Western Connecticut Mental Health Network
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,036	1,953	4%	
	Admits	2,250	1,931	17%	▲
	Discharges	2,258	1,982	14%	▲
	Service Hours	61,813	62,746	-1%	
	Bed Days	6,082	6,468	-6%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	931	32.9%
	Outpatient	650	23.0%
	ACT	270	9.5%
	Community Support	210	7.4%
	Intake	198	7.0%
	Social Rehabilitation	162	5.7%
	Other	107	3.8%
	Case Management	25	0.9%
	Residential Services	20	0.7%
Forensic MH			
	Forensics Community-based	235	8.3%
	Crisis Services	20	0.7%

Consumer Satisfaction Survey   (Based on 594 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		95%	80%	92%
✓	General Satisfaction		94%	80%	92%
✓	Quality and Appropriateness		93%	80%	93%
✓	Respect		92%	80%	91%
✓	Access		92%	80%	88%
✓	Overall		92%	80%	91%
✓	Outcome		82%	80%	83%
●	Recovery		79%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	369	18%	12%
26-34	386	19%	24%
35-44	304	15%	21%
45-54	359	18%	20%
55-64	420	21%	17%
65+	185	9%	6%

Gender

	#	%	State Avg
Male	1,208	59%	60%
Female	821	40%	40%
Transgender	7	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,535	75%	70%
Hispanic-Other	204	10%	7%
Hisp-Puerto Rican	147	7%	12%
Unknown	145	7%	10%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	2	0%	1%

Race

	#	%	State Avg
White/Caucasian	1,287	65%	63%
Black/African American	340	17%	17%
Other	222	11%	13%
Unknown	79	4%	5%
Multiple Races	33	2%	1%
Asian	25	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander			0%

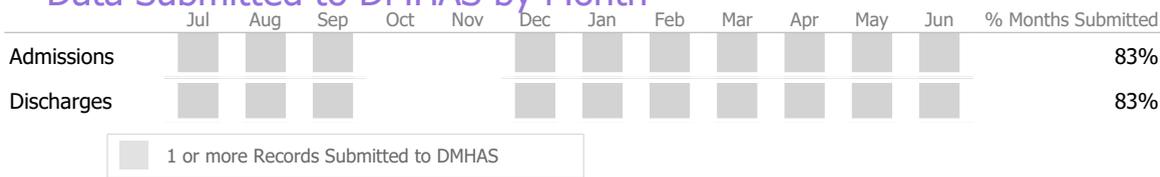Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16		
Admits	16	-	
Discharges	16	-	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		26	81%	75%	69%	6%	
✓	Community Location Evaluation		32	100%	80%	92%	20%	▲
●	Follow-up Service within 48 hours		0	NA	90%	88%	-90%	▼

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 27 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	21	90%	▲
Admits	40	21	90%	▲
Discharges	40	20	100%	▲
Service Hours	111	64	75%	▲

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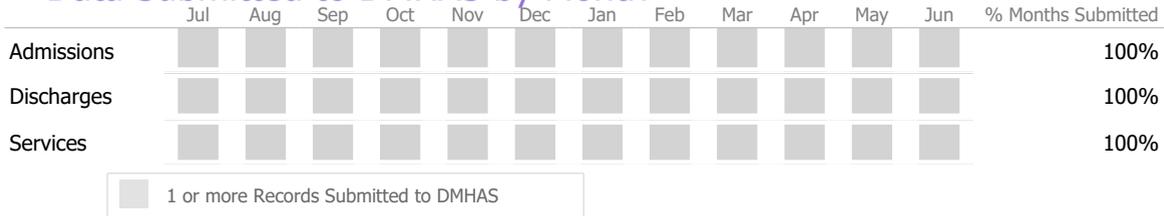
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 17 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	42	-40%	▼
Admits	18	16	13%	▲
Discharges	16	34	-53%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		15	7%	0%	4%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢	▢		▢	▢	▢		▢	▢	58%
Discharges	▢						▢	▢	▢	▢		▢	50%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	17	18%	▲
Admits	11	6	83%	▲
Discharges	8	8	0%	
Service Hours	57	25	127%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪			▪				▪		42%
Discharges	▪	▪	▪		▪	▪			▪		▪		58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 Active 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	211	205	3%	
Admits	40	24	67%	▲
Discharges	25	33	-24%	▼
Service Hours	5,394	4,270	26%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	60%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	67%
✔ SA Screen Complete		100%	68%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		91%	97%
Valid Axis V GAF Score		78%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		13	52%	50%	51%	2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		183	86%	60%	68%	26%	▲
✔ Stable Living Situation		204	96%	95%	85%	1%	
● Employed		25	12%	30%	26%	-18%	▼
● Improved/Maintained Axis V GAF Score		38	19%	75%	54%	-56%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		188	100%	90%	88%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		39	98%	75%	74%	23%	▲

