Southeastern Mental Health Authority

Norwich, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Provider Activity

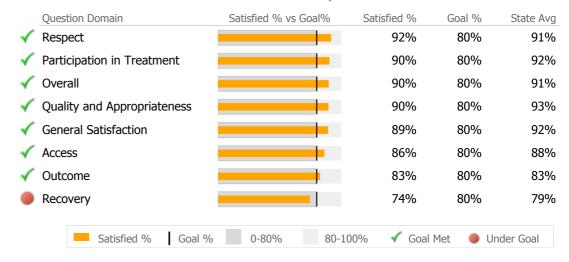




Clients by Level of Care

| # | % |
|-----|--|
| | |
| 326 | 30.0% |
| 190 | 17.5% |
| 142 | 13.1% |
| 108 | 10.0% |
| 43 | 4.0% |
| 39 | 3.6% |
| 16 | 1.5% |
| 4 | 0.4% |
| | |
| 217 | 20.0% |
| | 190 142 108 43 39 16 4 |

Consumer Satisfaction Survey (Based on 271 FY17 Surveys)



Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|----------|---------|-----------|---------------------------------|---------|----------|-----------|
| 18-25 | 126 | 14% | 11% | Male | 551 | 60% | 58% |
| 26-34 | 172 | 19% | 22% | Female 🔀 | 367 | 40% | 41% |
| 35-44 | 158 | 17% | 19% | Transgender | | | 0% |
| 45-54 | 209 | 23% | 22% | | | | |
| 55-64 | 183 | 20% | 19% | | | | |
| 65+ | 63 | 7% | 6% | Race | # | % | State Avg |
| | | | | White/Caucasian | 627 | 71% | 65% |
| Ethnicity | # | % | State Avg | Black/African American | 130 | 15% | 16% |
| Non-Hispanic | 744 | 81% | 74% | Other I | 62 | 7% | 13% |
| Unknown | 82 | 9% | 6% | Multiple Races | 24 | 3% | 1% |
| Hispanic-Other | 45 | 5% | 7% | Unknown | 20 | 2% | 3% |
| Hisp-Puerto Rican | 45 | 5% | 13% | Am. Indian/Native Alaskan | 8 | 1% | 1% |
| | | | | Asian | 8 | 1% | 1% |
| Hispanic-Cuban | 2 | 0% | 0% | Hawaiian/Other Pacific Islander | 4 | 0% | 0% |
| Hispanic-Mexican | | | 1% | | | | |
| | Unique (| Clients | State Avg | ▲ > 10% Over State Avg | > 10% (| Inder St | ate Avg |

ACCESS

Southeastern Mental Health Authority

Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 82 | 86 | -5% | |
| Admits | 10 | 12 | -17% | • |
| Discharges | 11 | 4 | 175% | • |
| Service Hours | 1,727 | 1,864 | -7% | |

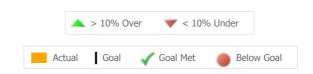
Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 93% | 97% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 91% | 83% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 94% |
| ✓ SA Screen Complete | 100% | 94% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 95% | 98% |
| Valid Axis V GAF Score | 46% | 86% |

Data Submitted to DMHAS by Month

| Data | Jul | Aug | Sep | % Months Submitted | | |
|--------------------------------------|-----|-----|-----|--------------------|--|--|
| Admissions | | | | 100% | | |
| Discharges | | | | 100% | | |
| Services | | | | 100% | | |
| 1 or more Records Submitted to DMHAS | | | | | | |

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|--------------|---|--------------------|--------|----------|--------|-----------|----------------|---|
| | Treatment Completed Successfully | | 6 | 55% | 65% | 49% | -10% | • |
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| √ | No Re-admit within 30 Days of Discharge | | 9 | 90% | 85% | 94% | 5% | |
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| | Follow-up within 30 Days of Discharge | | 3 | 50% | 90% | 55% | -40% | |
| | Recovery | | | | | | | |
| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| \checkmark | Stable Living Situation | | 66 | 80% | 60% | 88% | 20% | 4 |
| \checkmark | Social Support | | 51 | 62% | 60% | 78% | 2% | |
| | Employed | • | 6 | 7% | 15% | 12% | -8% | |
| | Improved/Maintained Axis V GAF Score | | 8 | 12% | 85% | 43% | -73% | • |
| | Service Utilization | | | | | | | |
| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| \checkmark | Clients Receiving Services | | 71 | 100% | 90% | 99% | 10% | |



^{*} State Avg based on 15 Active Assertive Community Treatment Programs

BHH ADULT NAE

Southeastern Mental Health Authority Mental Health - Outpatient - Standard Outpatient Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Data Submission Quality

| Data Entry | Actua | l State Avg |
|--------------------|-------|-------------|
| Valid NOMS Data | N/A | 93% |
| On-Time Periodic | Actua | l State Avg |
| 6 Month Updates | N/A | 70% |
| | | |
| Cooccurring | Actua | State Avg |
| MH Screen Complete | N/A | 84% |
| SA Screen Complete | N/A | 81% |

Data Submitted to DMHAS by Month

| | J | uı | Aug | Зер | 70 MONUIS SUDMINUEU |
|------------|-----|------|----------|---------|---------------------|
| Admissions | | | | | 0% |
| Discharges | | | | | 0% |
| | 1 0 | r me | ore Reco | rds Sub | mitted to DMHAS |

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|----------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 40% | N/A | |
| Recovery | | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| Employed | | N/A | N/A | 30% | 21% | -30% | _ |
| Improved/Maintained Axis V GAF Score | | N/A | N/A | 75% | 43% | -75% | V |
| Social Support | ' | N/A | N/A | 60% | 67% | -60% | _ |
| Stable Living Situation | · 1 | N/A | N/A | 95% | 83% | -95% | V |
| Service Utilization | | | | | | | |
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
| Clients Receiving Services | | N/A | N/A | 90% | 78% | N/A | _ |



^{*} State Avg based on 93 Active Standard Outpatient Programs

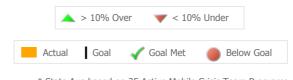
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---------------|
| Unique Clients | 23 | 70 | -67% | • |
| Admits | 27 | 79 | -66% | • |
| Discharges | 27 | 79 | -66% | $\overline{}$ |

Crisis







 $^{^{}st}$ State Avg based on 25 Active Mobile Crisis Team Programs

CORP Post-Release

Southeastern Mental Health Authority

Forensic MH - Forensics Community-based - Re-entry Programs

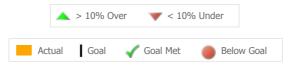
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 4 | 3 | 33% | • |
| Admits | 1 | - | | |
| Discharges | 3 | 2 | 50% | • |
| Service Hours | - | - | | |





^{*} State Avg based on 2 Active Re-entry Programs Programs

HOAP (Homeless Outreach Adv. Program)

Southeastern Mental Health Authority

Mental Health - Other - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Data Submitted to DMHAS by Month Submitted Month Submitted

Admissions Sep % Months Submitted

O%

Discharges

1 or more Records Submitted to DMHAS



^{*} State Avg based on 2 Active Outreach & Engagement Programs

Southeastern Mental Health Authority

Mental Health - Outpatient - Standard Outpatient

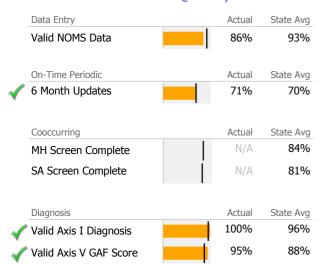
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|----------------|
| Unique Clients | 207 | 323 | -36% | \blacksquare |
| Admits | 1 | 60 | -98% | • |
| Discharges | 40 | 39 | 3% | |
| Service Hours | 445 | 490 | -9% | |

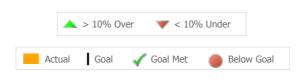
Data Submission Quality



Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted | וווווו |
|------------|-----------|----------|-------|--------------------|--------|
| Admissions | | | | 33% | |
| Discharges | | | | 100% | |
| Services | | | | 100% | |
| | 1 or more | e Record | s Sub | omitted to DMHAS | |





^{*} State Avg based on 93 Active Standard Outpatient Programs

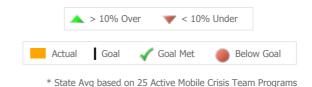
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 88 | 71 | 24% | • |
| Admits | 105 | 78 | 35% | • |
| Discharges | 105 | 78 | 35% | • |

Crisis







SMHA Employment Services Program

Southeastern Mental Health Authority

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 16 | 34 | -53% | • |
| Admits | - | 4 | -100% | • |
| Discharges | 2 | 2 | 0% | |
| Service Hours | 63 | 41 | 52% | • |

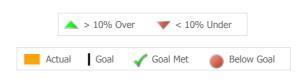
Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 95% | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 83% | 95% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|---------|----------|---------|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 33% |
| Services | | | | 100% |
| | 1 or mo | re Recor | ds Subr | nitted to DMHAS |

| Clients Receiving Services | | 5 | 36% | 90% | 94% | -54% 🔻 |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Service Utilization | | | | | | |
| Employed | | 4 | 25% | 35% | 44% | -10% |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Recovery | | | | | | |



Recovery

^{*} State Avg based on 41 Active Employment Services Programs

SMHA Forensics

Southeastern Mental Health Authority

Forensic MH - Forensics Community-based - Outreach & Engagement

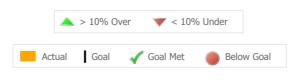
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 19 | 27 | -30% | • |
| Admits | - | 4 | -100% | • |
| Discharges | - | 6 | -100% | • |





^{*} State Avg based on 1 Active Outreach & Engagement Programs

SMHA Hsing Asst

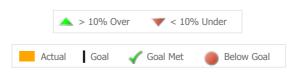
Southeastern Mental Health Authority Mental Health - Housing Services - Housing Assistance Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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





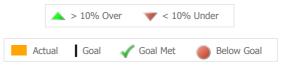
^{*} State Avg based on 0 Active Housing Assistance Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 39 | 105 | -63% | • |
| Admits | 40 | 90 | -56% | • |
| Discharges | 38 | 100 | -62% | • |
| Service Hours | 92 | 225 | -59% | • |

Data Submitted to DMHAS by Month Submitted North





^{*} State Avg based on 8 Active Central Intake Programs

SMHA Jail Diversion

Southeastern Mental Health Authority

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

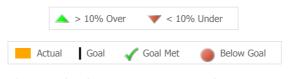
| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 149 | 103 | 45% | • |
| Admits | 50 | 30 | 67% | • |
| Discharges | 29 | 27 | 7% | |
| Service Hours | 2 | - | | |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 1 | 1% | 90% | 43% | -89% 🔻 |

Jail Diversion

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| √ Follow-up Service within 48 hours | | 6 | 1% | 0% | 2% | 1% |



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

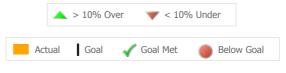


Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 2 | | |
| Admits | 1 | - | |
| Discharges | 1 | - | |
| Service Hours | - | - | |

Data Submitted to DMHAS by Month Jul Aug Sep Month Months Submitted



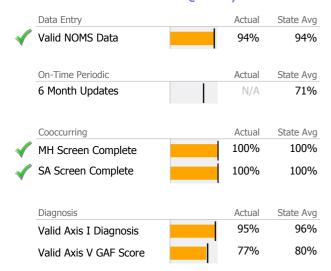


^{*} State Avg based on 14 Active Other Programs

Program Activity

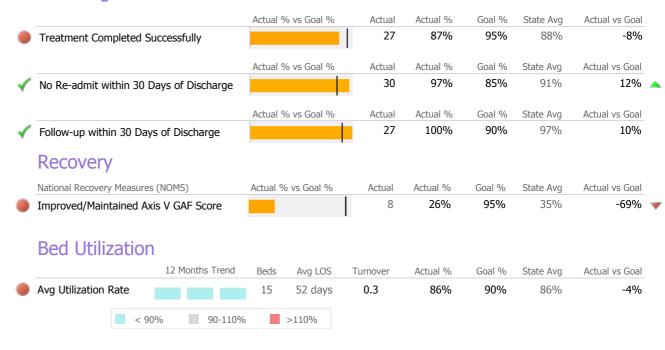
| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 43 | 51 | -16% | ▼ |
| Admits | 32 | 40 | -20% | • |
| Discharges | 31 | 43 | -28% | • |
| Bed Days | 1,190 | 1,275 | -7% | |

Data Submission Quality



Data Submitted to DMHAS by Month







^{*} State Avg based on 2 Active Sub-Acute Programs

SMHA/OUTPT CLINICAL

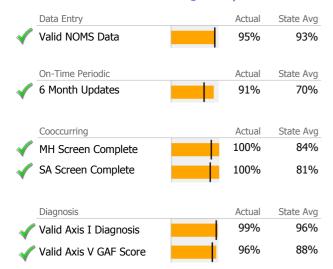
Southeastern Mental Health Authority Mental Health - Outpatient - Standard Outpatient Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

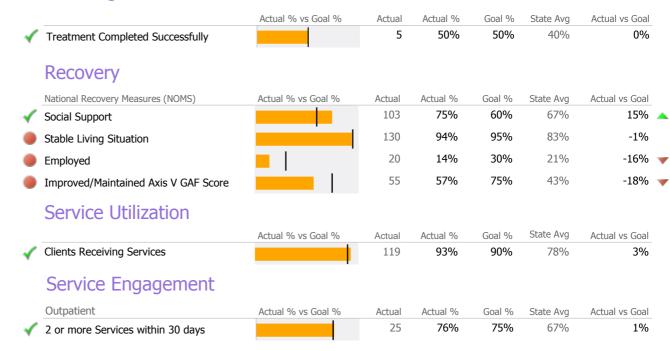
| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 138 | 151 | -9% | |
| Admits | 33 | 23 | 43% | • |
| Discharges | 10 | 36 | -72% | • |
| Service Hours | 751 | 672 | 12% | • |

Data Submission Quality



Data Submitted to DMHAS by Month

| Data | Jul | Aug | Sep | % Months Submitted | | | |
|--------------------------------------|-----|-----|-----|--------------------|--|--|--|
| Admissions | | | | 100% | | | |
| Discharges | | | | 100% | | | |
| Services | | | | 100% | | | |
| 1 or more Records Submitted to DMHAS | | | | | | | |





^{*} State Avg based on 93 Active Standard Outpatient Programs

Veterans Jail Diversion Initiative

Southeastern Mental Health Authority

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

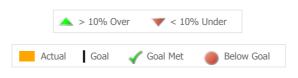
| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 45 | 39 | 15% | • |
| Admits | 13 | 8 | 63% | • |
| Discharges | 9 | 9 | 0% | |
| Service Hours | _ | _ | | |

Service Utilization

| | ACLUAI 70 VS GOAI 70 | Actual | ACLUAI 70 | GUal 70 | State Avg | Actual VS Goal | |
|----------------------------|----------------------|--------|-----------|---------|-----------|----------------|---|
| Clients Receiving Services | | 0 | 0% | 90% | 43% | N/A | _ |

Jail Diversion

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| √ Follow-up Service within 48 hours | | 0 | 0% | 0% | 2% | 0% |



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

Data Submitted to DMHAS by Month



WRAP (CSP- Wellness Recovery Adv. Prgm.)

Southeastern Mental Health Authority

Mental Health - Community Support - CSP

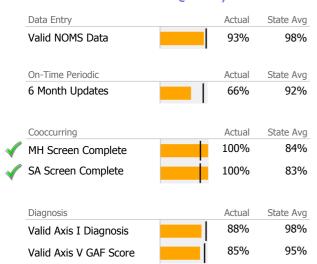
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

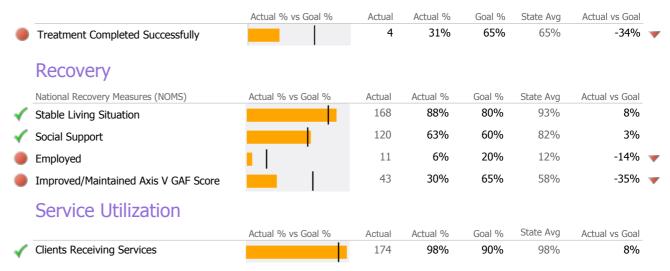
| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 190 | 148 | 28% | • |
| Admits | 12 | 22 | -45% | • |
| Discharges | 13 | 20 | -35% | • |
| Service Hours | 1,935 | 1,400 | 38% | • |

Data Submission Quality



Data Submitted to DMHAS by Month

| Data | Jul | Aug | Sep | % Months Submitted | HU |
|------------|--------|------------|--------|--------------------|----|
| Admissions | | | | 100% | |
| Discharges | | | | 100% | |
| Services | | | | 100% | |
| | 1 or n | nore Recor | ds Sub | omitted to DMHAS | |





^{*} State Avg based on 48 Active CSP Programs

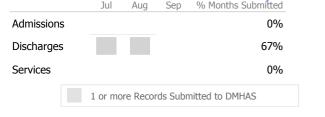
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

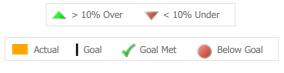
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Southeastern Mental Health Authority Mental Health - Other - Other

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 2 | 4 | -50% | • |
| Admits | - | 2 | -100% | • |
| Discharges | 2 | 1 | 100% | • |
| Service Hours | _ | - | | |





^{*} State Avg based on 14 Active Other Programs

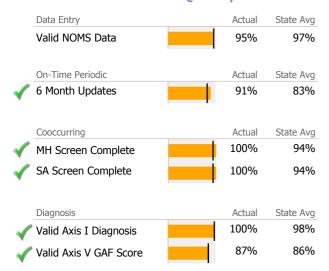
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

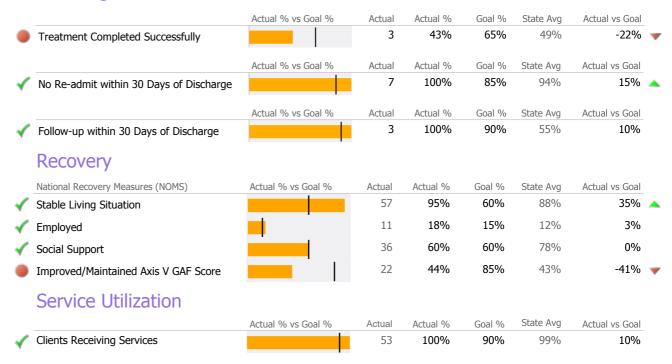
| Measure | Actual | 1 Yr Ago | Variance % | | |
|----------------|--------|----------|------------|---|--|
| Unique Clients | 60 | 59 | 2% | | |
| Admits | 4 | 6 | -33% | • | |
| Discharges | 7 | 9 | -22% | • | |
| Service Hours | 1,738 | 1,175 | 48% | • | |

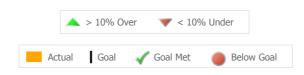
Data Submission Quality



Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted | | | |
|--------------------------------------|-----|-----|-----|--------------------|--|--|--|
| Admissions | | | | 100% | | | |
| Discharges | | | | 67% | | | |
| Services | | | | 100% | | | |
| 1 or more Records Submitted to DMHAS | | | | | | | |





^{*} State Avg based on 15 Active Assertive Community Treatment Programs