Southeastern Mental Health Authority
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,795	1,627	10%	
	Admits	1,203	1,380	-13%	▼
	Discharges	1,765	1,102	60%	▲
	Service Hours	44,153	47,440	-7%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Crisis Services		968	38.0%
	Outpatient		427	16.8%
	Community Support		187	7.3%
	ACT		186	7.3%
	Case Management		159	6.2%
	Residential Services		115	4.5%
	Employment Services		62	2.4%
	Intake		20	0.8%
Forensic MH				
	Forensics Community-based		421	16.5%

Consumer Satisfaction Survey   (Based on 187 FY13 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		91%	80%	91%
✓	Quality and Appropriateness		90%	80%	93%
✓	General Satisfaction		89%	80%	92%
✓	Participation in Treatment		89%	80%	92%
✓	Respect		85%	80%	91%
✓	Outcome		80%	80%	83%
🔴	Access		79%	80%	88%
🔴	Recovery		73%	80%	79%

Satisfied %		Goal %	0-80%	80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		322	18%	16%
26-34		345	20%	23%
35-44		319	18%	20%
45-54		406	23%	24%
55-64		281	16%	14%
65+		92	5%	4%

Gender

Gender		#	%	State Avg
Male		1,104	62%	60%
Female		691	38%	40%

Race

Race		#		%	State Avg
White/Caucasian		1,360	76% ▲		65%
Black/African American		247	14%		17%
Other		140	8%		14%
Unknown		22	1%		3%
Asian		12	1%		1%
Am. Indian/Native Alaskan		9	1%		1%
Hawaiian/Other Pacific Islander		5	0%		0%
Multiple Races					1%

Ethnicity

Ethnicity		#		%	State Avg
Non-Hispanic		1,263	70%		75%
Unknown		390	22% ▲		6%
Hispanic-Other		86	5%		6%
Hisp-Puerto Rican		51	3%		12%
Hispanic-Mexican		3	0%		0%
Hispanic-Cuban		2	0%		0%

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

ACCESS
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	95	11%	▲
Admits	48	33	45%	▲
Discharges	36	37	-3%	
Service Hours	8,875	7,506	18%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	84%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	80%
✔ SA Screen Complete		100%	78%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		63%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		20	56%	65%	54%	-9%
✔ No Re-admit within 30 Days of Discharge		34	94%	85%	91%	9%
🔴 Follow-up within 30 Days of Discharge		16	80%	90%	47%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		78	73%	60%	86%	13%	▲
🔴 Employed		4	4%	15%	9%	-11%	▼
🔴 Social Support		49	46%	60%	69%	-14%	▼
🔴 Improved/Maintained Axis V GAF Score		18	21%	85%	41%	-64%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		68	96%	90%	98%	6%

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 Assertive Community Treatment Programs

CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
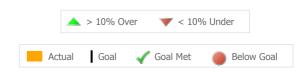Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	132	136	-3%	
Admits	124	141	-12%	▼
Discharges	116	140	-17%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		107	96%	75%	73%	21%	▲
✔	Community Location Evaluation		111	100%	80%	47%	20%	▲
●	Follow-up Service within 48 hours		7	88%	90%	47%	-2%	

Data Submitted to DMHAS by Month

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

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

CORP Post-Release
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Re-entry Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	0	
Admits	3	-	
Discharges	1	-	
Service Hours	15	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▪			▪		▪	25%
Discharges										▪			8%
Services						▪	▪			▪	▪	▪	42%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 1 Active Re-entry Programs Programs