Data Submitted to DMHAS by Month
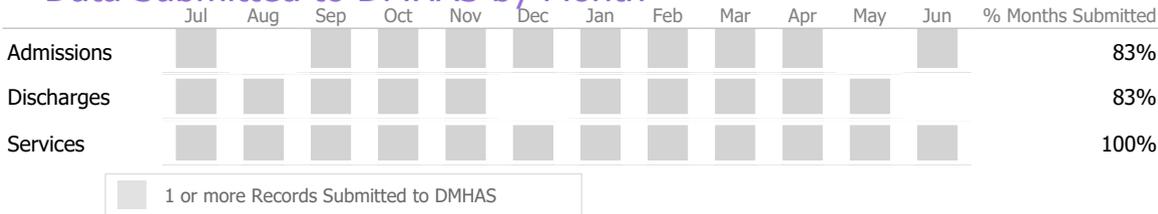
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													83%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	36	0%	
Admits	5	9	-44%	▼
Discharges	14	4	250%	▲
Service Hours	1,835	1,819	1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	43%	65%	60%	-22%	▼
✓	No Re-admit within 30 Days of Discharge		13	93%	85%	86%	8%	
🔴	Follow-up within 30 Days of Discharge		5	83%	90%	49%	-7%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		30	81%	60%	79%	21%	▲
✓	Stable Living Situation		30	81%	60%	91%	21%	▲
✓	Employed		6	16%	15%	15%	1%	
🔴	Improved/Maintained Axis V GAF Score		13	38%	85%	59%	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	46%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
Valid Axis V GAF Score		69%	89%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		23	100%	90%	100%	10%

Data Submitted to DMHAS by Month
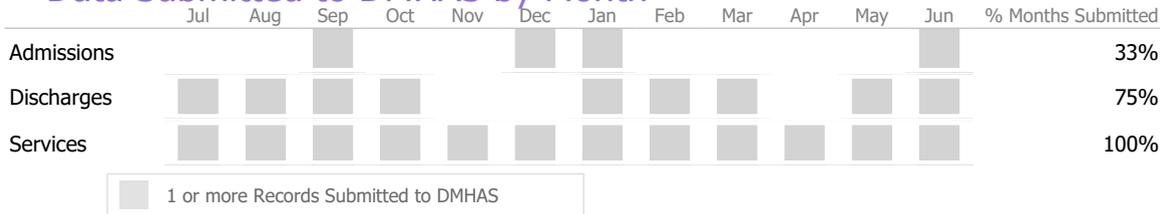
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪			▪	▪					▪	33%
Discharges	▪	▪	▪				▪	▪	▪			▪	75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	5	0%	
Admits	6	5	20%	▲
Discharges	6	5	20%	▲
Service Hours	3	5	-38%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢			▢		▢			▢		▢	42%
Discharges		▢			▢		▢			▢		▢	42%
Services												▢	8%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	44	64%	▲
Admits	75	45	67%	▲
Discharges	71	46	54%	▲
Service Hours	139	92	51%	▲

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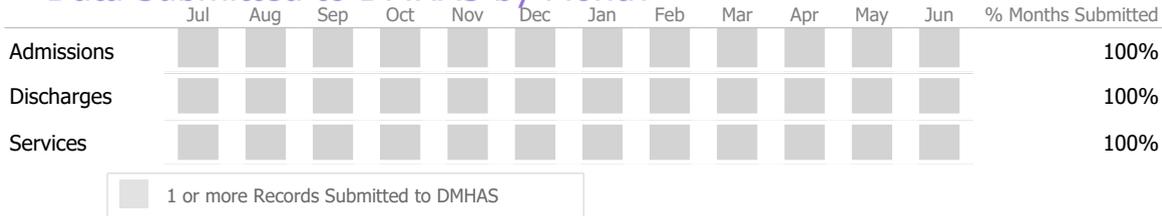
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	98	4%	
Admits	23	19	21%	▲
Discharges	15	19	-21%	▼
Service Hours	4,465	4,256	5%	

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		99%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	51%
✓ SA Screen Complete		100%	51%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		90%	98%
Valid Axis V GAF Score		64%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		13	87%	65%	68%	22%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		93	90%	60%	83%	30%	▲
✓ Stable Living Situation		98	95%	80%	91%	15%	▲
● Employed		5	5%	20%	13%	-15%	▼
● Improved/Maintained Axis V GAF Score		13	14%	65%	65%	-51%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		88	100%	90%	99%	10%	

