ☐ | | ☐ | 67% |
| 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 14 Active Other Programs

**TORRINGTON MOBILE CRISIS**
Western Connecticut Mental Health Network
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 | 20 | 31 | -35% | ▼ |
| Admits | 29 | 38 | -24% | ▼ |
| Discharges | 29 | 38 | -24% | ▼ |

## Crisis

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Evaluation within 1.5 hours of Request | | 23 | 41% | 75% | 69% | -34% | ▼ |
| ✓ | Community Location Evaluation | | 56 | 100% | 80% | 77% | 20% | ▲ |
| 🔴 | Follow-up Service within 48 hours | | 0 | 0% | 90% | 58% | -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

**Torrington Outpatient**
Western Connecticut Mental Health Network
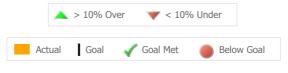Mental Health - Outpatient - Standard Outpatient

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 | 97 | 96 | 1% | |
| Admits | 12 | 19 | -37% | ▼ |
| Discharges | 12 | 13 | -8% | |
| Service Hours | 1,108 | 1,330 | -17% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 98% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 99% | 70% |

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

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 95% | 96% |
| Valid Axis V GAF Score | | 59% | 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 | | 8 | 67% | 50% | 40% | 17% | ▲ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Social Support | | 93 | 96% | 60% | 67% | 36% | ▲ |
| ✔ | Stable Living Situation | | 95 | 98% | 95% | 83% | 3% | |
| ⬤ | Employed | | 16 | 16% | 30% | 21% | -14% | ▼ |
| ⬤ | Improved/Maintained Axis V GAF Score | | 25 | 30% | 75% | 43% | -45% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 77 | 91% | 90% | 78% | 1% | |

## Service Engagement

| | Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ⬤ | 2 or more Services within 30 days | | 4 | 33% | 75% | 67% | -42% | ▼ |

▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✔ Goal Met    ⬤ Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

**Torrington Recovery and Wellness**
Western Connecticut Mental Health Network
Mental Health - Social Rehabilitation - Social Rehabilitation

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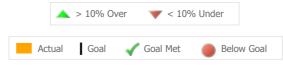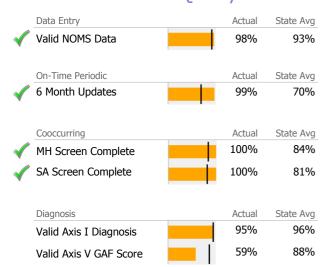Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 120 | 123 | -2% | |
| Admits | 11 | 16 | -31% | ▼ |
| Discharges | 15 | 13 | 15% | ▲ |
| Service Hours | 1,021 | 1,550 | -34% | ▼ |
| Social Rehab/PHP/IOP Days | 1 | 0 | | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | ▬▬▬ | 98 | 93% | 90% | 65% | 3% |

## 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 36 Active Social Rehabilitation Programs

**Torrington Transitional Living Residence**
Western Connecticut Mental Health Network
Mental Health - Residential Services - Transitional

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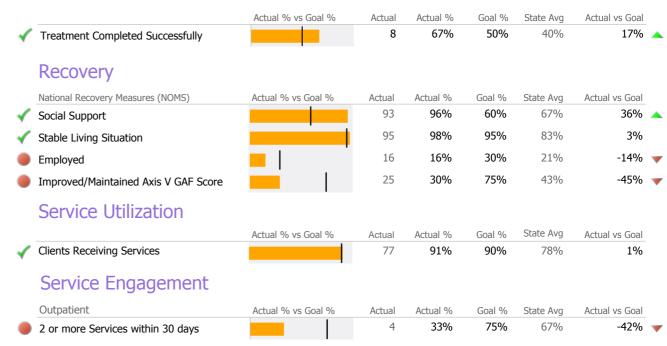
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 6 | 5 | 20% | ▲ |
| Admits | - | - | | |
| Discharges | 1 | 1 | 0% | |
| Service Hours | 421 | 401 | 5% | |
| Bed Days | 498 | 403 | 24% | ▲ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 0 | 0% | 95% | 70% | -95% | ▼ |
| ✓ | No Re-admit within 30 Days of Discharge | | 1 | 100% | 85% | 90% | 15% | ▲ |
| | Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 89% | N/A | |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Improved/Maintained Axis V GAF Score | | 1 | 17% | 75% | 58% | -58% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 100% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 100% | 58% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| | MH Screen Complete | N/A | 69% |
| | SA Screen Complete | N/A | 69% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | 100% | 100% |
| | Valid Axis V GAF Score | 83% | 92% |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 5 | 100% | 90% | 85% | 10% |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| ✓ | Avg Utilization Rate | | 6 | 820 days | 1.0 | 90% | 90% | 78% | 0% |

