Southwest Connecticut Mental Health System
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,275	4,256	0%
	Admits	3,811	4,048	-6%
	Discharges	3,655	4,027	-9%
	Service Hours	76,303	57,031	34% ▲
	Bed Days	30,957	28,936	7%

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

Consumer Satisfaction Survey

(Based on 367 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		90%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		89%	80%	91%
✓ Outcome		89%	80%	83%
✓ Access		86%	80%	88%
✓ Recovery		83%	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	1,423	24.9%
	Crisis Services	1,071	18.7%
	Case Management	949	16.6%
	Intake	904	15.8%
	Community Support	498	8.7%
	Inpatient Services	125	2.2%
	Residential Services	91	1.6%
	ACT	22	0.4%
Forensic MH			
	Forensics Community-based	484	8.5%
Pre-Admit			
	Intake	155	2.7%

Client Demographics

Age	#	%	State Avg
18-25	552	13%	16%
26-34	757	18%	23%
35-44	776	18%	20%
45-54	1,091	26%	24%
55-64	818	19%	14%
65+	268	6%	4%

Gender	#	%	State Avg
Male	2,339	55%	60%
Female	1,935	45%	40%

Ethnicity	#	%	State Avg
Non-Hispanic	2,999	70%	75%
Hisp-Puerto Rican	577	13%	12%
Hispanic-Other	484	11%	6%
Unknown	162	4%	6%
Hispanic-Mexican	42	1%	0%
Hispanic-Cuban	11	0%	0%

Race	#	%	State Avg
White/Caucasian	1,795	42% ▼	65%
Black/African American	1,277	30% ▲	17%
Other	1,086	25% ▲	14%
Unknown	58	1%	3%
Asian	36	1%	1%
Hawaiian/Other Pacific Islander	14	0%	0%
Am. Indian/Native Alaskan	9	0%	1%
Multiple Races			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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	291	234	24% ▲
Admits	299	237	26% ▲
Discharges	250	232	8%
Service Hours	292	300	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	64%	90%	41%	-26% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		59	76%	0%	47%	76% ▲

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													92%

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

97 MIDDLE/CARE MGT

Southwest Connecticut Mental Health System

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	169	171	-1%
Admits	22	19	16% ▲
Discharges	18	23	-22% ▼
Service Hours	1,223	1,515	-19% ▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	99%	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	85%	50%	61%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		164	96%	80%	65%	16% ▲
● Employed		5	3%	20%	5%	-17% ▼
● Social Support		66	39%	60%	48%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		151	99%	90%	67%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

97 Middle/Shltr Plus
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	403	337	20%	▲
Admits	70	1	6900%	▲
Discharges	1	4	-75%	▼
Service Hours	2	2	26%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	9%	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		6	1%	20%	5%	-19%	▼
Social Support		27	7%	60%	48%	-53%	▼
Stable Living Situation		49	12%	80%	65%	-68%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		2	0%	90%	67%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													42%
Discharges													8%
Services													17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

97 MiddleSt.ForensCM
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	79	13%	▲
Admits	29	23	26%	▲
Discharges	37	18	106%	▲
Service Hours	750	1,039	-28%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	95%	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		12	32%	50%	61%	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		68	76%	80%	65%	-4%	
Employed		3	3%	20%	5%	-17%	▼
Social Support		35	39%	60%	48%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	98%	90%	67%	8%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	0	
Admits	22	-	
Discharges	-	-	
Service Hours	103	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	85%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	100%	79%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	54%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	47%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	55%	60%	86%	-5%
Social Support		10	45%	60%	69%	-15%
Employed		0	0%	15%	9%	-15%
Improved/Maintained Axis V GAF Score		N/A	N/A	85%	41%	-85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	91%	90%	98%	1%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 10 Active Assertive Community Treatment Programs

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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	625	681	-8%
Admits	860	935	-8%
Discharges	864	926	-7%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		765	89%	75%	73%	14% ▲
✓ Community Location Evaluation		768	89%	80%	47%	9%
● Follow-up Service within 48 hours		7	25%	90%	49%	-65% ▼

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 25 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	50	16% ▲
Admits	36	34	6%
Discharges	25	25	0%
Transfers - In	5	-	
Transfers - Out	16	9	78% ▲
Service Hours	434	451	-4%
Bed Days	7,539	7,550	0%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	18%	60%

Cooccurring	Actual	State Avg
MH Screen Complete	94%	95%
✓ SA Screen Complete	94%	94%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	54%
✓ Valid Axis V GAF Score	97%	52%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	80%	95%	69%	-15% ▼
No Re-admit within 30 Days of Discharge		19	76%	85%	87%	-9%
Follow-up within 30 Days of Discharge		16	80%	90%	47%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		12	26%	95%	55%	-69% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	240 days	0.4	98%	90%	108%	8%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 26 Active 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	29	34%	▲
Admits	1	1	0%	
Discharges	19	10	90%	▲
Transfers - In	18	9	100%	▲
Transfers - Out	1	-		
Service Hours	199	416	-52%	▼
Bed Days	7,620	7,639	0%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	55%	60%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	95%
✓ SA Screen Complete	100%	94%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	54%
✓ Valid Axis V GAF Score	100%	52%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	89%	95%	69%	-6%
✓ No Re-admit within 30 Days of Discharge		17	94%	85%	87%	9%
Follow-up within 30 Days of Discharge		11	69%	90%	47%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		25	64%	95%	55%	-31% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	675 days	0.5	99%	90%	108%	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													8%
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 26 Active Acute Psychiatric Programs

BPT Ctrl Res Tran
Southwest Connecticut Mental Health System
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	85	-22% ▼
Admits	50	76	-34% ▼
Discharges	56	71	-21% ▼
Service Hours		20	-98% ▼
Bed Days	6,481	5,866	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	50%	81%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	93%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	89%
✓ Valid Axis V GAF Score	98%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		42	75%	95%	76%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		50	89%	85%	87%	4%
● Follow-up within 30 Days of Discharge		37	88%	90%	91%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		32	53%	75%	67%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	7%	90%	69%	-83% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	196 days	0.3	89%	90%	89%	-1%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 10 Active Transitional 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	119	-7%
Admits	31	45	-31% ▼
Discharges	41	42	-2%
Service Hours	14,043	11,386	23% ▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	72%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	96%	71%
✓ SA Screen Complete	88%	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		13	32%	50%	45%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		77	69%	60%	55%	9%
● Stable Living Situation		103	93%	95%	81%	-2%
✓ Improved/Maintained Axis V GAF Score		74	76%	75%	51%	1%
● Employed		15	14%	30%	19%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		70	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		31	100%	75%	67%	25% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	551	604	-9%
Admits	490	467	5%
Discharges	474	540	-12% ▼
Service Hours	9,244	3,631	155% ▲

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 8 Active Central Intake Programs

Bridgeport 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	254	268	-5%
Admits	16	28	-43% ▼
Discharges	23	31	-26% ▼
Service Hours	1,315	1,839	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	88%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	71%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	71%
✓ SA Screen Complete	100%	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	57%	50%	45%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		252	99%	95%	81%	4%
✓ Social Support		162	64%	60%	55%	4%
● Employed		63	25%	30%	19%	-5%
● Improved/Maintained Axis V GAF Score		148	60%	75%	51%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		231	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		6	38%	75%	67%	-37% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Care Management Srvs
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	75	-32% ▼
Admits	13	14	-7%
Discharges	20	38	-47% ▼
Service Hours	1,766	1,665	6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	92%	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	85%	50%	61%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		49	96%	80%	65%	16% ▲
● Employed		6	12%	20%	5%	-8%
● Social Support		9	18%	60%	48%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	67%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	486	498	-2%
Admits	107	131	-18% ▼
Discharges	100	118	-15% ▼
Service Hours	12,849	7,276	77% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	88%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	88%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	71%
✓ SA Screen Complete	100%	67%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		32	33%	50%	45%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		475	98%	95%	81%	3%
● Social Support		286	59%	60%	55%	-1%
● Employed		135	28%	30%	19%	-2%
● Improved/Maintained Axis V GAF Score		231	52%	75%	51%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		385	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		99	93%	75%	67%	18% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	51	10%
Admits	36	33	9%
Discharges	30	33	-9%
Transfers - In	4	3	33% ▲
Transfers - Out	10	3	233% ▲
Service Hours	518	511	1%
Bed Days	7,167	7,132	0%

Data Submission Quality

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

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

Cooccurring	Actual	State Avg
MH Screen Complete	94%	95%
SA Screen Complete	91%	94%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	54%
✓ Valid Axis V GAF Score	96%	52%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		27	90%	95%	69%	-5%
✓ No Re-admit within 30 Days of Discharge		27	90%	85%	87%	5%
● Follow-up within 30 Days of Discharge		24	89%	90%	47%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		27	61%	95%	55%	-34% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	244 days	0.4	98%	90%	108%	8%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 26 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	90	-13% ▼
Admits	81	90	-10%
Discharges	81	91	-11% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		55	71%	75%	73%	-4%
Community Location Evaluation		19	25%	80%	47%	-55% ▼
Follow-up Service within 48 hours		0	0%	90%	49%	-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 25 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	159	-18% ▼
Admits	39	104	-63% ▼
Discharges	34	68	-50% ▼
Service Hours	5,222	4,463	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	89%	82%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	95%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	48%	65%	54%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		91	69%	60%	68%	9%
✓ Stable Living Situation		116	89%	80%	91%	9%
● Employed		9	7%	20%	10%	-13% ▼
● Improved/Maintained Axis V GAF Score		42	36%	95%	58%	-59% ▼

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
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 40 Active CSP Programs

CSP/RP Central Avenue
Southwest Connecticut Mental Health System
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	216	-6%
Admits	72	102	-29% ▼
Discharges	101	84	20% ▲
Service Hours	2,516	2,711	-7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	94%

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

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		71	71%	65%	54%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		204	96%	80%	91%	16% ▲
● Employed		23	11%	20%	10%	-9%
● Social Support		107	50%	60%	68%	-10%
● Improved/Maintained Axis V GAF Score		93	49%	95%	58%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		104	94%	90%	97%	4%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active CSP Programs

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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	170	152	12%	▲
Admits	42	25	68%	▲
Discharges	55	23	139%	▲
Service Hours	6,647	6,901	-4%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	94%

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

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		36	71%	65%	54%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		159	93%	80%	91%	13%	▲
✓ Social Support		123	72%	60%	68%	12%	▲
● Employed		5	3%	20%	10%	-17%	▼
● Improved/Maintained Axis V GAF Score		81	52%	95%	58%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		117	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													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 40 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	325	338	-4%	
Admits	126	262	-52%	▼
Discharges	127	153	-17%	▼
Service Hours	6,555	5,265	25%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	88%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	83%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	71%
✓ SA Screen Complete	98%	67%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	96%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		69	56%	50%	45%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		127	38%	30%	19%	8%
● Stable Living Situation		293	88%	95%	81%	-7%
● Social Support		158	47%	60%	55%	-13% ▼
● Improved/Maintained Axis V GAF Score		190	68%	75%	51%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		205	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		100	80%	75%	67%	5%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	228	-13% ▼
Admits	157	193	-19% ▼
Discharges	164	179	-8%
Service Hours	824	892	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	83%	90%	41%	-7%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		39	87%	0%	47%	87% ▲

Data Submitted to DMHAS by Month

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

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

FSD 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	184	181	2%
Admits	32	76	-58% ▼
Discharges	32	30	7%
Service Hours	1,520	1,274	19% ▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	71%
✓ SA Screen Complete	100%	67%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	34%	50%	45%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		88	48%	30%	19%	18% ▲
✓ Stable Living Situation		181	98%	95%	81%	3%
✓ Improved/Maintained Axis V GAF Score		127	75%	75%	51%	0%
● Social Support		87	47%	60%	55%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		150	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		17	53%	75%	67%	-22% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	357	342	4%
Admits	403	376	7%
Discharges	386	376	3%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		207	57%	75%	73%	-18%
Community Location Evaluation		286	78%	80%	47%	-2%
Follow-up Service within 48 hours		55	93%	90%	49%	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%

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

FSD Norwalk Res Tran
Southwest Connecticut Mental Health System
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	26	0%
Admits	23	22	5%
Discharges	19	23	-17% ▼
Service Hours	-	8	-100% ▼
Bed Days	2,150	749	187% ▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	50%	81%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	93%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	89%
✓ Valid Axis V GAF Score	96%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		13	68%	95%	76%	-27% ▼
✓ No Re-admit within 30 Days of Discharge		17	89%	85%	87%	4%
✓ Follow-up within 30 Days of Discharge		12	92%	90%	91%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		13	62%	75%	67%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	69%	N/A ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	142 days	0.3	74%	90%	89%	-16% ▼

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 10 Active Transitional Programs

FSD Recovery Support Services
Southwest Connecticut Mental Health System
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	46	113%	▲
Admits	56	46	22%	▲
Discharges	30	3	900%	▲
Service Hours	2,835	72	3836%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	40%	54%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	71%
✓ SA Screen Complete	100%	67%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	94%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	53%	50%	45%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		69	70%	60%	55%	10%
● Employed		26	26%	30%	19%	-4%
● Stable Living Situation		87	88%	95%	81%	-7%
● Improved/Maintained Axis V GAF Score		41	48%	75%	51%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		69	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		38	68%	75%	67%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
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 91 Active Standard Outpatient Programs

FSD Shelter CM
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	112	1%
Admits	1	-	
Discharges	1	-	
Service Hours	1	2	-79% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	4%	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	5%	-20% ▼
Social Support		5	4%	60%	48%	-56% ▼
Stable Living Situation		9	8%	80%	65%	-72% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	1%	90%	67%	-89% ▼

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													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Standard Case Management 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	0	
Admits	19	-	
Discharges	1	-	
Service Hours	554	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	88%

On-Time Periodic	Actual	State Avg
6 Month Updates	89%	54%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	71%
SA Screen Complete	100%	67%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	89%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	45%	-50%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	100%	60%	55%	40%
Stable Living Situation		19	100%	95%	81%	5%
Employed		1	5%	30%	19%	-25%
Improved/Maintained Axis V GAF Score		4	40%	75%	51%	-35%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		17	89%	75%	67%	14%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													50%
Discharges													8%
Services													75%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	42	-21% ▼
Admits	34	45	-24% ▼
Discharges	33	45	-27% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		13	39%	75%	73%	-36% ▼
Community Location Evaluation		24	73%	80%	47%	-7%
Follow-up Service within 48 hours		2	100%	90%	49%	10%

Data Submitted to DMHAS by Month

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

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

Immediate Service 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 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	356	377	-6%
Admits	346	347	0%
Discharges	343	369	-7%
Service Hours	2,501	3,198	-22% ▼

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 8 Active Central Intake Programs

Main Access CM
Southwest Connecticut Mental Health System
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	143	117	22%	▲
Admits	104	101	3%	
Discharges	102	78	31%	▲
Service Hours	4,390	974	351%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	57%	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		70	69%	50%	61%	19%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		94	64%	60%	48%	4%
● Employed		16	11%	20%	5%	-9%
● Stable Living Situation		43	29%	80%	65%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	100%	90%	67%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													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 Standard Case Management Programs

SWMHS UM Screening
Southwest Connecticut Mental Health System
Pre-Admit - Intake - UM Screening

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	158	-2%
Admits	194	200	-3%
Discharges	188	202	-7%
Service Hours	1	7	-83% ▼

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active UM Screening Programs