Southeastern Mental Health Authority
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,050	1,113	-6%
	Admits	802	875	-8%
	Discharges	829	893	-7%
	Service Hours	18,179	19,289	-6%
	Bed Days	3,625	3,392	7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	299	22.0%
	Crisis Services	250	18.4%
	Community Support	206	15.1%
	ACT	168	12.4%
	Intake	87	6.4%
	Residential Services	77	5.7%
	Other	12	0.9%
	Employment Services	8	0.6%
Forensic MH			
	Forensics Community-based	253	18.6%

Consumer Satisfaction Survey (Based on 354 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	Quality and Appropriateness		92%	80%	93%
✓	Overall		91%	80%	91%
✓	General Satisfaction		90%	80%	92%
✓	Access		90%	80%	88%
✓	Respect		89%	80%	91%
✓	Outcome		80%	80%	83%
●	Recovery		74%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	168	16%	12%
26-34	188	18%	24%
35-44	176	17%	21%
45-54	224	22%	20%
55-64	194	19%	17%
65+	84	8%	6%

Gender	#	%	State Avg
Male	631	60%	60%
Female	417	40%	40%
Transgender	2	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	804	77%	71%
Unknown	134	13%	9%
Hispanic-Other	68	6%	7%
Hisp-Puerto Rican	43	4%	13%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	679	68%	63%
Black/African American	155	16%	16%
Other	67	7%	14%
Unknown	43	4%	5%
Multiple Races	24	2%	1%
Asian	11	1%	1%
Am. Indian/Native Alaskan	10	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	101	106	-5%	
Admits	32	38	-16%	▼
Discharges	45	39	15%	▲
Service Hours	4,700	5,516	-15%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

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

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

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		25	56%	65%	60%	-9%
✓ No Re-admit within 30 Days of Discharge		41	95%	85%	93%	10%
● Follow-up within 30 Days of Discharge		22	88%	90%	47%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		91	88%	60%	91%	28%	▲
✓ Social Support		72	70%	60%	79%	10%	
● Employed		12	12%	15%	14%	-3%	
● Improved/Maintained Axis V GAF Score		70	78%	85%	56%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		58	100%	90%	99%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 23 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30%
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75%
Social Support		N/A	N/A	60%	67%	-60%
Stable Living Situation		N/A	N/A	95%	85%	-95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	86%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

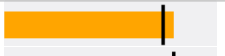
CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	47	-36%	▼
Admits	32	60	-47%	▼
Discharges	32	60	-47%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		48	80%	75%	69%	5%	
✓	Community Location Evaluation		60	100%	80%	92%	20%	▲
●	Follow-up Service within 48 hours		2	50%	90%	87%	-40%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■	■	■	■	■	■	■		■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 26 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	▲
Admits	5	4	25%	▲
Discharges	5	5	0%	
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■		■					33%
Discharges		■	■		■	■			■	56%
Services										0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 3 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 2018 - March 2019 (Data as of Jun 19, 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	% 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 1 Active Outreach & Engagement Programs

Medication Management
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	167	211	-21%	▼
Admits	15	7	114%	▲
Discharges	26	58	-55%	▼
Service Hours	941	1,104	-15%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	1%	63%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	92%

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

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully	22	85%	50%	52%	35%	▲

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed	13	8%	30%	25%	-22%	▼
Social Support	62	37%	60%	67%	-23%	▼
Improved/Maintained Axis V GAF Score	82	53%	75%	51%	-22%	▼
Stable Living Situation	84	50%	95%	85%	-45%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	133	94%	90%	86%	4%

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days	4	29%	75%	69%	-46%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							■	■	■	33%
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

SMHA Crisis
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	231	215	7%	
Admits	330	293	13%	▲
Discharges	330	293	13%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		487	77%	75%	69%	2%	
✓	Community Location Evaluation		621	98%	80%	92%	18%	▲
●	Follow-up Service within 48 hours		38	40%	90%	87%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 26 Active Mobile Crisis Team Programs

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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	15	-47%	▼
Admits	-	-		
Discharges	4	7	-43%	▼
Service Hours	19	135	-86%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		3	38%	35%	42%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		1	25%	90%	97%	-65%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	75%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges			■		■				■	33%
Services	■	■		■						33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	20	0%	
Admits	2	1	100%	▲
Discharges	2	1	100%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							■		■	22%
Discharges					■		■			22%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* 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 2018 - March 2019 (Data as of Jun 19, 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	% 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 0 Active Housing Assistance Programs

SMHA Intake Unit
Southeastern Mental Health Authority
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	121	-28%	▼
Admits	85	125	-32%	▼
Discharges	85	119	-29%	▼
Service Hours	185	251	-26%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 16 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176	176	0%
Admits	103	121	-15% ▼
Discharges	94	106	-11% ▼
Service Hours	-	2	-100% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	46%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		17	1%	0%	3%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

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

SMHA Liaison
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	4	-50%	▼
Admits	-	3	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month

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

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

SMHA Sub-Acute BCP
Southeastern Mental Health Authority
Mental Health - Residential Services - Sub-Acute

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	88	-13% ▼
Admits	73	83	-12% ▼
Discharges	74	84	-12% ▼
Bed Days	3,625	3,392	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	11%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	99%	94%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		60	81%	95%	82%	-14% ▼
✓ No Re-admit within 30 Days of Discharge		66	89%	85%	90%	4%
✓ Follow-up within 30 Days of Discharge		59	98%	90%	98%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		47	63%	95%	63%	-32% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	83 days	0.1	88%	90%	88%	-2%

< 90% 90-110% >110%

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	161	165	-2%	
Admits	48	60	-20%	▼
Discharges	43	33	30%	▲
Service Hours	1,919	2,025	-5%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	63%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	97%	97%
✓ Valid Axis V GAF Score	95%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■		■	■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		28	65%	50%	52%	15%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		121	73%	60%	67%	13%	▲
● Stable Living Situation		154	93%	95%	85%	-2%	
● Employed		34	21%	30%	25%	-9%	
● Improved/Maintained Axis V GAF Score		72	50%	75%	51%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		122	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		32	68%	75%	69%	-7%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 94 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	53	-8%
Admits	21	27	-22%
Discharges	23	23	0%
Service Hours	-	-	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	46%	N/A

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours		0	0%	0%	3%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	89%
Discharges	■	■	■	■	■		■		■	78%
Services										0%

■ 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

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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	211	-2%
Admits	32	33	-3%
Discharges	34	35	-3%
Service Hours	5,146	5,489	-6%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	32%	82%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	98%
✓ Valid Axis V GAF Score	97%	96%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	27	79%	65%	69%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	188	91%	80%	92%	11% ▲
✓ Social Support	137	67%	60%	82%	7%
✓ Improved/Maintained Axis V GAF Score	122	65%	65%	65%	0%
● Employed	20	10%	20%	13%	-10% ▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	171	99%	90%	99%	9%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 37 Active CSP Programs

YAS Pre-Admit
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	5	100%	▲
Admits	9	3	200%	▲
Discharges	8	5	60%	▲
Service Hours	-	1	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■			■	■		67%
Discharges	■	■	■		■				■	56%
Services										0%

■ 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

Young Adult Services
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	72	-4%	
Admits	15	17	-12%	▼
Discharges	24	22	9%	
Service Hours	5,270	4,765	11%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	97%	88%

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

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

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	10	42%	65%	60%	-23%	▼
✓ No Re-admit within 30 Days of Discharge	22	92%	85%	93%	7%	
● Follow-up within 30 Days of Discharge	7	70%	90%	47%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation	65	92%	60%	91%	32%	▲
✓ Social Support	45	63%	60%	79%	3%	
✓ Employed	12	17%	15%	14%	2%	
● Improved/Maintained Axis V GAF Score	47	75%	85%	56%	-10%	

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	46	98%	90%	99%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■		■	■	89%
Discharges	■	■	■	■	■	■		■	■	89%
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