CRS (Community Residential Services)
Southeastern Mental Health Authority
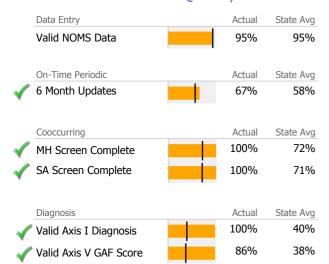Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
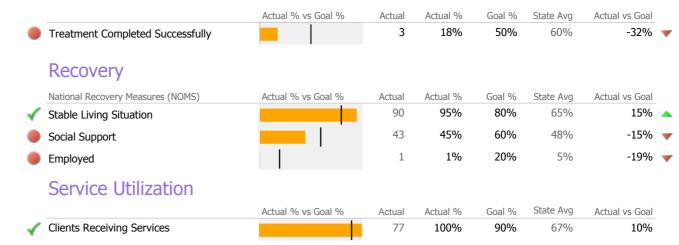Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	106	-11%	▼
Admits	17	23	-26%	▼
Discharges	18	28	-36%	▼
Service Hours	6,057	7,960	-24%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		67%	58%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	72%
✓ SA Screen Complete		100%	71%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	40%
✓ Valid Axis V GAF Score		86%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	18%	50%	60%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		90	95%	80%	65%	15%	▲
🔴 Social Support		43	45%	60%	48%	-15%	▼
🔴 Employed		1	1%	20%	5%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		77	100%	90%	67%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪				▪	▪	▪		▪			67%
Discharges	▪	▪	▪		▪		▪		▪		▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 37 Active Standard Case Management Programs

HOAP (Homeless Outreach Adv. Program)
Southeastern Mental Health Authority
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
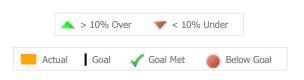Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	59	-41%	▼
Admits	15	31	-52%	▼
Discharges	34	41	-17%	▼
Service Hours	898	1,476	-39%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		15	100%	50%	86%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢				▢			58%
Discharges		▢	▢	▢	▢	▢	▢	▢	▢				75%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢			▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 41 Active Outreach & Engagement Programs

SMHA Crisis
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	860	725	19%	▲
Admits	172	261	-34%	▼
Discharges	830	29	2762%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		34	81%	75%	73%	6%	
✔ Community Location Evaluation		35	83%	80%	47%	3%	
🔴 Follow-up Service within 48 hours		0	0%	90%	47%	-90%	▼

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

SMHA Employment Services Program
Southeastern Mental Health Authority
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
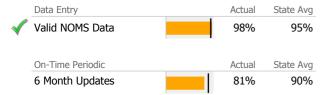
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	33	88%	▲
Admits	29	22	32%	▲
Discharges	-	-		
Service Hours	72	-		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		13	21%	35%	37%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		15	24%	90%	94%	-66%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		81%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▫	▫		▫	▫	▫	▫	▫	▫	▫	▫		83%
Discharges													0%
Services												▫	8%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Employment Services Programs

SMHA Forensics
Southeastern Mental Health Authority
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
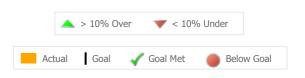Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	23	-22%	▼
Admits	8	10	-20%	▼
Discharges	9	13	-31%	▼
Service Hours	650	515	26%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		8	100%	50%	86%	50%	▲

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 41 Active Outreach & Engagement Programs
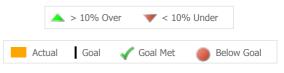
SMHA Intake Unit
Southeastern Mental Health Authority
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	0	
Admits	20	-	
Discharges	5	-	
Service Hours	11	-	

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 8 Active Central Intake Programs

SMHA Jail Diversion
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	297	343	-13%	▼
Admits	263	344	-24%	▼
Discharges	243	324	-25%	▼
Service Hours	419	519	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		48	70%	90%	41%	-20%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Follow-up Service within 48 hours		90	83%	0%	47%	83%	▲

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 18 Active Court Liaison-Jail Diversion Programs

SMHA Sub-Acute BCP
Southeastern Mental Health Authority
Mental Health - Residential Services - Sub-Acute

