Southeastern Mental Health Authority
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,180	1,182	0%	
	Admits	1,064	834	28%	▲
	Discharges	1,138	781	46%	▲
	Service Hours	17,067	15,786	8%	
	Bed Days	2,351	1,956	20%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	422	24.0%
	Crisis Services	242	13.8%
	Intake	241	13.7%
	Community Support	191	10.9%
	ACT	170	9.7%
	Employment Services	101	5.7%
	Case Management	97	5.5%
	Residential Services	56	3.2%
	Social Rehabilitation	14	0.8%
	Other	12	0.7%
Forensic MH			
	Forensics Community-based	214	12.2%

Consumer Satisfaction Survey   (Based on 142 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		89%	80%	92%
✔	Quality and Appropriateness		88%	80%	93%
✔	Respect		85%	80%	91%
✔	Access		83%	80%	88%
✔	General Satisfaction		83%	80%	92%
✔	Overall		82%	80%	91%
🔴	Recovery		77%	80%	79%
🔴	Outcome		75%	80%	83%

■ Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✔ Goal Met   🔴 Under Goal

Client Demographics

Age	#	%	State Avg
18-25	179	15%	13%
26-34	217	19%	23%
35-44	218	19%	19%
45-54	269	23%	23%
55-64	207	18%	16%
65+	69	6%	5%

Gender	#	%	State Avg
Male	712	60%	59%
Female	468	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	907	77%	75%
Unknown	165	14%	6%
Hispanic-Other	53	4%	6%
Hisp-Puerto Rican	51	4%	12%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
White/Caucasian	801	72%	65%
Black/African American	160	14%	17%
Other	73	7%	13%
Unknown	32	3%	3%
Multiple Races	20	2%	1%
Am. Indian/Native Alaskan	11	1%	0%
Asian	6	1%	1%
Hawaiian/Other Pacific Islander	6	1%	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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	93	2%	
Admits	22	25	-12%	▼
Discharges	24	18	33%	▲
Service Hours	4,649	3,728	25%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	72%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		92%	82%
✓ SA Screen Complete		92%	77%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		13%	74%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		9	38%	65%	43%	-27%	▼
✓ No Re-admit within 30 Days of Discharge		21	95%	85%	96%	10%	
🔴 Follow-up within 30 Days of Discharge		4	44%	90%	45%	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		90	93%	60%	88%	33%	▲
✓ Social Support		62	64%	60%	74%	4%	
🔴 Employed		7	7%	15%	8%	-8%	
🔴 Improved/Maintained Axis V GAF Score		2	3%	85%	45%	-82%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	99%	90%	98%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

BHH ADULT NAE
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	20%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
Social Support		N/A	N/A	60%	67%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

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	64%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	77%
SA Screen Complete		N/A	74%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 94 Active Standard Outpatient Programs
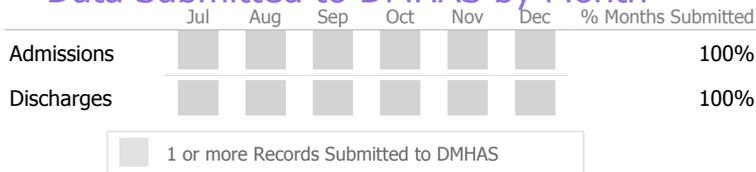
CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	39	44%	▲
Admits	69	35	97%	▲
Discharges	68	39	74%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		83	88%	75%	64%	13%	▲
✔	Community Location Evaluation		94	100%	80%	58%	20%	▲
🔴	Follow-up Service within 48 hours		0	0%	90%	50%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	6	-33%	▼
Admits	1	4	-75%	▼
Discharges	2	2	0%	
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪		17%
Discharges		▪	▪				33%
Services							0%

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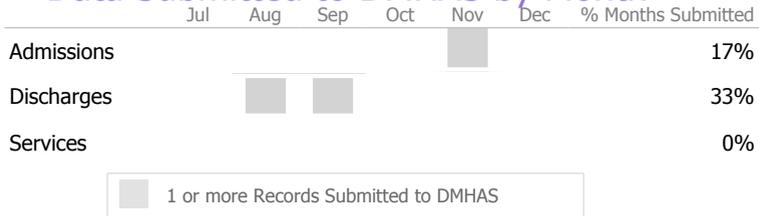
▲ > 10% Over	▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 2 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	108	-10%	▼
Admits	5	31	-84%	▼
Discharges	32	14	129%	▲
Service Hours	3,192	2,418	32%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		76%	69%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		26	81%	50%	51%	31%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		89	92%	80%	81%	12%	▲
●	Social Support		49	51%	60%	64%	-9%	
●	Employed		3	3%	20%	10%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		65	100%	90%	63%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▢	▢		50%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢		100%

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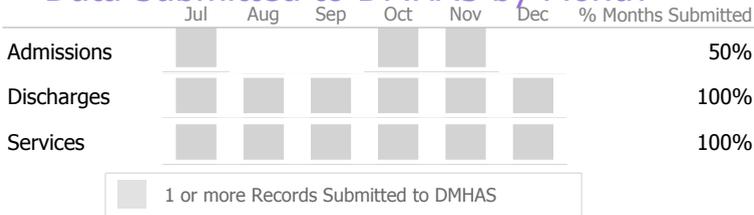
▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 31 Active Standard Case Management Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	22		▼
Admits	-	22	-100%	▼
Discharges	-	22	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

◼ Actual	❘ Goal	✔ Goal Met	● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

Medication Management
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	236		
Admits	238	-	
Discharges	35	-	
Service Hours	305	-	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	64%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	77%
✓ SA Screen Complete		99%	74%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		74%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							50%
Services							50%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		28	80%	50%	45%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		173	73%	60%	67%	13%	▲
● Stable Living Situation		216	91%	95%	85%	-4%	
● Employed		36	15%	30%	20%	-15%	▼
● Improved/Maintained Axis V GAF Score		11	31%	75%	52%	-44%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		167	82%	90%	80%	-8%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		45	19%	75%	62%	-56%	▼

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	199	132	51%	▲
Admits	230	119	93%	▲
Discharges	233	145	61%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		200	64%	75%	64%	-11%	▼
✔️	Community Location Evaluation		282	91%	80%	58%	11%	▲
🔴	Follow-up Service within 48 hours		21	45%	90%	50%	-45%	▼
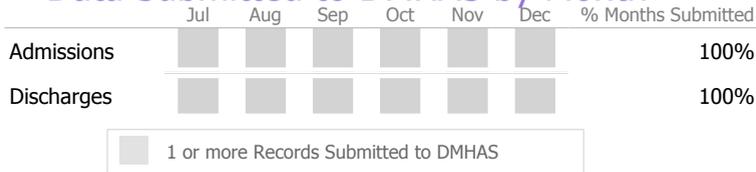
▲ > 10% Over	▼ < 10% Under	

🟧 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	Oct	Nov	Dec	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	100%
Discharges	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	93	9%	
Admits	12	32	-63%	▼
Discharges	36	13	177%	▲
Service Hours	507	393	29%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		22	22%	35%	43%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		56	84%	90%	95%	-6%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		75%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

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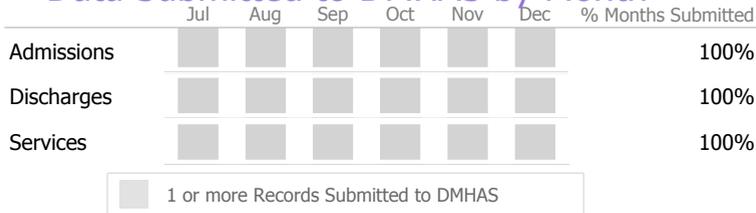
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs

SMHA Forensics
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	17	65%	▲
Admits	9	7	29%	▲
Discharges	7	3	133%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							67%

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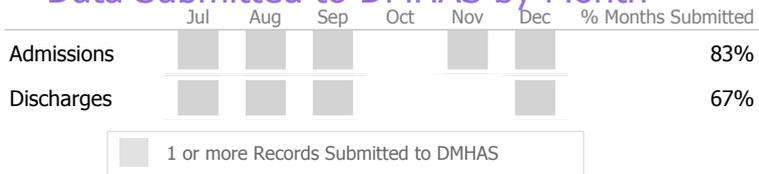
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 1 Active Outreach & Engagement Programs

SMHA Hsing Asst
Southeastern Mental Health Authority
Mental Health - Housing Services - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 1 Active Housing Assistance Programs

SMHA Intake Unit
Southeastern Mental Health Authority
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	241	170	42%	▲
Admits	159	163	-2%	
Discharges	212	139	53%	▲
Service Hours	203	106	92%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

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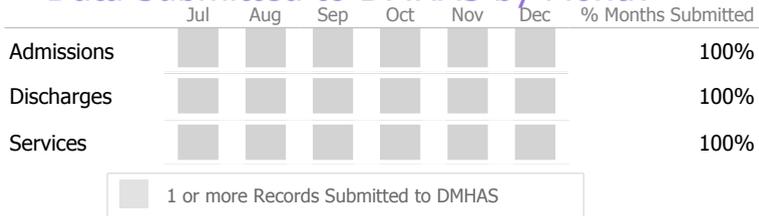
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 10 Active 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	137	171	-20%	▼
Admits	96	123	-22%	▼
Discharges	89	148	-40%	▼
Service Hours	-		-100%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	44%	N/A	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		10	12%	0%	17%	12%	▲

Data Submitted to DMHAS by Month
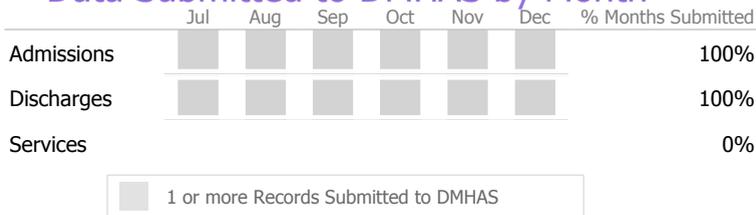
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

SMHA Liaison
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	6	0%	
Admits	3	6	-50%	▼
Discharges	1	2	-50%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month
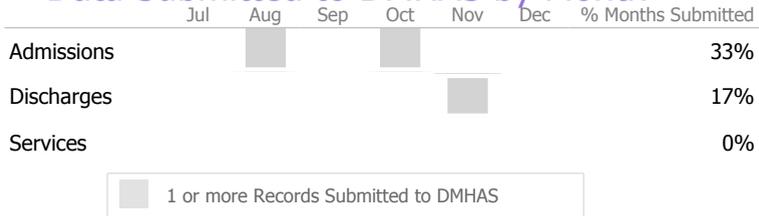
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪		▪			33%
Discharges					▪		17%
Services							0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 14 Active Other Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	66	-15%	▼
Admits	56	67	-16%	▼
Discharges	53	68	-22%	▼
Bed Days	2,351	1,956	20%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		94%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	100%

Cooccurring		Actual	State Avg
MH Screen Complete		92%	94%
SA Screen Complete		92%	94%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		57%	64%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		41	77%	95%	80%	-18%	▼
🔴 No Re-admit within 30 Days of Discharge		43	83%	85%	77%	-2%	
✓ Follow-up within 30 Days of Discharge		38	93%	90%	86%	3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Axis V GAF Score		9	17%	95%	20%	-78%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		15	61 days	0.2	85%	90%	85%	-5%

☐ < 90%   ☐ 90-110%   🟥 >110%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 2 Active Sub-Acute Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	373	373	0%	
Admits	94	114	-18%	▼
Discharges	252	91	177%	▲
Service Hours	1,468	1,697	-13%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		78%	64%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	77%
✔ SA Screen Complete		98%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		72%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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		211	84%	50%	45%	34%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		283	73%	60%	67%	13%	▲
⬤ Stable Living Situation		346	89%	95%	85%	-6%	
⬤ Employed		64	17%	30%	20%	-13%	▼
⬤ Improved/Maintained Axis V GAF Score		205	60%	75%	52%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		126	93%	90%	80%	3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ 2 or more Services within 30 days		54	61%	75%	62%	-14%	▼
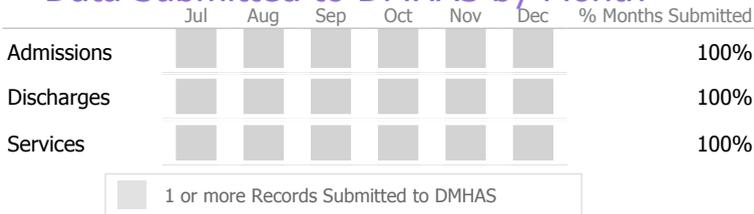
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 94 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
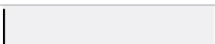Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	55	-15%	▼
Admits	29	38	-24%	▼
Discharges	29	36	-19%	▼
Service Hours	-	-		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	44%	N/A	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		0	0%	0%	17%	0%

Data Submitted to DMHAS by Month
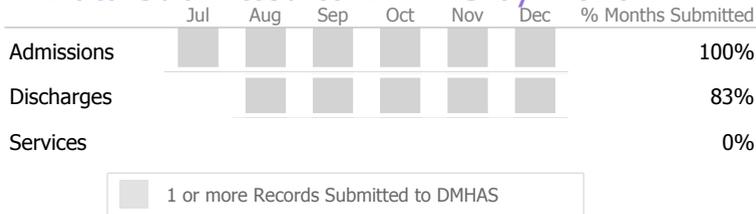
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges		▪	▪	▪	▪	▪	83%
Services							0%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

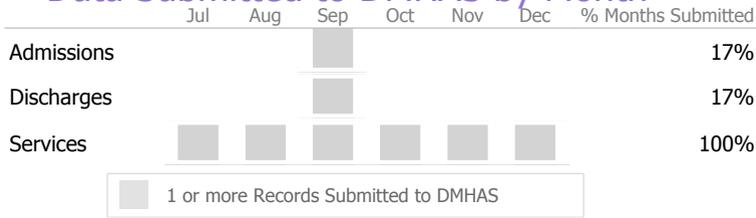* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Work Readiness/ Recovery Cafe
Southeastern Mental Health Authority
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14		
Admits	2	-	
Discharges	2	-	
Service Hours	236	-	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		12	100%	90%	64%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢				17%
Discharges			▢				17%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| | Actual | | Goal | ✔ Goal Met | ⬤ Below Goal |

* State Avg based on 39 Active Social Rehabilitation 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	134	117	15%	▲
Admits	22	20	10%	
Discharges	35	18	94%	▲
Service Hours	1,976	2,445	-19%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		82%	90%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	82%
✓ SA Screen Complete		100%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		87%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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		24	69%	65%	70%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		117	87%	80%	92%	7%	
🔴 Social Support		69	51%	60%	79%	-9%	
🔴 Employed		12	9%	20%	11%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		32	28%	95%	58%	-67%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		96	97%	90%	96%	7%
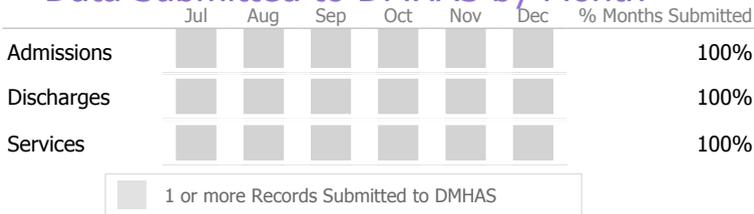
▲ > 10% Over   ▼ < 10% Under

☐ 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	63	-10%	
Admits	-	-		
Discharges	9	3	200%	▲
Service Hours	1,216	1,774	-31%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		85%	90%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	82%
SA Screen Complete		N/A	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		93%	83%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		9	100%	65%	70%	35%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		57	100%	80%	92%	20%	▲
✔	Social Support		37	65%	60%	79%	5%	
●	Employed		6	11%	20%	11%	-9%	
●	Improved/Maintained Axis V GAF Score		19	33%	95%	58%	-62%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		48	100%	90%	96%	10%

Data Submitted to DMHAS by Month
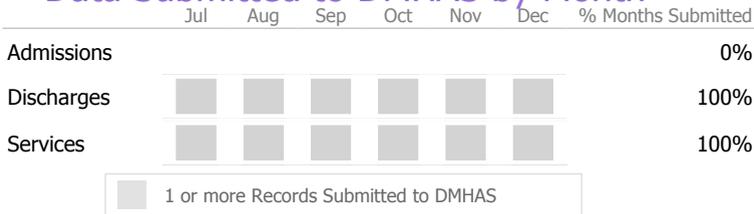
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active CSP Programs

YAS Pre-Admit
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	13	-54%	▼
Admits	3	12	-75%	▼
Discharges	5	7	-29%	▼
Service Hours	-	17	-100%	▼

Data Submitted to DMHAS by Month
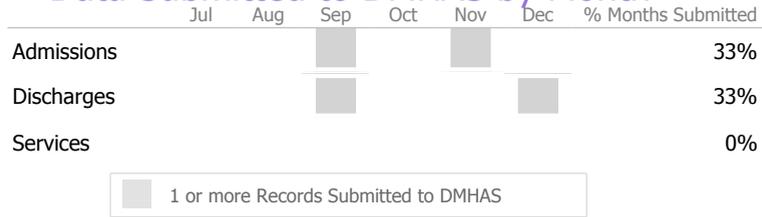
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▨		▨		33%
Discharges			▨			▨	33%
Services							0%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 14 Active Other Programs

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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	74	1%
Admits	14	16	-13% ▼
Discharges	14	13	8%
Service Hours	3,316	3,209	3%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		66%	72%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	82%
✓ SA Screen Complete		100%	77%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		11%	74%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		4	29%	65%	43%	-36% ▼
✓	No Re-admit within 30 Days of Discharge		14	100%	85%	96%	15% ▲
🔴	Follow-up within 30 Days of Discharge		1	25%	90%	45%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		70	93%	60%	88%	33% ▲
✓ Social Support		51	68%	60%	74%	8%
🔴 Employed		10	13%	15%	8%	-2%
🔴 Improved/Maintained Axis V GAF Score		27	44%	85%	45%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		58	95%	90%	98%	5%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs