Western Connecticut Mental Health Network
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016   (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,618	1,566	3%	
	Admits	1,254	1,084	16%	▲
	Discharges	1,228	1,169	5%	
	Service Hours	35,019	33,531	4%	
	Bed Days	6,269	7,453	-16%	▼

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

Consumer Satisfaction Survey   (Based on 642 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		94%	80%	91%
✓	Participation in Treatment		94%	80%	92%
✓	Quality and Appropriateness		93%	80%	93%
✓	General Satisfaction		91%	80%	92%
✓	Overall		90%	80%	91%
✓	Access		89%	80%	88%
✓	Outcome		83%	80%	83%
✓	Recovery		81%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	644	29.3%
	Crisis Services	479	21.8%
	Community Support	240	10.9%
	ACT	235	10.7%
	Social Rehabilitation	148	6.7%
	Intake	136	6.2%
	Other	75	3.4%
	Residential Services	32	1.5%
	Case Management	21	1.0%
Forensic MH			
	Forensics Community-based	185	8.4%
	Crisis Services	5	0.2%

Client Demographics

Age	#	%	State Avg
18-25	286	18%	13%
26-34	279	17%	23%
35-44	242	15%	19%
45-54	319	20%	22%
55-64	371	23%	17%
65+	120	7%	5%

Gender	#	%	State Avg
Male	965	60%	59%
Female	652	40%	41%
Transgender	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,292	80%	74%
Hispanic-Other	122	8%	7%
Hisp-Puerto Rican	106	7%	12%
Unknown	91	6%	6%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,150	73%	65%
Black/African American	251	16%	16%
Other	115	7%	13%
Unknown	28	2%	3%
Multiple Races	20	1%	1%
Asian	18	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

BHH ADULT NAE
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

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

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	83%
SA Screen Complete		N/A	81%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	39%	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%	49%	-75% ▼
● Social Support		N/A	N/A	60%	66%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	79%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Danbury CIT
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	11		▼
Admits	-	12	-100%	▼
Discharges	-	12	-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 25 Active Mobile Crisis Team Programs

Danbury Intake
Western Connecticut Mental Health Network
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	74	-74%	▼
Admits	17	18	-6%	
Discharges	17	16	6%	
Service Hours	79	73	8%	

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

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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	11	82%	▲
Admits	3	5	-40%	▼
Discharges	3	-		
Service Hours			-44%	▼

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%	14%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢				▢	33%
Discharges	▢	▢	▢				50%
Services		▢					17%

▢ 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

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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	20	-20%	▼
Admits	5	7	-29%	▼
Discharges	3	7	-57%	▼
Service Hours	30	28	7%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪		▪	▪	▪	▪	83%
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 14 Active Other Programs

Danbury OP - Team A
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
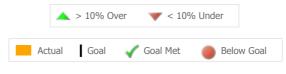Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	125	-4%	
Admits	18	17	6%	
Discharges	8	14	-43%	▼
Service Hours	1,673	1,364	23%	▲

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%	58%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	83%
✔ SA Screen Complete		100%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		98%	97%
✔ Valid Axis V GAF Score		96%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							67%
Services							100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		5	62%	50%	39%	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		98	80%	60%	66%	20%	▲
🔴 Stable Living Situation		113	93%	95%	82%	-2%	
🔴 Employed		14	11%	30%	20%	-19%	▼
🔴 Improved/Maintained Axis V GAF Score		60	57%	75%	49%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		108	95%	90%	79%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		13	72%	75%	64%	-3%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs
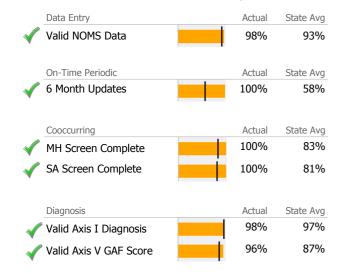
Danbury OP - Team B
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
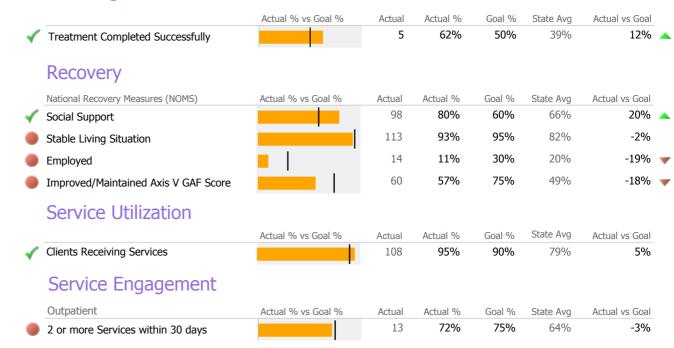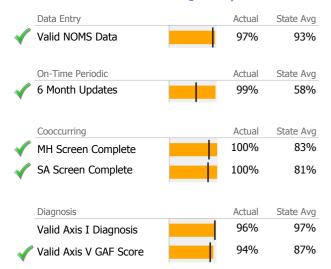Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95		
Admits	7	-	
Discharges	21	-	
Service Hours	1,759	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	58%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	83%
✓ SA Screen Complete		100%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	97%
✓ Valid Axis V GAF Score		94%	87%