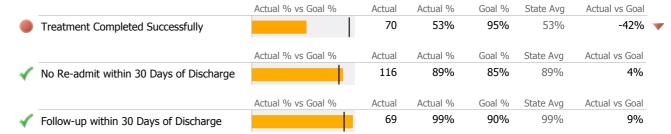Connecticut Dept of Mental Health and Addiction Services
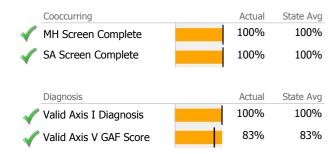Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	118	-3%
Admits	131	138	-5%
Discharges	131	140	-6%
Service Hours	1,402	1,707	-18% ▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		70	53%	95%	53%	-42%	▼
✔	No Re-admit within 30 Days of Discharge		116	89%	85%	89%	4%	
✔	Follow-up within 30 Days of Discharge		69	99%	90%	99%	9%	

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		83%	83%

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 1 Active Sub-Acute Programs

SMHA/OUTPT CLINICAL
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
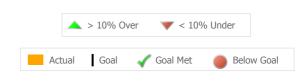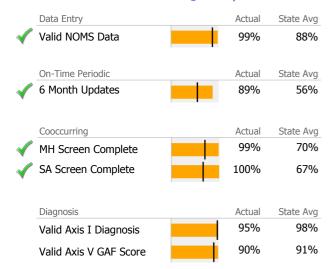
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	427	400	7%	
Admits	192	225	-15%	▼
Discharges	178	158	13%	▲
Service Hours	3,677	2,856	29%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		89%	56%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		99%	70%
✔ SA Screen Complete		100%	67%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	98%
Valid Axis V GAF Score		90%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		38	21%	50%	45%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		294	67%	60%	55%	7%	
🔴 Stable Living Situation		351	80%	95%	81%	-15%	▼
🔴 Employed		65	15%	30%	19%	-15%	▼
🔴 Improved/Maintained Axis V GAF Score		81	23%	75%	51%	-52%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		256	98%	90%	87%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		160	83%	75%	67%	8%

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 91 Active Standard Outpatient Programs

Veterans Jail Diversion Initiative
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
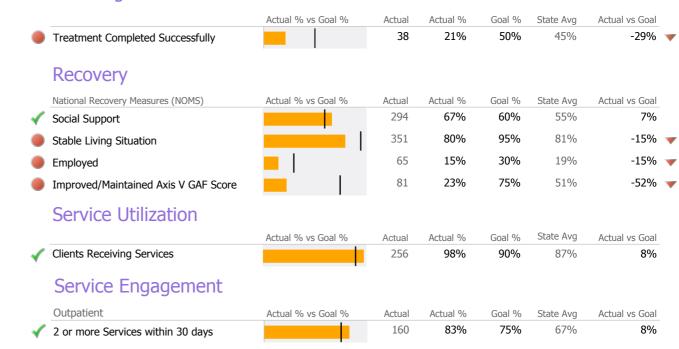Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	131	114	15%	▲
Admits	118	84	40%	▲
Discharges	117	100	17%	▲
Service Hours	806	801	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		23	96%	90%	41%	6%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		33	87%	0%	47%	87% ▲

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 18 Active Court Liaison-Jail Diversion Programs

WRAP 1 (CSP- Wellness Recovery Adv. Prgm.)
Southeastern Mental Health Authority
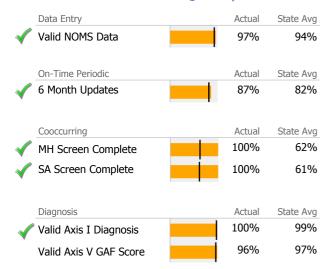Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	98	17%	▲
Admits	35	30	17%	▲
Discharges	16	19	-16%	▼
Service Hours	6,501	6,534	-1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	47%	65%	54%	-18%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		101	88%	80%	91%	8%	
🔴	Social Support		65	57%	60%	68%	-3%	
🔴	Employed		9	8%	20%	10%	-12%	▼
🔴	Improved/Maintained Axis V GAF Score		46	48%	95%	58%	-47%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		97%	94%

	On-Time Periodic		Actual	State Avg
✔	6 Month Updates		87%	82%

	Cooccurring		Actual	State Avg
✔	MH Screen Complete		100%	62%
✔	SA Screen Complete		100%	61%

	Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis		100%	99%
	Valid Axis V GAF Score		96%	97%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		99	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐		☐	☐	☐	☐		☐	92%
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 40 Active CSP Programs