Data Submitted to DMHAS by Month
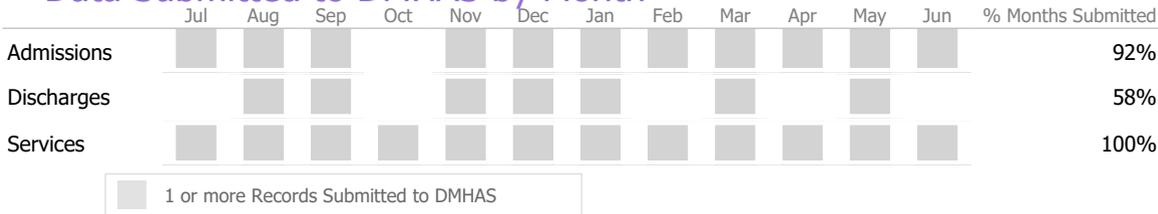
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													58%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	118	-20%	▼
Admits	64	82	-22%	▼
Discharges	63	91	-31%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▮	55	15%	0%	4%	15%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 19 Active Court Liaison-Jail Diversion Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	18	17%	▲
Admits	10	10	0%	
Discharges	8	8	0%	
Service Hours	106	55	93%	▲

Data Submitted to DMHAS by Month
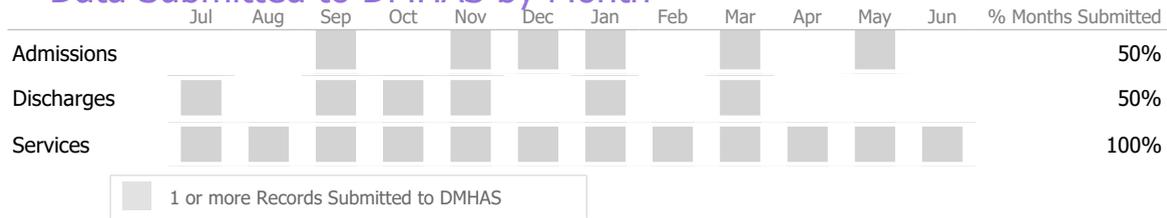
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢		▢	▢	▢		▢		▢		50%
Discharges	▢		▢	▢	▢		▢		▢				50%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 18 Active Other Programs

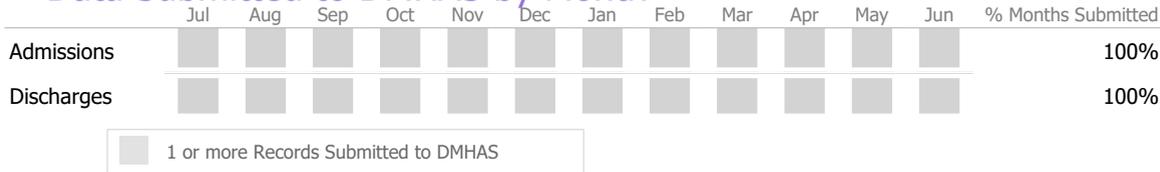**TORRINGTON MOBILE CRISIS**
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	105	52%	▲
Admits	375	176	113%	▲
Discharges	373	176	112%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		485	65%	75%	69%	-10%	
✔	Community Location Evaluation		733	99%	80%	92%	19%	▲
✔	Follow-up Service within 48 hours		452	99%	90%	88%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 27 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	118	126	-6%	
Admits	35	47	-26%	▼
Discharges	37	47	-21%	▼
Service Hours	3,921	3,717	5%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	60%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	68%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		87%	97%
Valid Axis V GAF Score		51%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		19	51%	50%	51%	1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		111	92%	60%	68%	32%	▲
✓ Stable Living Situation		116	97%	95%	85%	2%	
● Employed		16	13%	30%	26%	-17%	▼
● Improved/Maintained Axis V GAF Score		17	16%	75%	54%	-59%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		82	99%	90%	88%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		24	73%	75%	74%	-2%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal ✓ Goal Met ● Below Goal
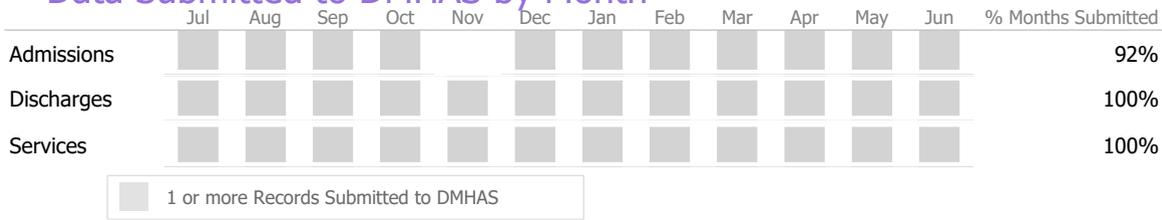
* State Avg based on 94 Active Standard Outpatient Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	162	152	7%	
Admits	65	50	30%	▲
Discharges	66	51	29%	▲
Service Hours	5,370	4,921	9%	
Social Rehab/PHP/IOP Days	0	1	-100%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▬▬▬▬▬	93	88%	90%	76%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪		▪	▪	▪	▪	▪		▪	92%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal
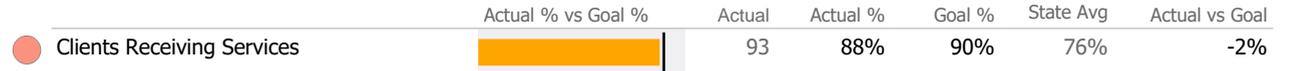
* State Avg based on 33 Active Social Rehabilitation Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	7	57%	▲
Admits	6	3	100%	▲
Discharges	5	4	25%	▲
Service Hours	1,454	1,228	18%	▲
Bed Days	1,813	1,563	16%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	90%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		82%	98%
Valid Axis V GAF Score		45%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	20%	95%	81%	-75%	▼
🔴 No Re-admit within 30 Days of Discharge		4	80%	85%	89%	-5%	
✓ Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	61%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		6	366 days	0.2	83%	90%	87%	-7%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■					■			■	■		42%
Discharges	■		■			■				■			33%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

