Southwest Connecticut Mental Health System
Bridgeport, CT

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,186	3,176	0%
	Admits	2,852	2,568	11% ▲
	Discharges	2,842	2,588	10%
	Service Hours	44,096	49,180	-10%
	Bed Days	22,447	22,511	0%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	1,259	33.5%
	Outpatient	1,219	32.4%
	Other	345	9.2%
	Intake	212	5.6%
	Community Support	202	5.4%
	Inpatient Services	118	3.1%
	ACT	67	1.8%
Forensic MH			
	Forensics Community-based	335	8.9%

Consumer Satisfaction Survey   (Based on 174 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		90%	80%	92%
✓	Quality and Appropriateness		88%	80%	93%
✓	Respect		88%	80%	91%
✓	Overall		88%	80%	91%
✓	Access		87%	80%	88%
✓	General Satisfaction		85%	80%	92%
✓	Outcome		85%	80%	83%
●	Recovery		77%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	392	12%	12%
26-34	527	17%	24%
35-44	608	19%	21%
45-54	615	19%	20%
55-64	663	21%	17%
65+	371	12%	6%

Gender

	#	%	State Avg
Male	1,839	58%	60%
Female	1,341	42%	40%
Transgender	5	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,905	60%	70%
Unknown	603	19%	10%
Hispanic-Other	339	11%	7%
Hisp-Puerto Rican	304	10%	12%
Hispanic-Mexican	25	1%	1%
Hispanic-Cuban	10	0%	0%

Race

	#	%	State Avg
White/Caucasian	1,006	38% ▼	63%
Black/African American	912	34% ▲	17%
Other	650	24% ▲	13%
Unknown	40	1%	5%
Asian	36	1%	1%
Multiple Races	19	1%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Am. Indian/Native Alaskan	1	0%	1%

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

97 Middle St.Jail Div
Southwest Connecticut Mental Health System
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	241	199	21%	▲
Admits	249	214	16%	▲
Discharges	240	218	10%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		35	5%	0%	4%	5%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal
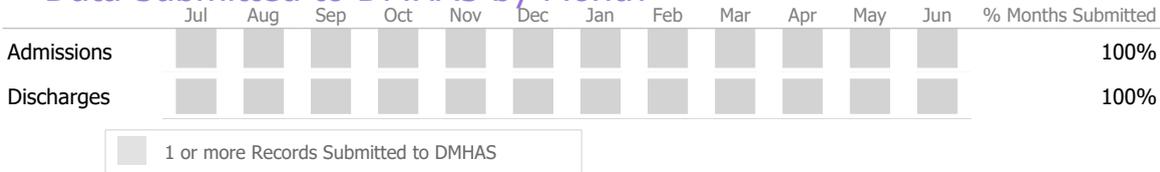
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

97 Middle/Shltr Plus
Southwest Connecticut Mental Health System
Mental Health - Other - Housing Assistance

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	284	252	13%	▲
Admits	44	91	-52%	▼
Discharges	7	16	-56%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢		83%
Discharges		▢	▢			▢		▢		▢			42%

▢ 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

ACT Middle Street Program 128B
Southwest Connecticut Mental Health System
Mental Health - ACT - Assertive Community Treatment

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	66	2%	
Admits	16	25	-36%	▼
Discharges	13	15	-13%	▼
Service Hours	3,224	2,466	31%	▲

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		86%	46%
✓ SA Screen Complete		100%	49%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	46%	65%	60%	-19%	▼
✓	No Re-admit within 30 Days of Discharge		12	100%	85%	86%	15%	▲
🔴	Follow-up within 30 Days of Discharge		4	67%	90%	49%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		64	96%	60%	91%	36%	▲
✓ Social Support		44	66%	60%	79%	6%	
🔴 Employed		3	4%	15%	15%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		38	61%	85%	59%	-24%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	100%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													67%
Services													100%

