Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Provider Activity





Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,206	89.3%
	Community Support	145	10.7%

Consumer Satisfaction Survey (Ba

(Based on 288 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Participation in Treatment		98%	80%	92%
Quality and Appropriateness		98%	80%	93%
✓ Overall		97%	80%	91%
General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		94%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		82%	80%	79%
Satisfied % Goal %	0-80% 80-10	00% 🗸 Goal I	Met 🔵 Un	nder Goal

Client Demographics

Age		#	%	State Avg	Gender	#	%	State Avg
18-25		69	6%	12%	Female	721	59%	42 %
26-34		163	13%	22%	Male 📒	492	41%	▼ 58%
35-44		192	16%	19%	Transgender			0%
45-54		294	24%	23%				
55-64	ļ	319	26%	18%				
65+		175	14%	6%	Race	#	%	State Avg
					White/Caucasian	755	62%	65%
Ethnicity		#	%	State Avg	Black/African American	236	19%	16%
Non-Hispanic		965	80%	75%	Other <mark> </mark>	191	16%	13%
Hispanic-Other		142	12%	7%	Unknown	17	1%	3%
Hisp-Puerto Rican		68	6%	12%	Asian	8	1%	1%
Hispanic-Mexican		19	2%	1%	Multiple Races	4	0%	1%
					Am. Indian/Native Alaskan	1	0%	1%
Unknown		19	2%	6%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Cuban				0%	,			
		Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% U	nder S	tate Avg

24 Stevens St OP Clin.115-211

Norwalk Hospital

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,206	1,360	-11%	\blacksquare
Admits	17	45	-62%	•
Discharges	91	50	82%	•
Service Hours	894	2,715	-67%	•

Data Submission Quality

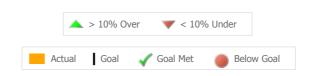
	_	•	
Data Entry		Actual	State Avg
Valid NOMS Data		87%	93%
On-Time Periodic		Actual	State Avg
6 Month Updates		38%	58%
Cooccurring		Actual	State Avg
✓ MH Screen Complete		95%	83%
✓ SA Screen Complete		95%	81%
Diagnosis		Actual	State Avg
√ Valid Axis I Diagnosis		98%	97%
Valid Axis V GAF Score		72%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%
	1 or mor	e Record	s Sub	omitted to DMHAS

Discharge Outcomes





^{*} State Avg based on 94 Active Standard Outpatient Programs

Mental Health - Community Support - CSP

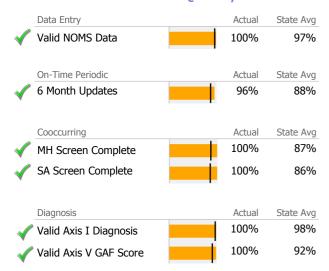
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	145	103	41%	•
Admits	10	9	11%	•
Discharges	10	4	150%	•
Service Hours	871	555	57%	•

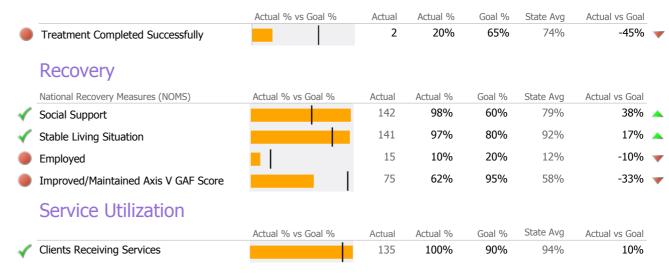
Data Submission Quality



Data Submitted to DMHAS by Month

	Jul Aug	Sep % Months Submitted
Admissions		67%
Discharges		100%
Services		100%
	1 or more Record	ds Submitted to DMHAS

Discharge Outcomes





^{*} State Avg based on 47 Active CSP Programs