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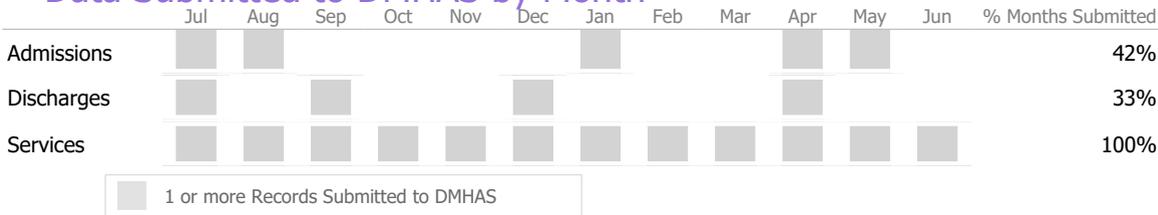
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 6 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	9	-56%	▼
Admits	2	5	-60%	▼
Discharges	4	6	-33%	▼
Service Hours	47	27	77%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									▢		▢		17%
Discharges	▢										▢	▢	25%
Services	▢	▢	▢			▢	▢	▢	▢	▢	▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	53	4%	
Admits	18	12	50%	▲
Discharges	17	17	0%	
Service Hours	3,580	4,067	-12%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	88%	65%	60%	23%	▲
✓	No Re-admit within 30 Days of Discharge		15	88%	85%	86%	3%	
●	Follow-up within 30 Days of Discharge		4	27%	90%	49%	-63%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		98%	88%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	86%

	Cooccurring		Actual	State Avg
✓	MH Screen Complete		100%	46%
✓	SA Screen Complete		100%	49%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%
	Valid Axis V GAF Score		40%	89%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		55	96%	60%	79%	36%	▲
✓	Stable Living Situation		49	86%	60%	91%	26%	▲
✓	Employed		18	32%	15%	15%	17%	▲
●	Improved/Maintained Axis V GAF Score		13	27%	85%	59%	-58%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		40	100%	90%	100%	10%

Data Submitted to DMHAS by Month
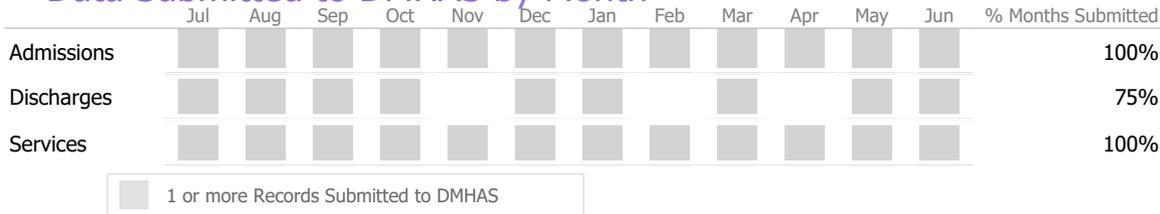
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													75%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	46	22%	▲
Admits	18	6	200%	▲
Discharges	17	8	113%	▲
Service Hours	4,251	4,425	-4%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	46%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%
Valid Axis V GAF Score		54%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		17	100%	65%	60%	35%	▲
✓	No Re-admit within 30 Days of Discharge		16	94%	85%	86%	9%	
●	Follow-up within 30 Days of Discharge		7	41%	90%	49%	-49%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		53	95%	60%	91%	35%	▲
✓	Social Support		51	91%	60%	79%	31%	▲
●	Employed		8	14%	15%	15%	-1%	
●	Improved/Maintained Axis V GAF Score		5	11%	85%	59%	-74%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		39	100%	90%	100%	10%	