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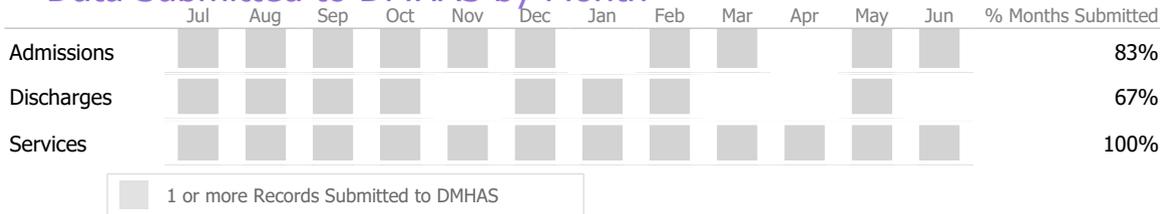
▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ┃ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

BHH ADULT NAE
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	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%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	26%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼
● Social Support		N/A	N/A	60%	68%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	60%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	67%
SA Screen Complete		N/A	68%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	88%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

Bpt Cntrl/CIT
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	816	791	3%
Admits	1,196	1,175	2%
Discharges	1,196	1,176	2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		0	0%	75%	69%	-75%	▼
✅ Community Location Evaluation		191	98%	80%	92%	18%	▲
🔴 Follow-up Service within 48 hours		0	NA	90%	88%	-90%	▼

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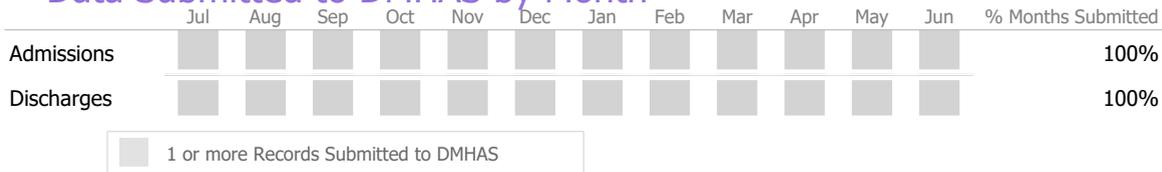
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

🟧 Actual | Goal ✅ Goal Met 🔴 Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

BPT Ctrl AIP PICU 1
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	53	-21%	▼
Admits	21	29	-28%	▼
Discharges	18	25	-28%	▼
Transfers - In	2	3	-33%	▼
Transfers - Out	3	9	-67%	▼
Bed Days	7,621	7,619	0%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	17%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		92%	89%
✓ SA Screen Complete		100%	100%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	23%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		13	72%	95%	62%	-23%	▼
✓	No Re-admit within 30 Days of Discharge		16	89%	85%	89%	4%	
🔴	Follow-up within 30 Days of Discharge		11	85%	90%	71%	-5%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		29	81%	95%	19%	-14%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	416 days	0.2	99%	90%	90%	9%

▢ < 90%	▢ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 11 Active Acute Psychiatric Programs

Bpt Ctrl AIP PICU 2
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	38	16%	▲
Admits	23	8	188%	▲
Discharges	23	16	44%	▲
Transfers - In	1	9	-89%	▼
Transfers - Out	2	1	100%	▲
Bed Days	7,601	7,636	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		21	91%	95%	62%	-4%	
✓	No Re-admit within 30 Days of Discharge		22	96%	85%	89%	11%	▲
🔴	Follow-up within 30 Days of Discharge		17	81%	90%	71%	-9%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Axis V GAF Score		29	88%	95%	19%	-7%

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		93%	89%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		88%	17%

	Cooccurring		Actual	State Avg
	MH Screen Complete		81%	89%
✓	SA Screen Complete		100%	100%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	99%
✓	Valid Axis V GAF Score		98%	23%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	538 days	0.2	99%	90%	90%	9%
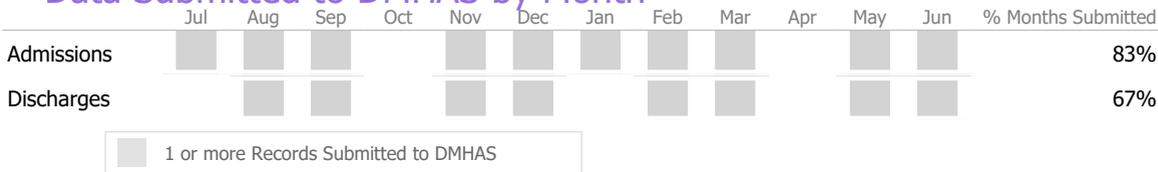
■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■	■	■	■	■		■	■	83%
Discharges		■	■		■	■		■	■		■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 11 Active Acute Psychiatric Programs