| ▢ < 90% | ▢ 90-110% | 🔴 >110% |
|---|---|---|

## 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 9 Active Transitional Programs

**Torrington YAS Pre-admission/Liaison**
Western Connecticut Mental Health Network
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)
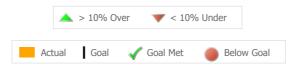
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 4 | 9 | -56% | ▼ |
| Admits | - | 4 | -100% | ▼ |
| Discharges | - | 4 | -100% | ▼ |
| Service Hours | 7 | 22 | -67% | ▼ |

## Data Submitted to DMHAS by Month

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

**Torrington YAS Team 1**
Western Connecticut Mental Health Network
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 | 46 | 44 | 5% |
| Admits | 2 | 7 | -71% ▼ |
| Discharges | 3 | 3 | 0% |
| Service Hours | 1,114 | 1,183 | -6% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 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 | | 63% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▢ | | ▢ | 67% |
| 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 | | 3 | 100% | 65% | 49% | 35% ▲ |
| ✔ No Re-admit within 30 Days of Discharge | | 3 | 100% | 85% | 94% | 15% ▲ |
| ● Follow-up within 30 Days of Discharge | | 1 | 33% | 90% | 55% | -57% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Social Support | | 46 | 100% | 60% | 78% | 40% ▲ |
| ✔ Stable Living Situation | | 40 | 87% | 60% | 88% | 27% ▲ |
| ✔ Employed | | 17 | 37% | 15% | 12% | 22% ▲ |
| ● Improved/Maintained Axis V GAF Score | | 7 | 18% | 85% | 43% | -67% ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 43 | 100% | 90% | 99% | 10% |

▲ > 10% Over    ▼ < 10% Under

▢ Actual    | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

# Torrington YAS Team 2
Western Connecticut Mental Health Network
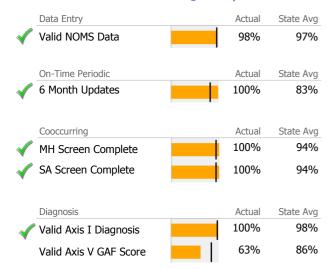Mental Health - ACT - Assertive Community Treatment

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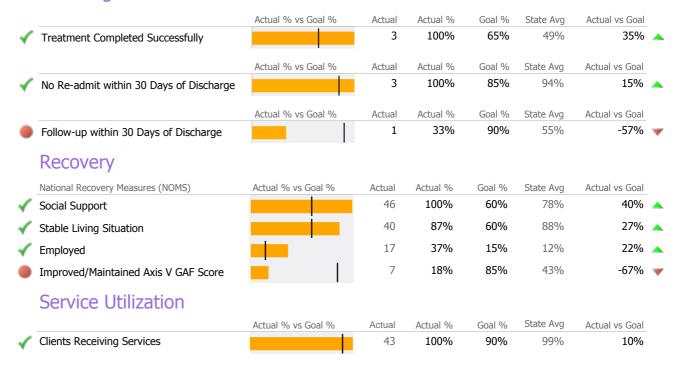
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 42 | 42 | 0% |
| Admits | 2 | 5 | -60% ▼ |
| Discharges | - | 3 | -100% ▼ |
| Service Hours | 1,104 | 1,030 | 7% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 83% |

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

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 98% | 98% |
| Valid Axis V GAF Score | | 67% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 67% |
| Discharges | | | | 0% |
| 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 | | N/A | N/A | 65% | 49% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 94% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 55% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Social Support | | 40 | 95% | 60% | 78% | 35% ▲ |
| ✔ Stable Living Situation | | 38 | 90% | 60% | 88% | 30% ▲ |
| ✔ Employed | | 8 | 19% | 15% | 12% | 4% |
| ● Improved/Maintained Axis V GAF Score | | 6 | 15% | 85% | 43% | -70% ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 42 | 100% | 90% | 99% | 10% |

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

**Waterbury ABI**
Western Connecticut Mental Health Network
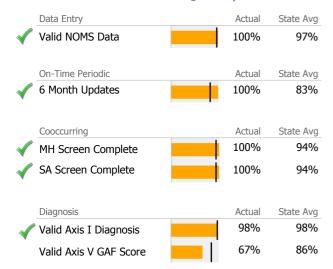Mental Health - Case Management - Standard Case Management

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 | 22 | 21 | 5% | |
| Admits | 1 | - | | |
| Discharges | 1 | 1 | 0% | |
| Service Hours | 78 | 65 | 20% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 98% | 96% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 94% | 70% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 33% |
| Discharges | | | | 33% |
| 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 | | 1 | 100% | 50% | 79% | 50% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 22 | 100% | 80% | 81% | 20% | ▲ |
| ✔ Social Support | | 14 | 64% | 60% | 68% | 4% | |
| ● Employed | | 0 | 0% | 20% | 8% | -20% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 19 | 90% | 90% | 58% | 0% |

▲ > 10% Over    ▼ < 10% Under

☐ Actual   | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 29 Active Standard Case Management Programs

**Waterbury ACT**
Western Connecticut Mental Health Network
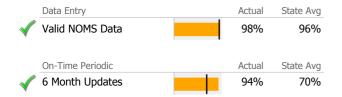Mental Health - ACT - Assertive Community Treatment

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 | 51 | 46 | 11% | ▲ |
| Admits | 4 | 5 | -20% | ▼ |
| Discharges | 7 | 9 | -22% | ▼ |
| Service Hours | 855 | 795 | 8% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 94% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 83% |

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

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 88% | 98% |
| Valid Axis V GAF Score | | 67% | 86% |

## 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 | | 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 | | 1 | 33% | 90% | 55% | -57% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 43 | 84% | 60% | 78% | 24% | ▲ |
| ✓ | Stable Living Situation | | 42 | 82% | 60% | 88% | 22% | ▲ |
| 🔴 | Employed | | 0 | 0% | 15% | 12% | -15% | ▼ |
| 🔴 | Improved/Maintained Axis V GAF Score | | 8 | 22% | 85% | 43% | -63% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 44 | 100% | 90% | 99% | 10% |

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▬ Actual | ǀ Goal | ✓ Goal Met | 🔴 Below Goal |
|---|---|---|---|

\* State Avg based on 15 Active Assertive Community Treatment Programs

**Waterbury CIT**
Western Connecticut Mental Health Network
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 | 123 | 125 | -2% |
| Admits | 139 | 134 | 4% |
| Discharges | 139 | 134 | 4% |

## Crisis

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Evaluation within 1.5 hours of Request | | 0 | 0% | 75% | 69% | -75% | ▼ |
| ✔ | Community Location Evaluation | | 273 | 99% | 80% | 77% | 19% | ▲ |
| ✔ | Follow-up Service within 48 hours | | 2 | 100% | 90% | 58% | 10% | |

| ▲ > 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

**Waterbury CORP**
Western Connecticut Mental Health Network
Forensic MH - Forensics Community-based - Re-entry Programs

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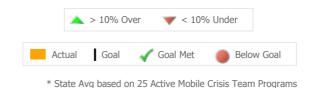Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---------|--------|----------|------------|---|
| Unique Clients | 4 | 3 | 33% | ▲ |
| Admits | - | 1 | -100% | ▼ |
| Discharges | 2 | 1 | 100% | ▲ |
| Service Hours | 21 | 55 | -63% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| 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 2 Active Re-entry Programs Programs

**Waterbury CSP**
Western Connecticut Mental Health Network
Mental Health - Community Support - CSP

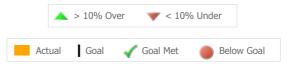Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 98 | 85 | 15% | ▲ |
| Admits | 8 | 15 | -47% | ▼ |
| Discharges | 9 | 11 | -18% | ▼ |
| Service Hours | 1,058 | 867 | 22% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 97% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 92% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 100% | 84% |
| ✔ SA Screen Complete | | 100% | 83% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 99% | 98% |
| Valid Axis V GAF Score | | 90% | 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 | | 2 | 22% | 65% | 65% | -43% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 91 | 93% | 60% | 82% | 33% | ▲ |
| ✔ Stable Living Situation | | 89 | 91% | 80% | 93% | 11% | ▲ |
| ● Employed | | 6 | 6% | 20% | 12% | -14% | ▼ |
| ● Improved/Maintained Axis V GAF Score | | 38 | 45% | 65% | 58% | -20% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 88 | 99% | 90% | 98% | 9% |