Data Submitted to DMHAS by Month
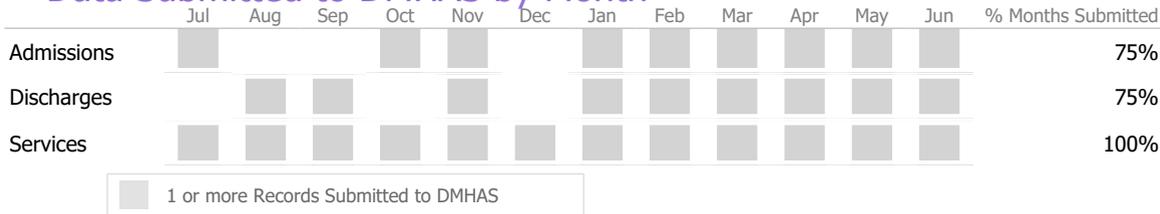
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪	▪		▪	▪	▪	▪	▪	▪	75%
Discharges		▪	▪		▪		▪	▪	▪	▪	▪	▪	75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	22	14%	▲
Admits	4	2	100%	▲
Discharges	4	1	300%	▲
Service Hours	264	274	-4%	

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	25%	50%	30%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		18	72%	60%	61%	12%	▲
✓ Stable Living Situation		23	92%	80%	77%	12%	▲
🔴 Employed		0	0%	20%	11%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	86%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▪					▪	17%
Discharges	▪	▪				▪							25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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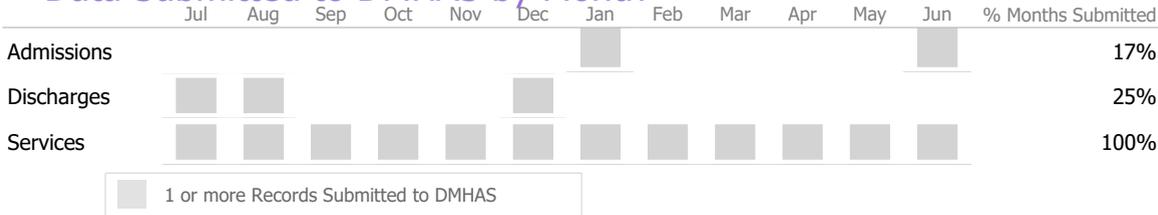
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	71	-1%	
Admits	21	27	-22%	▼
Discharges	25	21	19%	▲
Service Hours	3,759	3,696	2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	46%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		90%	98%
Valid Axis V GAF Score		61%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		17	68%	65%	60%	3%	
✓	No Re-admit within 30 Days of Discharge		24	100%	85%	86%	15%	▲
●	Follow-up within 30 Days of Discharge		11	65%	90%	49%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		62	84%	60%	91%	24%	▲
✓ Social Support		52	70%	60%	79%	10%	
● Employed		3	4%	15%	15%	-11%	▼
● Improved/Maintained Axis V GAF Score		11	17%	85%	59%	-68%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	100%	10%

Data Submitted to DMHAS by Month
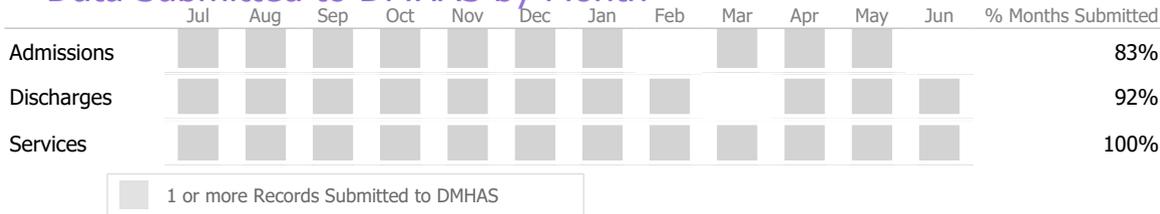
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													92%
Services													100%

 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

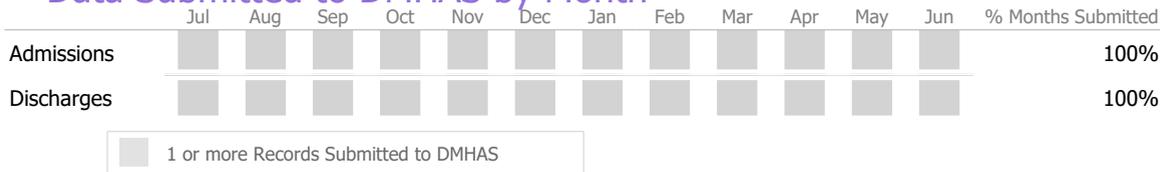* State Avg based on 23 Active Assertive Community Treatment Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	525	435	21%	▲
Admits	626	529	18%	▲
Discharges	626	529	18%	▲

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		1,233	99%	80%	92%	19%	▲
✓	Follow-up Service within 48 hours		22	100%	90%	88%	10%	

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	8	-75%	▼
Admits	-	4	-100%	▼
Discharges	2	6	-67%	▼
Service Hours	30	137	-78%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges		▢	▢										17%
Services	▢	▢	▢										25%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	109	108	1%	
Admits	31	20	55%	▲
Discharges	28	29	-3%	
Service Hours	3,732	3,914	-5%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	90%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	86%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	96%	51%
✓	SA Screen Complete	100%	51%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	98%
	Valid Axis V GAF Score	80%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		16	57%	65%	68%	-8%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		100	89%	60%	83%	29%	▲
✓	Stable Living Situation		105	94%	80%	91%	14%	▲
🔴	Employed		10	9%	20%	13%	-11%	▼
🔴	Improved/Maintained Axis V GAF Score		45	47%	65%	65%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		84	100%	90%	99%	10%	

Data Submitted to DMHAS by Month
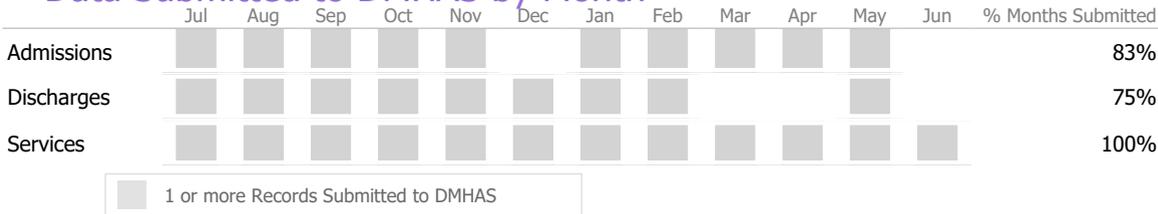
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪		83%
Discharges		▪	▪	▪	▪	▪	▪	▪	▪				75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 37 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	16	25%	▲
Admits	18	11	64%	▲
Discharges	19	14	36%	▲
Service Hours	437	335	31%	▲
Bed Days	1,490	919	62%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		19	100%	85%	100%	15%	▲
✓	Follow-up within 30 Days of Discharge		9	100%	90%	89%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		4	97 days	0.1	102%	90%	87%	12%	▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■			■	83%
Discharges	■	■		■	■	■	■	■	■	■		■	83%
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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	87	1%
Admits	82	81	1%
Discharges	82	82	0%
Service Hours	229	242	-5%

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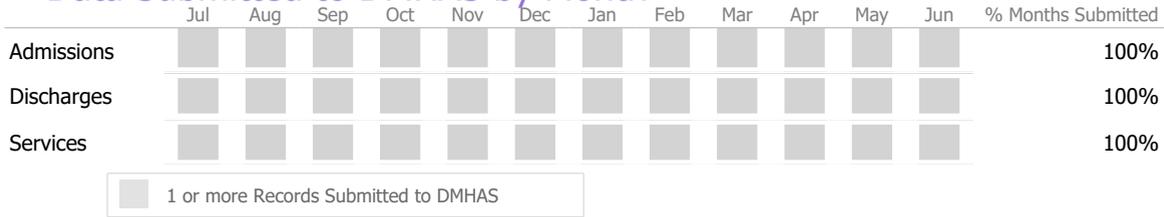
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 17 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	115	1%	
Admits	94	109	-14%	▼
Discharges	107	101	6%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours	▮	53	9%	0%	4%	9%