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		3	14%	50%	39%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		73	77%	60%	66%	17% ▲
● Stable Living Situation		88	93%	95%	82%	-2%
● Employed		11	12%	30%	20%	-18% ▼
● Improved/Maintained Axis V GAF Score		47	52%	75%	49%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	57%	75%	64%	-18% ▼

▲ > 10% Over	▼ < 10% Under	

Actual	| Goal	✓ Goal Met	● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
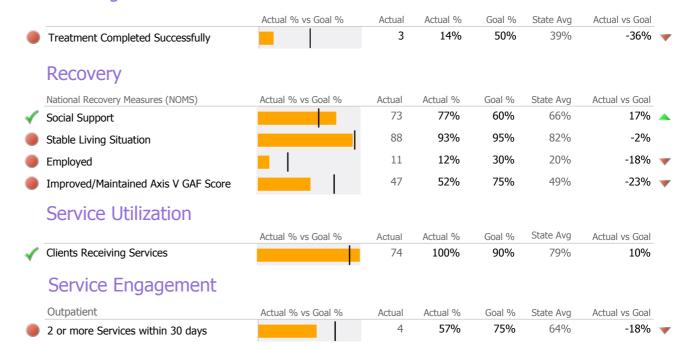Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	28	-32%	▼
Admits	5	9	-44%	▼
Discharges	5	10	-50%	▼
Service Hours	1,498	1,659	-10%	
Bed Days	2,954	3,282	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	60%	95%	80%	-35%	▼
✓	No Re-admit within 30 Days of Discharge		5	100%	85%	88%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	87%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Axis V GAF Score		11	65%	75%	78%	-10%

Data Submission Quality

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

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

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	69%
✓ Valid Axis V GAF Score		84%	65%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		14	100%	90%	100%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		20	593 days	0.5	80%	90%	81%	-10%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢		▢		67%
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 8 Active Transitional Programs

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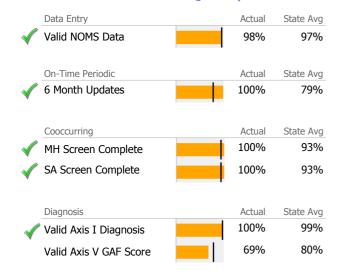Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	37	-14%	▼
Admits	1	9	-89%	▼
Discharges	6	6	0%	
Service Hours	1,186	974	22%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	79%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	93%
✔ SA Screen Complete		100%	93%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		69%	80%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	67%	65%	57%	2%	
🔴	No Re-admit within 30 Days of Discharge		2	33%	85%	93%	-52%	▼
🔴	Follow-up within 30 Days of Discharge		1	25%	90%	50%	-65%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		29	91%	60%	76%	31%	▲
✔	Stable Living Situation		26	81%	60%	86%	21%	▲
✔	Employed		6	19%	15%	11%	4%	
🔴	Improved/Maintained Axis V GAF Score		19	61%	85%	50%	-24%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		26	100%	90%	98%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						■	17%
Discharges		■		■	■		67%
Services	■	■	■	■	■		100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