▲ > 10% Over     ▼ < 10% Under

▮ Actual     | Goal     ✔ Goal Met     ● Below Goal

* State Avg based on 48 Active CSP Programs

**Waterbury Forensic Respite**
Western Connecticut Mental Health Network
Forensic MH - Crisis Services - Respite Bed

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 | 8 | 4 | 100% | ▲ |
| Admits | 3 | - | | |
| Discharges | 5 | 1 | 400% | ▲ |
| Service Hours | 98 | 159 | -39% | ▼ |
| Bed Days | 279 | 316 | -12% | ▼ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | No Re-admit within 30 Days of Discharge | | 5 | 100% | 85% | 100% | 15% | ▲ |
| ✓ | Follow-up within 30 Days of Discharge | | 3 | 100% | 90% | 100% | 10% | |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|---|
| ● | Avg Utilization Rate | | 4 | 136 days | 0.5 | 76% | 90% | 71% | -14% | ▼ |

■ < 90%    ■ 90-110%    ■ >110%

## 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
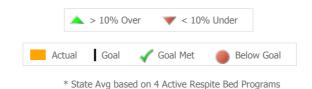
* State Avg based on 4 Active Respite Bed Programs
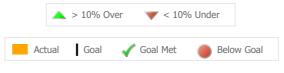
**Waterbury Intake**
Western Connecticut Mental Health Network
Mental Health - Intake - Central Intake

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 | 22 | 22 | 0% | |
| Admits | 15 | 17 | -12% | ▼ |
| Discharges | 20 | 15 | 33% | ▲ |
| Service Hours | 48 | 94 | -49% | ▼ |

## 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

**Waterbury Jail Diversion**
Western Connecticut Mental Health Network
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 | 47 | 45 | 4% | |
| Admits | 28 | 30 | -7% | |
| Discharges | 31 | 30 | 3% | |
| Service Hours | 132 | 90 | 48% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 19 | 100% | 90% | 43% | 10% |

## Jail Diversion

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Follow-up Service within 48 hours | | 13 | 6% | 0% | 2% | 6% |

▲ > 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 | | | | 100% |

1 or more Records Submitted to DMHAS

**Waterbury Liaison**
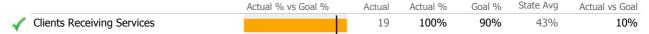Western Connecticut Mental Health Network
Mental Health - Other - Other

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 | 23 | 25 | -8% | |
| Admits | 5 | 7 | -29% | ▼ |
| Discharges | 5 | 3 | 67% | ▲ |
| Service Hours | 81 | 63 | 29% | ▲ |

## 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 14 Active Other Programs

**WATERBURY MOBILE CRISIS**
Western Connecticut Mental Health Network
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 | 108 | 116 | -7% | |
| Admits | 141 | 158 | -11% | ▼ |
| Discharges | 140 | 157 | -11% | ▼ |

## Crisis

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Evaluation within 1.5 hours of Request | | 231 | 83% | 75% | 69% | 8% | |
| ✔ Community Location Evaluation | | 277 | 99% | 80% | 77% | 19% | ▲ |
| ✔ Follow-up Service within 48 hours | | 44 | 100% | 90% | 58% | 10% | |

## 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

**Waterbury Outpatient**
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

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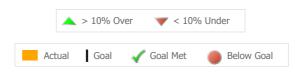Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 197 | 224 | -12% | ▼ |
| Admits | 4 | 21 | -81% | ▼ |
| Discharges | 9 | 8 | 13% | ▲ |
| Service Hours | 1,361 | 1,424 | -4% | |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 99% | 93% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 70% |

| Cooccurring | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 84% |
| SA Screen Complete | | N/A | 81% |

| Diagnosis | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 92% | 96% |
| ✔ Valid Axis V GAF Score | | 91% | 88% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▢ | ▢ | | 67% |
| 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 | | 9 | 100% | 50% | 40% | 50% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 177 | 90% | 60% | 67% | 30% | ▲ |
| ✔ Stable Living Situation | | 196 | 99% | 95% | 83% | 4% | |
| 🔴 Employed | | 18 | 9% | 30% | 21% | -21% | ▼ |
| 🔴 Improved/Maintained Axis V GAF Score | | 74 | 40% | 75% | 43% | -35% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 188 | 100% | 90% | 78% | 10% | |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ 2 or more Services within 30 days | | 3 | 75% | 75% | 67% | 0% | |

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| 🟧 Actual | ❘ Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|

* State Avg based on 93 Active Standard Outpatient Programs
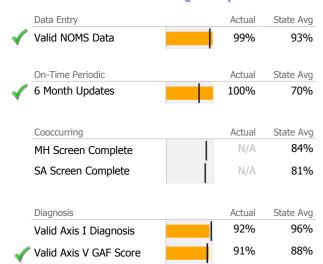
**Waterbury Recovery Program**
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

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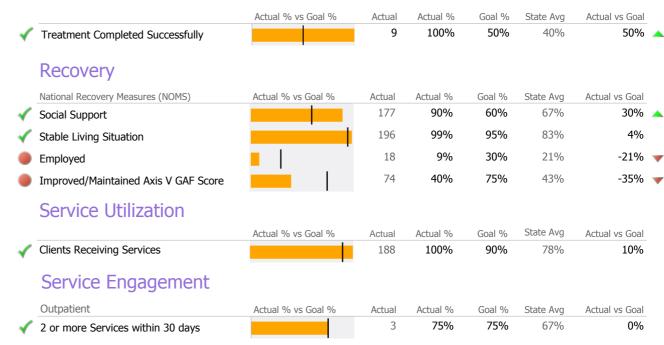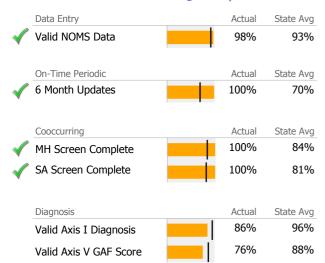
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 102 | 92 | 11% | ▲ |
| Admits | 9 | 34 | -74% | ▼ |
| Discharges | 6 | 10 | -40% | ▼ |
| Service Hours | 1,443 | 1,322 | 9% | |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 70% |

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

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 86% | 96% |
| Valid Axis V GAF Score | | 76% | 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 | | 2 | 33% | 50% | 40% | -17% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 91 | 89% | 60% | 67% | 29% | ▲ |
| 🔴 Stable Living Situation | | 96 | 94% | 95% | 83% | -1% | |
| 🔴 Employed | | 9 | 9% | 30% | 21% | -21% | ▼ |
| 🔴 Improved/Maintained Axis V GAF Score | | 29 | 34% | 75% | 43% | -41% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 96 | 100% | 90% | 78% | 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% | 67% | 14% | ▲ |

▲ > 10% Over    ▼ < 10% Under

| ▮ Actual | ❘ Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|

* State Avg based on 93 Active Standard Outpatient Programs

**Waterbury Respite/Transitional Housing**
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Respite Bed

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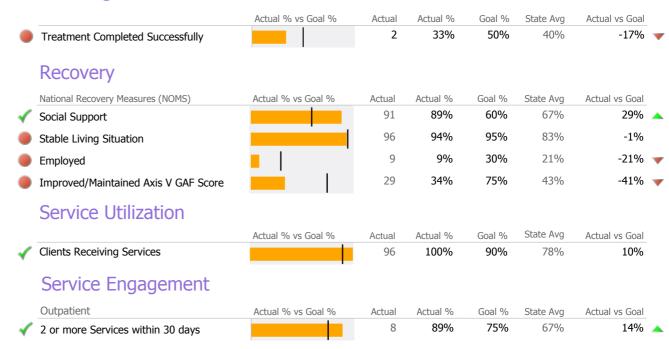
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 19 | 20 | -5% | |
| Admits | 10 | 13 | -23% | ▼ |
| Discharges | 13 | 12 | 8% | |
| Service Hours | 429 | 212 | 102% | ▲ |
| Bed Days | 834 | 462 | 81% | ▲ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | No Re-admit within 30 Days of Discharge | | 12 | 92% | 85% | 89% | 7% |
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✔ | Follow-up within 30 Days of Discharge | | 6 | 100% | 90% | 82% | 10% |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 11 | 102 days | 0.6 | 82% | 90% | 73% | -8% |

| < 90% | 90-110% | >110% |
|---|---|---|

## 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 Respite Bed Programs

**Waterbury YAS**
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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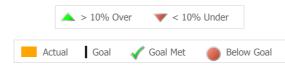Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 48 | 46 | 4% | ▼ |
| Admits | 4 | 5 | -20% | ▼ |
| Discharges | 3 | 7 | -57% | ▼ |
| Service Hours | 3,438 | 1,893 | 82% | ▲ |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 97% | 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 | | 100% | 86% |

## 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 | | 0 | 0% | 65% | 49% | -65% | ▼ |
| ✔ No Re-admit within 30 Days of Discharge | | 3 | 100% | 85% | 94% | 15% | ▲ |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 55% | N/A | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 44 | 92% | 60% | 78% | 32% | ▲ |
| ✔ Stable Living Situation | | 43 | 90% | 60% | 88% | 30% | ▲ |
| 🔴 Employed | | 5 | 10% | 15% | 12% | -5% | |
| 🔴 Improved/Maintained Axis V GAF Score | | 21 | 55% | 85% | 43% | -30% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 45 | 100% | 90% | 99% | 10% | |

▲ > 10% Over   ▼ < 10% Under

▨ Actual   | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

**Waterbury YAS Pre-admission/Liaison**
Western Connecticut Mental Health Network
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 | 7 | 5 | 40% | ▲ |
| Admits | 4 | 4 | 0% | |
| Discharges | 4 | 3 | 33% | ▲ |
| Service Hours | 35 | 14 | 151% | ▲ |

## 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 14 Active Other Programs

**Waterbury YAS Res Support**
Western Connecticut Mental Health Network
Mental Health - Residential Services - Residential Support

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 | 2 | - | |
| Discharges | - | - | |
| Service Hours | 138 | - | |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 50% | 84% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Social Support | | 2 | 100% | 60% | 91% | 40% ▲ |
| ✓ Stable Living Situation | | 2 | 100% | 85% | 96% | 15% ▲ |
| ⬤ Employed | | 0 | 0% | 25% | 11% | -25% ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | N/A | 99% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 2 | 100% | 90% | 98% | 10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 33% |
| Discharges | | | | 0% |
| Services | | | | 67% |

1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

Actual  |  Goal  ✓ Goal Met  ⬤ Below Goal

* State Avg based on 38 Active Residential Support Programs

**Waterbury YAS Transitional Residence**
Western Connecticut Mental Health Network
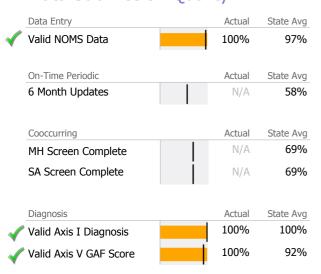Mental Health - Residential Services - Transitional

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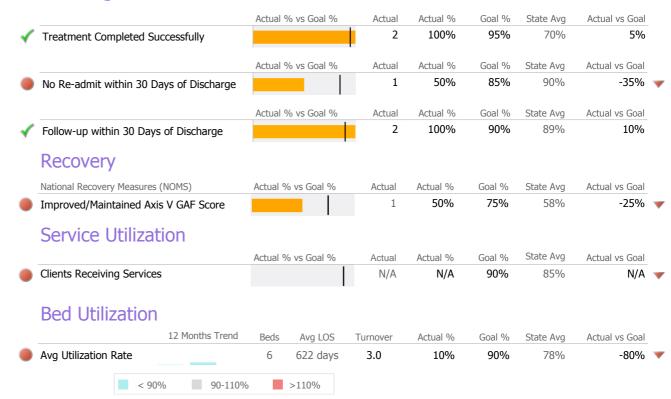
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 2 | 6 | -67% | ▼ |
| Admits | - | 4 | -100% | ▼ |
| Discharges | 2 | 2 | 0% | |
| Service Hours | 39 | 438 | -91% | ▼ |
| Bed Days | 37 | 205 | -82% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | N/A | 58% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 69% |
| SA Screen Complete | | N/A | 69% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 100% |
| ✓ Valid Axis V GAF Score | | 100% | 92% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| 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 | | 2 | 100% | 95% | 70% | 5% | |
| 🔴 | No Re-admit within 30 Days of Discharge | | 1 | 50% | 85% | 90% | -35% | ▼ |
| ✓ | Follow-up within 30 Days of Discharge | | 2 | 100% | 90% | 89% | 10% | |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Improved/Maintained Axis V GAF Score | | 1 | 50% | 75% | 58% | -25% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Clients Receiving Services | | N/A | N/A | 90% | 85% | N/A | ▼ |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|---|
| 🔴 | Avg Utilization Rate | | 6 | 622 days | 3.0 | 10% | 90% | 78% | -80% | ▼ |

| ▨ < 90% | ▨ 90-110% | ▨ >110% |
|---|---|---|

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▨ Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |
|---|---|---|---|---|

* State Avg based on 9 Active Transitional Programs