Data Submitted to DMHAS by Month

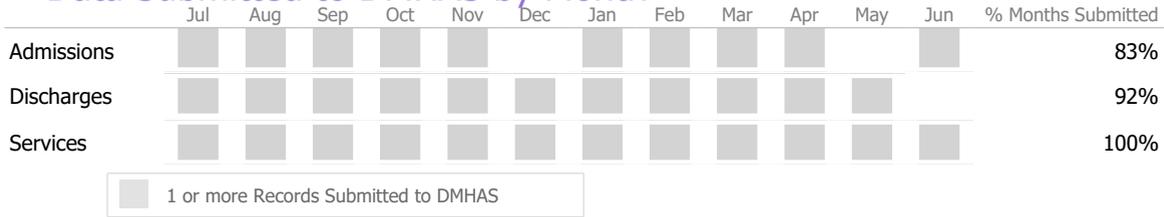|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	�	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%
Discharges	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	34	15%	▲
Admits	21	18	17%	▲
Discharges	22	16	38%	▲
Service Hours	361	348	4%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢	▢	▢		▢	83%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 Active Other Programs

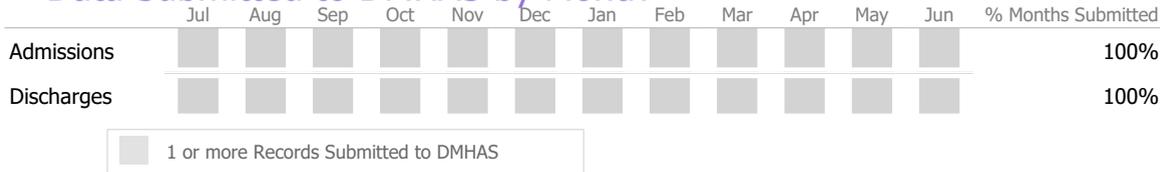**WATERBURY MOBILE CRISIS**
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	255	306	-17%	▼
Admits	394	462	-15%	▼
Discharges	392	462	-15%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		636	81%	75%	69%	6%	
✓ Community Location Evaluation		782	99%	80%	92%	19%	▲
✓ Follow-up Service within 48 hours		148	99%	90%	88%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 27 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	211	218	-3%	
Admits	17	26	-35%	▼
Discharges	35	24	46%	▲
Service Hours	5,029	5,215	-4%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	60%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		89%	67%
✓ SA Screen Complete		100%	68%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		95%	97%
✓ Valid Axis V GAF Score		94%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		20	57%	50%	51%	7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		182	86%	60%	68%	26%	▲
✓ Stable Living Situation		205	97%	95%	85%	2%	
🔴 Employed		23	11%	30%	26%	-19%	▼
🔴 Improved/Maintained Axis V GAF Score		71	35%	75%	54%	-40%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		177	100%	90%	88%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		14	88%	75%	74%	13%	▲

Data Submitted to DMHAS by Month
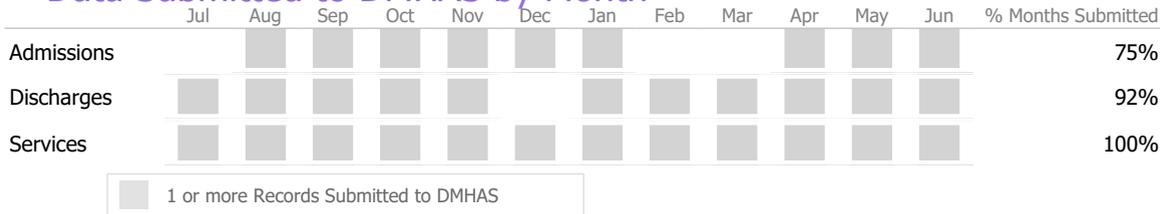
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢			▢		▢	75%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	127	120	6%	
Admits	37	28	32%	▲
Discharges	34	27	26%	▲
Service Hours	4,979	5,249	-5%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	60%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	68%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		90%	97%
Valid Axis V GAF Score		84%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		27	79%	50%	51%	29%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		108	82%	60%	68%	22%	▲
🔴	Stable Living Situation		121	92%	95%	85%	-3%	
🔴	Employed		10	8%	30%	26%	-22%	▼
🔴	Improved/Maintained Axis V GAF Score		44	36%	75%	54%	-39%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		97	100%	90%	88%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		31	86%	75%	74%	11%	▲