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
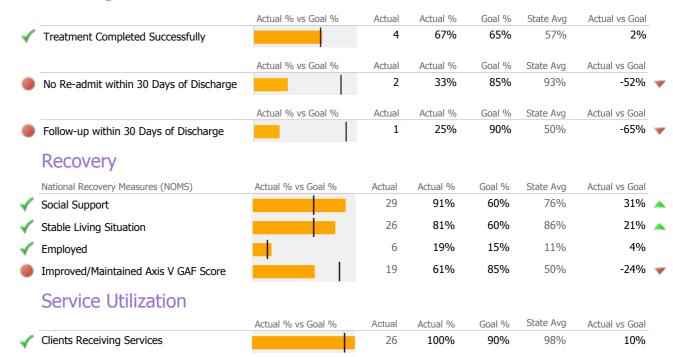Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	5	-80%	▼
Admits	1	4	-75%	▼
Discharges	1	5	-80%	▼
Service Hours	-	18	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪		17%
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

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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	70	-13%	▼
Admits	57	36	58%	▲
Discharges	57	57	0%	
Service Hours	111	88	26%	▲

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

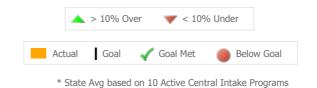* State Avg based on 10 Active Central Intake Programs

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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	90	1%	
Admits	18	2	800%	▲
Discharges	9	13	-31%	▼
Service Hours	2,008	1,803	11%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	90%
✓ SA Screen Complete		88%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	97%
Valid Axis V GAF Score		67%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	100%	65%	68%	35%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		83	90%	60%	80%	30%	▲
✓	Stable Living Situation		90	98%	80%	92%	18%	▲
●	Employed		6	7%	20%	12%	-13%	▼
●	Improved/Maintained Axis V GAF Score		37	49%	95%	61%	-46%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		83	100%	90%	98%	10%	

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

▲ > 10% Over   ▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 47 Active CSP Programs

Torrington Jail Diversion
Western Connecticut Mental Health Network
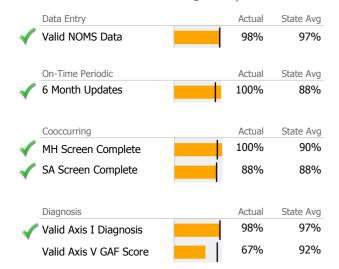Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
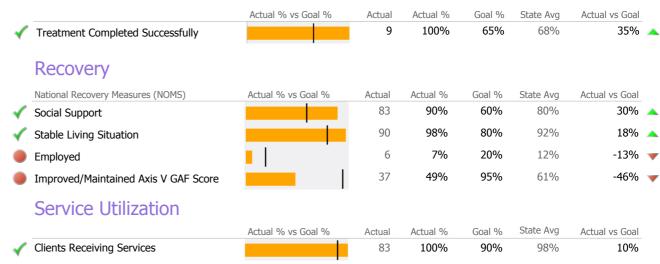Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	88	2%	
Admits	48	52	-8%	
Discharges	53	58	-9%	
Service Hours	142	106	34%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		38	100%	90%	44%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		35	50%	0%	14%	50% ▲

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 18 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	7	43%	▲
Admits	3	4	-25%	▼
Discharges	3	1	200%	▲
Service Hours	40	10		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪	▪		33%
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 14 Active Other Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	64	-20%	▼
Admits	87	105	-17%	▼
Discharges	87	104	-16%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		71	52%	75%	67%	-23%	▼
✔	Community Location Evaluation		135	99%	80%	77%	19%	▲
✔	Follow-up Service within 48 hours		5	100%	90%	59%	10%	

▲ > 10% Over	▼ < 10% Under

🟧 Actual	▎Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

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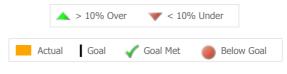Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	112	106	6%	
Admits	37	10	270%	▲
Discharges	19	25	-24%	▼
Service Hours	2,638	2,220	19%	▲

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	83%
✔ SA Screen Complete		100%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		92%	97%
Valid Axis V GAF Score		65%	87%