WRAP 2 (CSP - Wellness Recovery Adv. Prgm.)
Southeastern Mental Health Authority
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
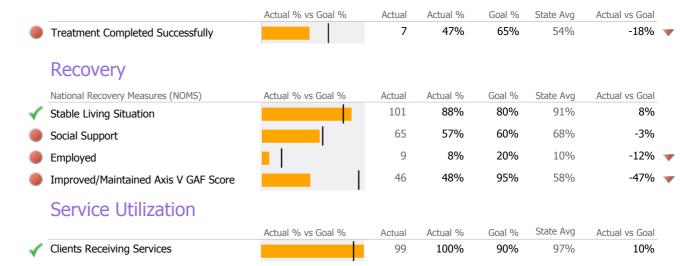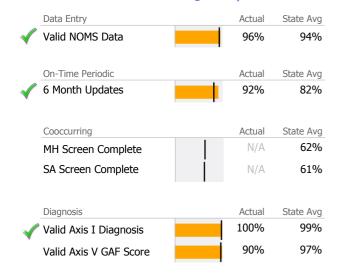Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	91	-21%	▼
Admits	4	17	-76%	▼
Discharges	9	23	-61%	▼
Service Hours	5,161	5,712	-10%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		92%	82%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	62%
SA Screen Complete		N/A	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		90%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	56%	65%	54%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		68	94%	80%	91%	14%	▲
● Social Support		36	50%	60%	68%	-10%	
● Employed		5	7%	20%	10%	-13%	▼
● Improved/Maintained Axis V GAF Score		22	31%	95%	58%	-64%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪				▪								17%
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 40 Active CSP Programs

Young Adult Services
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
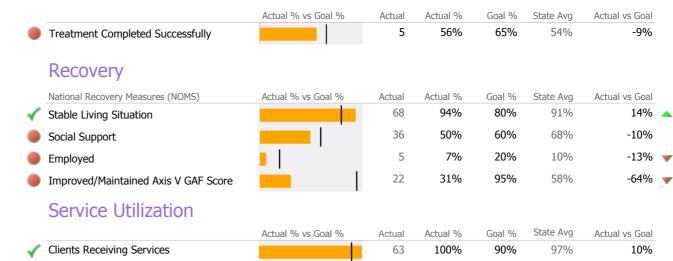Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
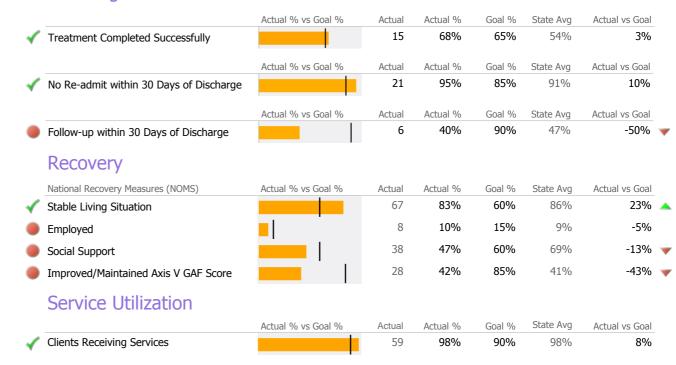
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	81	0%	
Admits	24	21	14%	▲
Discharges	22	24	-8%	
Service Hours	9,610	11,854	-19%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	68%	65%	54%	3%	
✓	No Re-admit within 30 Days of Discharge		21	95%	85%	91%	10%	
🔴	Follow-up within 30 Days of Discharge		6	40%	90%	47%	-50%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	84%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	80%
SA Screen Complete		N/A	78%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		79%	91%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		67	83%	60%	86%	23%	▲
🔴	Employed		8	10%	15%	9%	-5%	
🔴	Social Support		38	47%	60%	69%	-13%	▼
🔴	Improved/Maintained Axis V GAF Score		28	42%	85%	41%	-43%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		59	98%	90%	98%	8%	

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 10 Active Assertive Community Treatment Programs