Data Submitted to DMHAS by Month
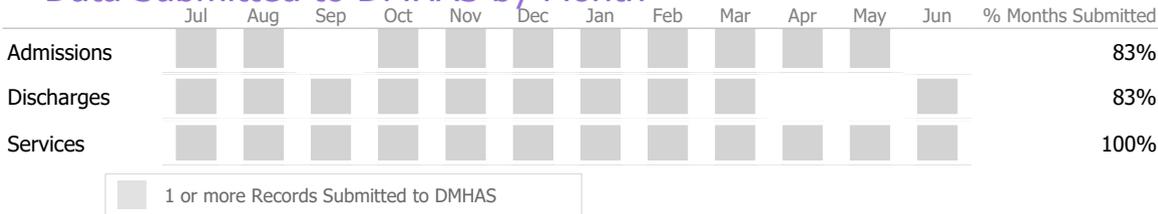
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													83%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	41	10%	
Admits	39	36	8%	
Discharges	36	37	-3%	
Service Hours	644	1,277	-50%	▼
Bed Days	2,779	2,852	-3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		33	92%	85%	86%	7%
✓	Follow-up within 30 Days of Discharge		17	100%	90%	76%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		11	111 days	0.2	69%	90%	63%	-21%	▼

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	62	-5%
Admits	17	18	-6%
Discharges	24	19	26% ▲
Service Hours	9,515	10,780	-12% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	46%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%
✓ Valid Axis V GAF Score		95%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		9	38%	65%	60%	-27% ▼
🔴 No Re-admit within 30 Days of Discharge		19	79%	85%	86%	-6%
🔴 Follow-up within 30 Days of Discharge		2	22%	90%	49%	-68% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		58	97%	60%	79%	37% ▲
✓ Stable Living Situation		54	90%	60%	91%	30% ▲
🔴 Employed		7	12%	15%	15%	-3%
🔴 Improved/Maintained Axis V GAF Score		34	61%	85%	59%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	100%	10%

Data Submitted to DMHAS by Month
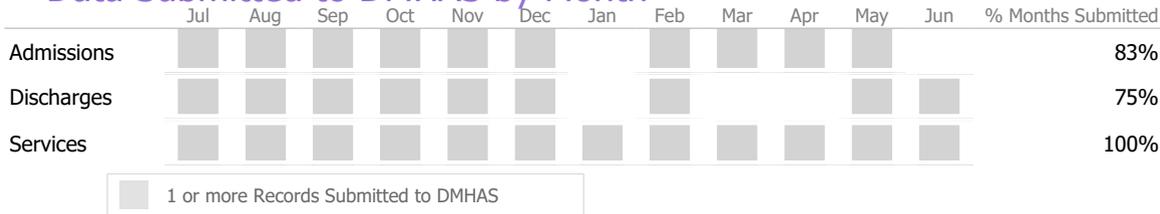
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													75%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	18	17	6%	
Discharges	17	19	-11%	▼
Service Hours	61	74	-17%	▼

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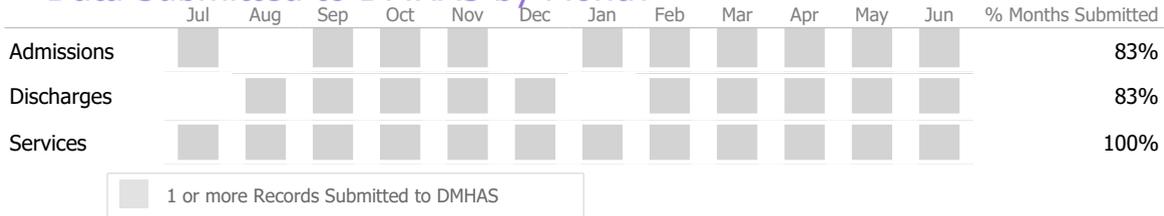
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■	■	■		■	■	■	■	■	■	83%
Discharges		■	■	■	■	■		■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 Active 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	7	29%	▲
Admits	4	7	-43%	▼
Discharges	4	2	100%	▲
Service Hours	2,039	1,715	19%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	25%	50%	70%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		9	100%	60%	84%	40%	▲
✓	Stable Living Situation		8	89%	85%	97%	4%	
🔴	Employed		2	22%	25%	13%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		5	100%	90%	99%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪		▪				▪			▪	33%
Discharges			▪					▪	▪				25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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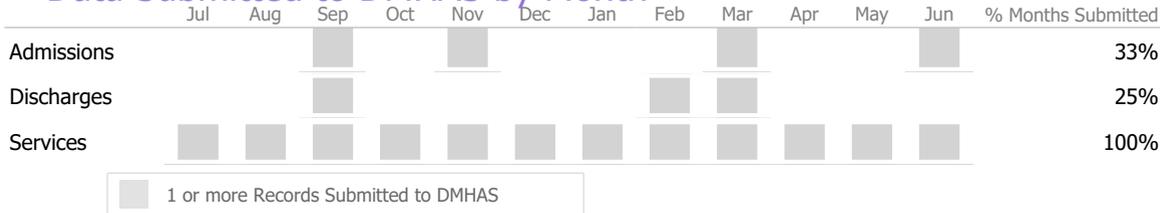
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Residential Support Programs