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		15	79%	50%	39%	29%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		107	94%	60%	66%	34%	▲
✔ Stable Living Situation		112	98%	95%	82%	3%	
● Employed		10	9%	30%	20%	-21%	▼
● Improved/Maintained Axis V GAF Score		53	65%	75%	49%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		91	96%	90%	79%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		25	68%	75%	64%	-7%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	148	152	-3%	
Admits	41	40	3%	
Discharges	39	30	30%	▲
Service Hours	2,960	3,019	-2%	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		101	93%	90%	66%	3%

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 37 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 2016 - December 2016 (Data as of Mar 21, 2017)
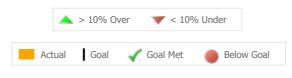
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	
Admits	2	2	0%	
Discharges	1	2	-50%	▼
Service Hours	933	1,122	-17%	▼
Bed Days	901	987	-9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	95%	80%	-95%	▼
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	87%	N/A	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		3	60%	75%	78%	-15%	▼

Service Utilization

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

Data Submission Quality

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

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

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	69%
✓	Valid Axis V GAF Score	86%	65%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		6	629 days	0.5	82%	90%	81%	-8%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪	▪		33%
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 8 Active Transitional Programs

Torrington YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
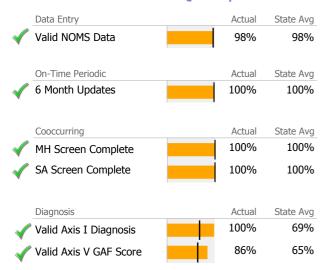Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	2	400%	▲
Admits	5	1	400%	▲
Discharges	7	1	600%	▲
Service Hours	51	27	91%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 14 Active Other Programs

Torrington 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	49	2%	
Admits	15	12	25%	▲
Discharges	11	12	-8%	
Service Hours	2,251	1,793	26%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	93%
✓ SA Screen Complete		100%	93%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	99%
Valid Axis V GAF Score		66%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
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		10	91%	65%	57%	26%	▲
●	No Re-admit within 30 Days of Discharge		8	73%	85%	93%	-12%	▼
●	Follow-up within 30 Days of Discharge		3	30%	90%	50%	-60%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		50	96%	60%	76%	36%	▲
✓	Stable Living Situation		45	87%	60%	86%	27%	▲
✓	Employed		8	15%	15%	11%	0%	
●	Improved/Maintained Axis V GAF Score		19	50%	85%	50%	-35%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		41	100%	90%	98%	10%

▲ > 10% Over		▼ < 10% Under

▮ Actual	❙ Goal	✓ Goal Met	● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

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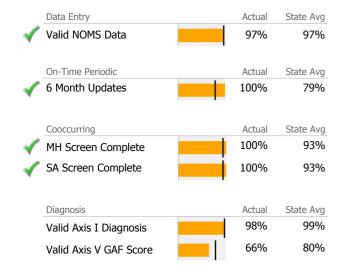Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
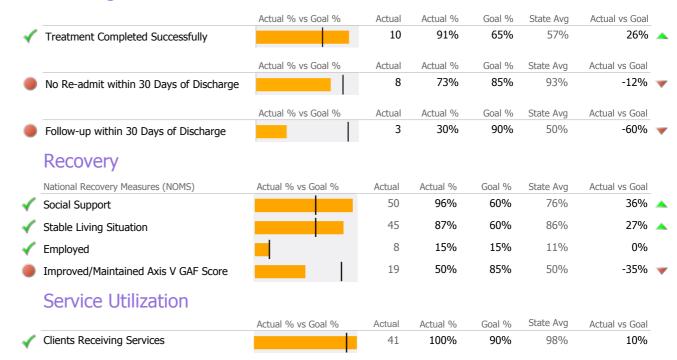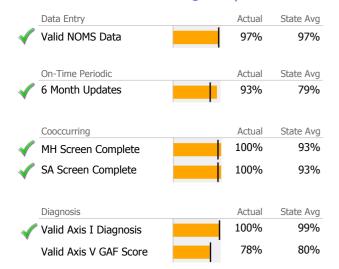Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	51	0%	
Admits	14	8	75%	▲
Discharges	8	10	-20%	▼
Service Hours	2,292	2,677	-14%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		7	88%	65%	57%	23%	▲
✓	No Re-admit within 30 Days of Discharge		7	88%	85%	93%	3%	
●	Follow-up within 30 Days of Discharge		3	43%	90%	50%	-47%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		93%	79%

	Cooccurring		Actual	State Avg
✓	MH Screen Complete		100%	93%
✓	SA Screen Complete		100%	93%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	99%
	Valid Axis V GAF Score		78%	80%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		48	92%	60%	76%	32%	▲
✓	Stable Living Situation		47	90%	60%	86%	30%	▲
●	Employed		6	12%	15%	11%	-3%	
●	Improved/Maintained Axis V GAF Score		21	55%	85%	50%	-30%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		44	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 15 Active Assertive Community Treatment Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
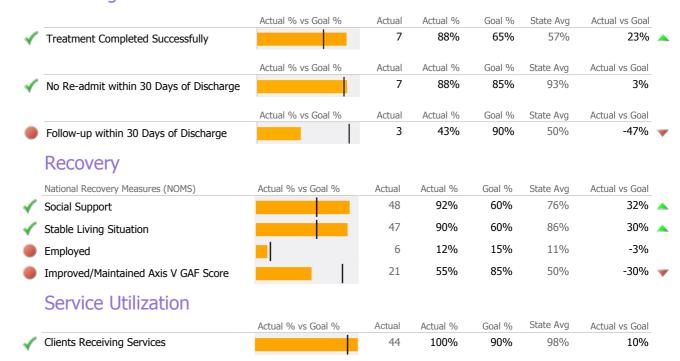Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	-	2	-100% ▼
Discharges	1	1	0%
Service Hours	128	142	-10%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		96%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	62%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges			▢				17%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		1	100%	50%	61%	50% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Stable Living Situation		21	100%	80%	77%	20% ▲
✔	Social Support		13	62%	60%	61%	2%
🔴	Employed		0	0%	20%	10%	-20% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		18	90%	90%	65%	0%

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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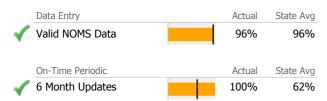Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
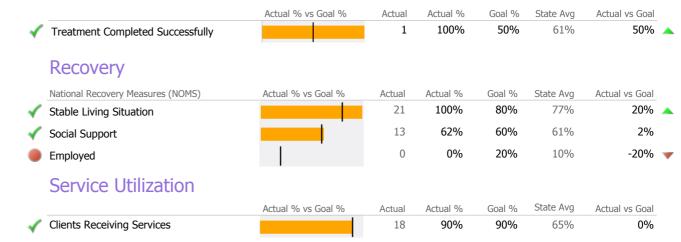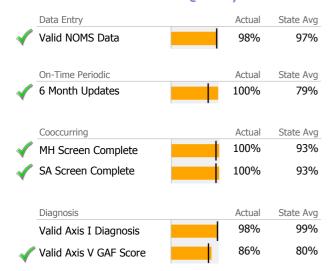Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	57	-11%	▼
Admits	10	6	67%	▲
Discharges	12	7	71%	▲
Service Hours	1,479	1,396	6%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	79%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	93%
✓ SA Screen Complete		100%	93%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		98%	99%
✓ Valid Axis V GAF Score		86%	80%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	42%	65%	57%	-23%	▼
🔴	No Re-admit within 30 Days of Discharge		10	83%	85%	93%	-2%	
🔴	Follow-up within 30 Days of Discharge		4	80%	90%	50%	-10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		47	89%	60%	86%	29%	▲
✓	Social Support		43	81%	60%	76%	21%	▲
🔴	Employed		1	2%	15%	11%	-13%	▼
🔴	Improved/Maintained Axis V GAF Score		19	43%	85%	50%	-42%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		41	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢		▢	▢		▢	67%
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 15 Active Assertive Community Treatment Programs