BPT YAS 16 HR Residential
Southwest Connecticut Mental Health System
Mental Health - Other - Other

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
Admits	2	5	-60%	▼
Discharges	4	-		
Service Hours	2	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢			▢							17%
Discharges				▢	▢					▢			25%
Services								▢					8%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 Active Other Programs

BPT YAS 24 HR Residential
Southwest Connecticut Mental Health System
Mental Health - Other - Other

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	13	92%	▲
Admits	13	10	30%	▲
Discharges	15	1	1400%	▲
Service Hours	17	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪	▪	▪	▪	▪	▪		▪		58%
Discharges	▪		▪	▪	▪	▪	▪		▪	▪			67%
Services	▪				▪		▪	▪	▪	▪	▪	▪	67%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 Active Other Programs

BPTCtl CARE MGT
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	154	-14% ▼
Admits	6	10	-40% ▼
Discharges	24	27	-11% ▼
Service Hours	2,228	2,587	-14% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		78%	60%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		98%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		5	21%	50%	51%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		129	97%	95%	85%	2%
🔴 Social Support		68	51%	60%	68%	-9%
🔴 Improved/Maintained Axis V GAF Score		85	65%	75%	54%	-10%
🔴 Employed		5	4%	30%	26%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		109	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		4	67%	75%	74%	-8%

Data Submitted to DMHAS by Month
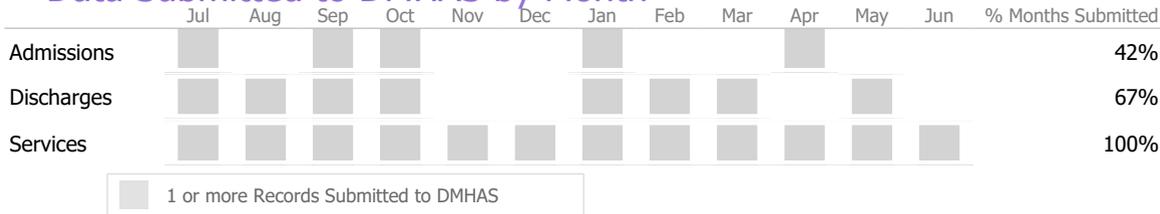
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪	▪			▪			▪			42%
Discharges	▪	▪	▪				▪	▪	▪		▪		67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

BPTCtl YAS SPPOP
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	112	-8%	
Admits	24	37	-35%	▼
Discharges	35	34	3%	
Service Hours	11,219	13,837	-19%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		93%	67%
✓ SA Screen Complete		100%	68%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		19	54%	50%	51%	4%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		89	86%	60%	68%	26%	▲
✓	Stable Living Situation		102	98%	95%	85%	3%	
✓	Improved/Maintained Axis V GAF Score		80	85%	75%	54%	10%	
●	Employed		18	17%	30%	26%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		69	100%	90%	88%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		24	100%	75%	74%	25%	▲

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 94 Active Standard Outpatient Programs

Bridgeport Diagnosis and Evaluation CTR
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	157	182	-14%	▼
Admits	137	144	-5%	
Discharges	140	163	-14%	▼
Service Hours	1,008	1,141	-12%	▼

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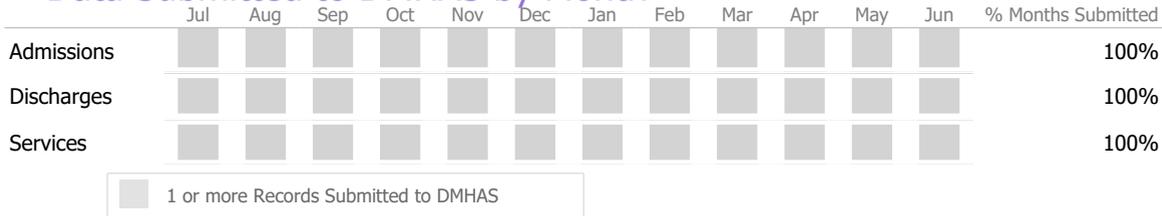
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 17 Active Central Intake Programs