Waterbury CIT
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
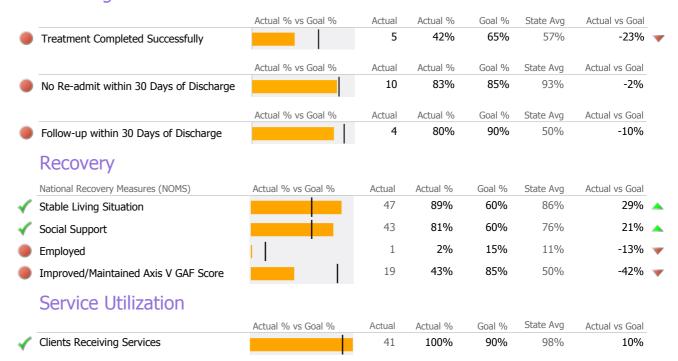Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	255	218	17%	▲
Admits	304	259	17%	▲
Discharges	304	260	17%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		0	0%	75%	67%	-75%	▼
✔	Community Location Evaluation		458	99%	80%	77%	19%	▲
✔	Follow-up Service within 48 hours		6	100%	90%	59%	10%	

▲ > 10% Over	▼ < 10% Under

■ Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
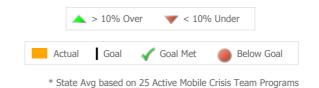Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	2	50%	▲
Admits	1	-		
Discharges	1	1	0%	
Service Hours	102	73	39%	▲

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 2 Active Re-entry Programs Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	90	9%	▼
Admits	28	13	115%	▲
Discharges	15	17	-12%	▼
Service Hours	1,844	1,768	4%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		8	53%	65%	68%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		91	92%	60%	80%	32%	▲
✔ Stable Living Situation		95	96%	80%	92%	16%	▲
🔴 Employed		7	7%	20%	12%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		53	70%	95%	61%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		82	98%	90%	98%	8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	88%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		94%	97%
Valid Axis V GAF Score		82%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 47 Active CSP Programs

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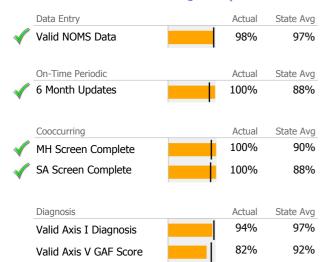Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
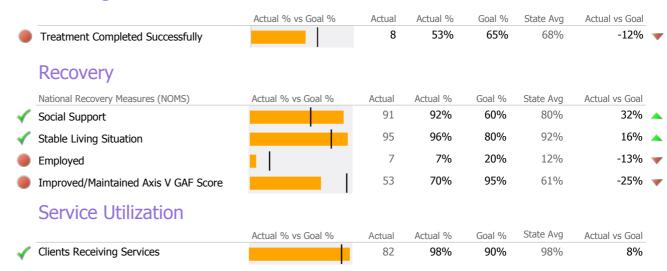Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)
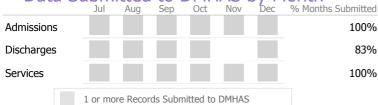
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	66	-11%	▼
Admits	-	6	-100%	▼
Discharges	59	6	883%	▲
Service Hours	57	1,598	-96%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	88%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	90%
SA Screen Complete		N/A	88%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		93%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges	▢						17%
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		58	98%	65%	68%	33%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		53	90%	60%	80%	30%	▲
✔ Stable Living Situation		56	95%	80%	92%	15%	▲
● Employed		6	10%	20%	12%	-10%	▼
● Improved/Maintained Axis V GAF Score		23	39%	95%	61%	-56%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	98%	N/A	▼

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 47 Active CSP Programs

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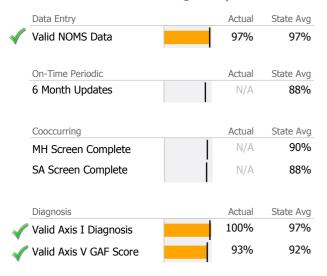Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
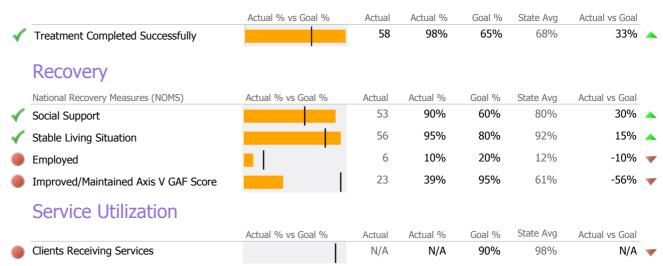Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	10	-50%	▼
Admits	2	6	-67%	▼
Discharges	3	4	-25%	▼
Service Hours	372	248	50%	▲
Bed Days	424	708	-40%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	93%	15%	▲

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up within 30 Days of Discharge		1	100%	90%	91%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		4	162 days	0.6	58%	90%	72%	-32%	▼

< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 4 Active Respite Bed Programs
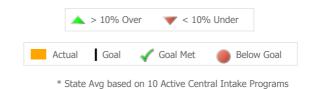
Waterbury Intake
Western Connecticut Mental Health Network
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	67	-18%	▼
Admits	50	33	52%	▲
Discharges	50	50	0%	
Service Hours	253	124	104%	▲

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

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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	81	-10%
Admits	57	62	-8%
Discharges	57	68	-16% ▼
Service Hours	217	53	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		17	85%	90%	44%	-5%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		29	34%	0%	14%	34% ▲

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 18 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	27	4%	
Admits	11	7	57%	▲
Discharges	5	10	-50%	▼
Service Hours	129	116	11%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢		▢	83%
Discharges		▢	▢	▢	▢		67%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	188	158	19%	▲
Admits	284	272	4%	
Discharges	282	272	4%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		316	74%	75%	67%	-1%	
✔	Community Location Evaluation		424	100%	80%	77%	20%	▲
✔	Follow-up Service within 48 hours		35	95%	90%	59%	5%	

▲ > 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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
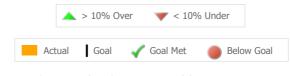Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	233	218	7%	
Admits	30	19	58%	▲
Discharges	19	13	46%	▲
Service Hours	2,913	1,838	59%	▲

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%	58%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	83%
✓ SA Screen Complete		100%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		92%	97%
✓ Valid Axis V GAF Score		88%	87%

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		13	68%	50%	39%	18%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		210	90%	60%	66%	30%	▲
✓ Stable Living Situation		226	97%	95%	82%	2%	
● Employed		22	9%	30%	20%	-21%	▼
● Improved/Maintained Axis V GAF Score		126	62%	75%	49%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		214	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		24	80%	75%	64%	5%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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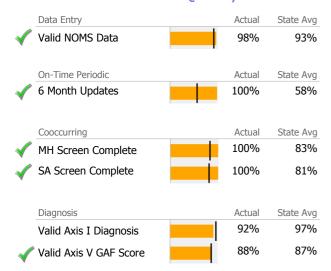
Waterbury Recovery Program
Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
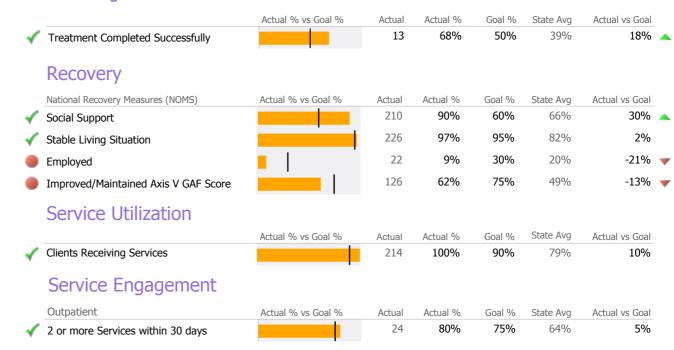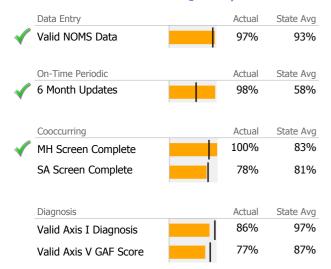Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	92	10%	
Admits	43	10	330%	▲
Discharges	16	20	-20%	▼
Service Hours	2,673	2,420	10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		8	50%	50%	39%	0%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		89	88%	60%	66%	28%	▲
●	Stable Living Situation		93	92%	95%	82%	-3%	
●	Employed		10	10%	30%	20%	-20%	▼
●	Improved/Maintained Axis V GAF Score		34	52%	75%	49%	-23%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		98%	58%