Bridgeport Liaison Program
Southwest Connecticut Mental Health System
Mental Health - Other - Other

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	11	-27%	▼
Admits	8	1	700%	▲
Discharges	3	10	-70%	▼
Service Hours	30	89	-67%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▇		▇	▇		▇		▇	▇	50%
Discharges		▇					▇				▇		25%
Services	▇	▇					▇	▇	▇	▇	▇	▇	67%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 Active Other Programs

Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	443	431	3%
Admits	70	18	289% ▲
Discharges	65	59	10%
Service Hours	7,207	7,467	-3%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	60%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		81%	67%
✔ SA Screen Complete		100%	68%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		31	48%	50%	51%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		290	65%	60%	68%	5%
✔ Stable Living Situation		435	98%	95%	85%	3%
● Employed		97	22%	30%	26%	-8%
● Improved/Maintained Axis V GAF Score		268	68%	75%	54%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		377	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		63	90%	75%	74%	15% ▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

CO-OCCURRING TREATMENT UNIT
Southwest Connecticut Mental Health System
Mental Health - Inpatient Services - Acute Psychiatric

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	41	-5%	
Admits	19	18	6%	
Discharges	20	17	18%	▲
Transfers - In	2	4	-50%	▼
Bed Days	7,225	7,256	0%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		15	75%	95%	62%	-20%	▼
🔴 No Re-admit within 30 Days of Discharge		16	80%	85%	89%	-5%	
🔴 Follow-up within 30 Days of Discharge		13	87%	90%	71%	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Improved/Maintained Axis V GAF Score		32	94%	95%	19%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		92%	89%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		79%	17%

Cooccurring		Actual	State Avg
MH Screen Complete		75%	89%
✔ SA Screen Complete		100%	100%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	23%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		20	371 days	0.2	99%	90%	90%	9%

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 11 Active Acute Psychiatric Programs

Crisis Outreach
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	314	3	10367%	▲
Admits	406	4	10050%	▲
Discharges	391	2	19450%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		270	62%	75%	69%	-13%	▼
✓	Community Location Evaluation		407	94%	80%	92%	14%	▲
✓	Follow-up Service within 48 hours		122	99%	90%	88%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢		▢	▢	▢	▢	▢	▢	▢	▢	75%
Discharges					▢	▢	▢	▢	▢	▢	▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

CSP/RP - Stamford
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	63	3%	
Admits	10	11	-9%	
Discharges	11	8	38%	▲
Service Hours	2,205	2,700	-18%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		76%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		67%	51%
✓ SA Screen Complete		100%	51%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		7	64%	65%	68%	-1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		61	94%	60%	83%	34%	▲
✓ Stable Living Situation		61	94%	80%	91%	14%	▲
● Employed		5	8%	20%	13%	-12%	▼
● Improved/Maintained Axis V GAF Score		33	54%	65%	65%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	98%	90%	99%	8%

Data Submitted to DMHAS by Month
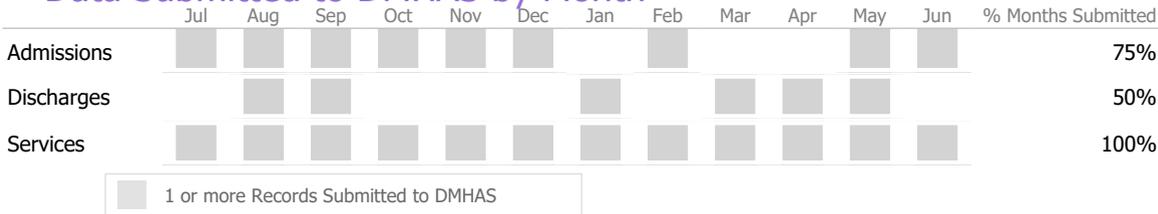
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪			▪		75%
Discharges		▪	▪				▪		▪	▪			50%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 Active CSP Programs