	Cooccurring		Actual	State Avg
✓	MH Screen Complete		100%	83%
	SA Screen Complete		78%	81%

	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		86%	97%
	Valid Axis V GAF Score		77%	87%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		85	100%	90%	79%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		37	86%	75%	64%	11%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 93 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	26	19%	▲
Admits	23	17	35%	▲
Discharges	23	19	21%	▲
Service Hours	677	484	40%	▲
Bed Days	1,318	1,636	-19%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	No Re-admit within 30 Days of Discharge		23	100%	85%	90%	15%	▲

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up within 30 Days of Discharge		12	100%	90%	80%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		11	113 days	0.3	65%	90%	63%	-25%	▼

■	< 90%	■	90-110%	■	>110%

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 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
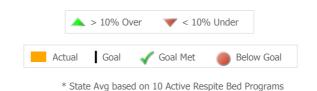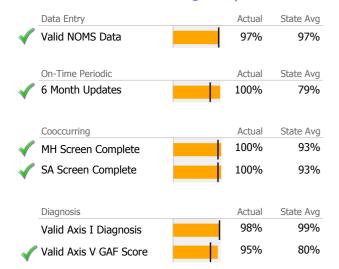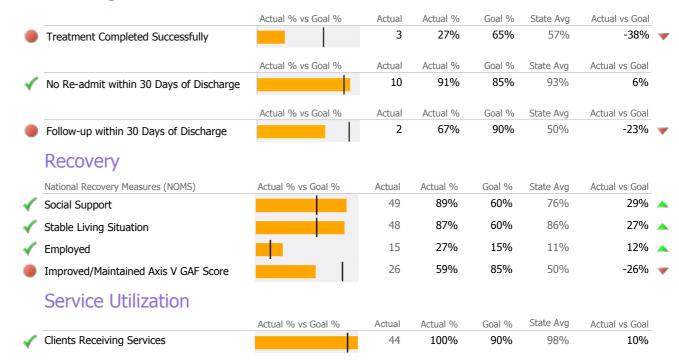Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	49	12%	▲
Admits	14	7	100%	▲
Discharges	11	12	-8%	
Service Hours	3,720	3,589	4%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	27%	65%	57%	-38%	▼
✓	No Re-admit within 30 Days of Discharge		10	91%	85%	93%	6%	
🔴	Follow-up within 30 Days of Discharge		2	67%	90%	50%	-23%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	93%
✓ SA Screen Complete		100%	93%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	99%
✓ Valid Axis V GAF Score		95%	80%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		49	89%	60%	76%	29%	▲
✓	Stable Living Situation		48	87%	60%	86%	27%	▲
✓	Employed		15	27%	15%	11%	12%	▲
🔴	Improved/Maintained Axis V GAF Score		26	59%	85%	50%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		44	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 15 Active Assertive Community Treatment Programs

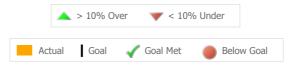**Waterbury YAS Pre-admission/Liaison**
Western Connecticut Mental Health Network
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	9	4	125%	▲
Discharges	8	7	14%	▲
Service Hours	38	39	-3%	

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 14 Active Other Programs

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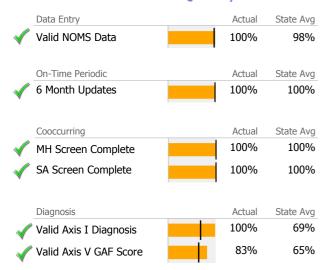Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	4	1	300% ▲
Discharges	3	3	0%
Service Hours	766	1,043	-27% ▼
Bed Days	672	840	-20% ▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	95%	80%	-95%	▼
🔴	No Re-admit within 30 Days of Discharge		2	67%	85%	88%	-18%	▼
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	87%	N/A	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		1	25%	75%	78%	-50%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		3	100%	90%	100%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	98%

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

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

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	69%
✔	Valid Axis V GAF Score	83%	65%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		6	243 days	0.6	61%	90%	81%	-29%	▼

🔵 < 90%   ⬜ 90-110%   🔴 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 8 Active Transitional Programs