CSP/RP, Middle Street, Bridgeport
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	139	146	-5%	
Admits	21	16	31%	▲
Discharges	31	28	11%	▲
Service Hours	4,293	4,532	-5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	86%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		24	77%	65%	68%	12%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		103	74%	60%	83%	14%	▲
✓	Stable Living Situation		129	93%	80%	91%	13%	▲
✓	Improved/Maintained Axis V GAF Score		93	73%	65%	65%	8%	
●	Employed		10	7%	20%	13%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		107	99%	90%	99%	9%

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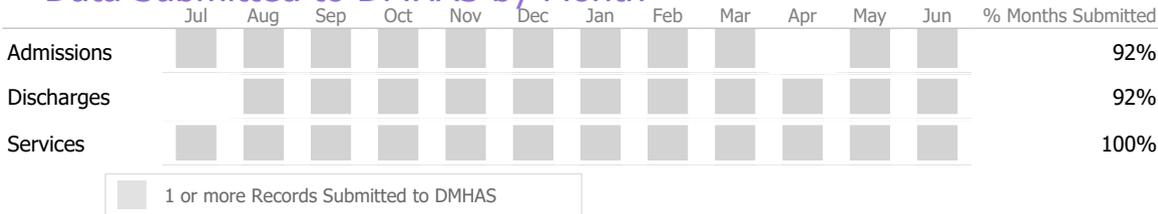
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 Active CSP Programs

FSD - Clinical Services Unit
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	300	167	80%	▲
Admits	162	44	268%	▲
Discharges	75	32	134%	▲
Service Hours	7,144	4,247	68%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	60%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	97%
✔ Valid Axis V GAF Score		96%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		72	96%	50%	51%	46%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		283	94%	95%	85%	-1%	
● Social Support		171	57%	60%	68%	-3%	
● Employed		69	23%	30%	26%	-7%	
● Improved/Maintained Axis V GAF Score		159	57%	75%	54%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		225	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		126	78%	75%	74%	3%

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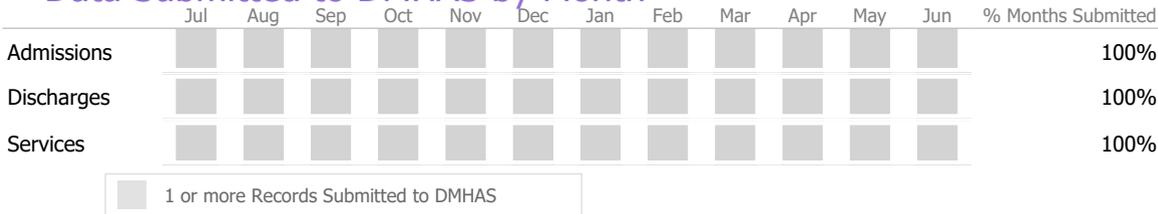
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

FSD - Clinical Services Unit 2
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	153	-18%	▼
Admits	4	19	-79%	▼
Discharges	125	33	279%	▲
Service Hours	271	4,188	-94%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	60%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		125	100%	50%	51%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		121	97%	95%	85%	2%	
🔴 Employed		33	26%	30%	26%	-4%	
🔴 Social Support		70	56%	60%	68%	-4%	
🔴 Improved/Maintained Axis V GAF Score		73	58%	75%	54%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	88%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		4	100%	75%	74%	25%	▲

Data Submitted to DMHAS by Month

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

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

FSD Jail Div
Southwest Connecticut Mental Health System
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	107	-6%	
Admits	81	93	-13%	▼
Discharges	69	87	-21%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours	▮	25	8%	0%	4%	8%

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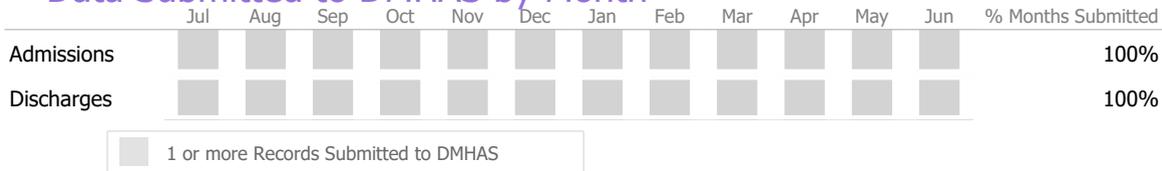
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%
Discharges	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual		Goal	✔ Goal Met	● Below Goal

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

FSD Liaison
Southwest Connecticut Mental Health System
Mental Health - Other - Other

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	14	50%	▲
Admits	16	7	129%	▲
Discharges	9	9	0%	
Service Hours	380	191	99%	▲

Data Submitted to DMHAS by Month
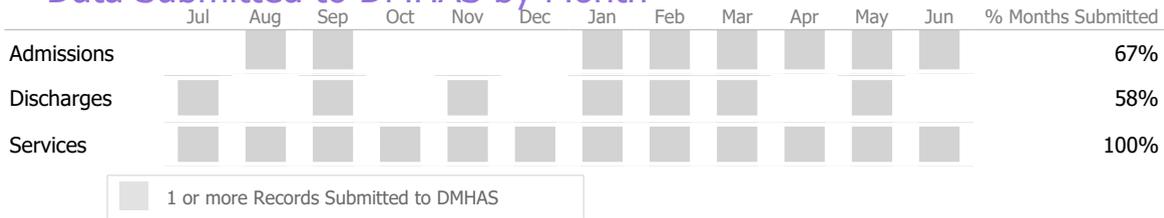
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪	▪				▪	▪	▪	▪	▪	▪	67%
Discharges	▪		▪		▪		▪	▪	▪		▪		58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 18 Active Other Programs

FSD Mobile Crisis
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	182	402	-55%	▼
Admits	225	489	-54%	▼
Discharges	225	489	-54%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		150	62%	75%	69%	-13%	▼
✓	Community Location Evaluation		232	96%	80%	92%	16%	▲
✓	Follow-up Service within 48 hours		44	94%	90%	88%	4%	

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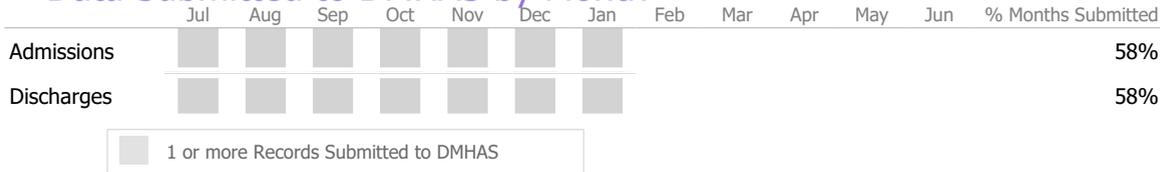
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢						58%
Discharges	▢	▢	▢	▢	▢	▢	▢						58%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

FSD Triage Program
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	76	-26%	▼
Admits	56	78	-28%	▼
Discharges	53	77	-31%	▼
Service Hours	218	390	-44%	▼

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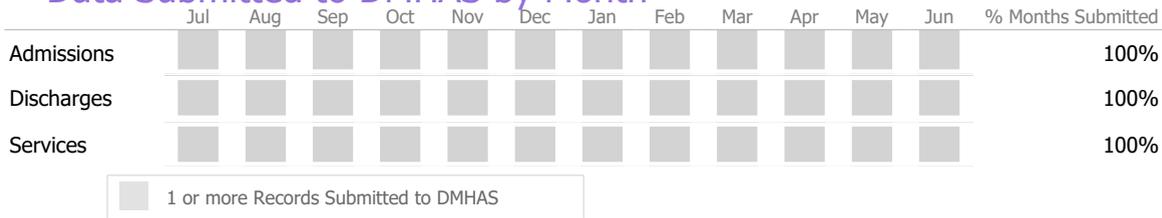
|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 17 Active Central Intake Programs

FSD Young Adult Service Program
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	45	-9%
Admits	11	11	0%
Discharges	10	15	-33% ▼
Service Hours	2,362	2,625	-10%

Data Submission Quality

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

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

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	98%	97%
✓	Valid Axis V GAF Score	98%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		6	60%	50%	51%	10% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		39	95%	60%	68%	35% ▲
✓	Stable Living Situation		39	95%	95%	85%	0%
🔴	Employed		12	29%	30%	26%	-1%
🔴	Improved/Maintained Axis V GAF Score		24	63%	75%	54%	-12% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		31	100%	90%	88%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		11	100%	75%	74%	25% ▲

Data Submitted to DMHAS by Month
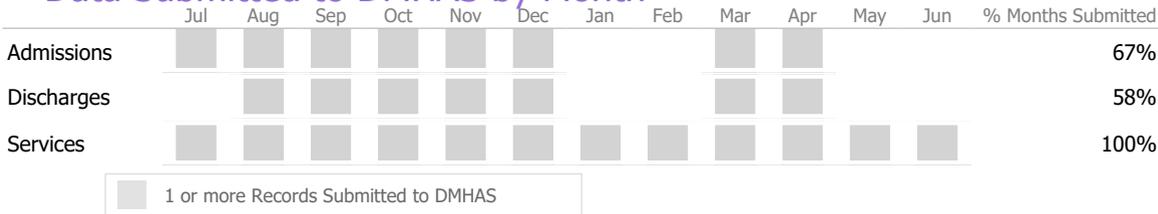
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪			▪	▪			67%
Discharges		▪	▪		▪	▪			▪	▪			58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

FSD/CIT
Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 27 Active Mobile Crisis Team Programs

Medication Clinic
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	134	5%	
Admits	14	7	100%	▲
Discharges	15	7	114%	▲
Service Hours	1,217	1,263	-4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	60%

Cooccurring		Actual	State Avg
MH Screen Complete		25%	67%
✓ SA Screen Complete		100%	68%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		11	73%	50%	51%	23%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		92	65%	60%	68%	5%
✓ Stable Living Situation		141	100%	95%	85%	5%
🔴 Improved/Maintained Axis V GAF Score		96	73%	75%	54%	-2%
🔴 Employed		30	21%	30%	26%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		123	98%	90%	88%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		7	50%	75%	74%	-25%	▼

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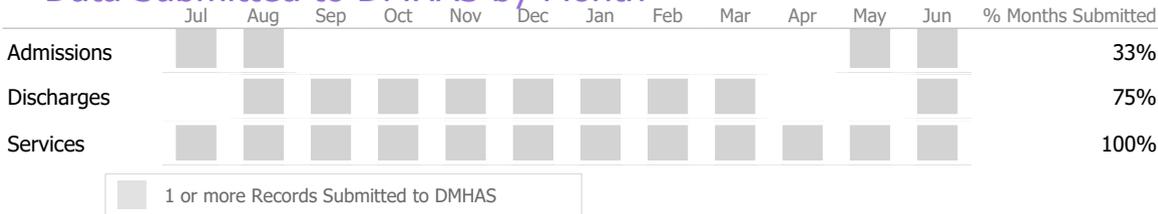
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪									▪	▪	33%
Discharges		▪	▪	▪	▪	▪	▪	▪	▪			▪	75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

New SWMHS Preadmit
Southwest Connecticut Mental Health System
Mental Health - Intake - Central Intake

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

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 17 Active Central Intake Programs

The Clinic
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	114	-5%	
Admits	18	4	350%	▲
Discharges	25	24	4%	
Service Hours	1,070	1,456	-26%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		97%	91%

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

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		18	72%	50%	51%	22%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		95	88%	60%	68%	28%	▲
✓ Employed		45	42%	30%	26%	12%	▲
✓ Stable Living Situation		108	100%	95%	85%	5%	
✓ Improved/Maintained Axis V GAF Score		83	84%	75%	54%	9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		12	67%	75%	74%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪						▪		33%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ┃ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs