Western Connecticut Mental Health Network
Waterbury, 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	1,763	1,732	2%	
	Admits	1,622	1,407	15%	▲
	Discharges	1,661	1,442	15%	▲
	Service Hours	46,452	47,465	-2%	
	Bed Days	4,453	5,303	-16%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	690	28.7%
	Outpatient	630	26.2%
	ACT	255	10.6%
	Community Support	199	8.3%
	Intake	144	6.0%
	Social Rehabilitation	141	5.9%
	Other	89	3.7%
	Case Management	24	1.0%
	Residential Services	17	0.7%
Forensic MH			
	Forensics Community-based	196	8.2%
	Crisis Services	19	0.8%

Consumer Satisfaction Survey   (Based on 594 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		95%	80%	92%
✔	General Satisfaction		94%	80%	92%
✔	Quality and Appropriateness		93%	80%	93%
✔	Respect		92%	80%	91%
✔	Access		92%	80%	88%
✔	Overall		92%	80%	91%
✔	Outcome		82%	80%	83%
🔴	Recovery		79%	80%	79%

Satisfied % | Goal %   0-80%   80-100%   ✔ Goal Met   🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	309	18%	12%
26-34	336	19%	24%
35-44	254	14%	21%
45-54	315	18%	20%
55-64	384	22%	17%
65+	154	9%	6%

Gender

	#	%	State Avg
Male	1,058	60%	60%
Female	701	40%	40%
Transgender	4	0%	0%

Race

	#	%	State Avg
White/Caucasian	1,138	66%	63%
Black/African American	283	16%	16%
Other	191	11%	14%
Unknown	60	3%	5%
Multiple Races	30	2%	1%
Asian	23	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,350	77%	71%
Hispanic-Other	167	9%	7%
Hisp-Puerto Rican	124	7%	13%
Unknown	118	7%	9%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	2	0%	1%

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

BHH ADULT NAE
Western Connecticut Mental Health Network
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

Danbury CIT
Western Connecticut Mental Health Network
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	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 26 Active Mobile Crisis Team Programs

Danbury Intake
Western Connecticut Mental Health Network
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	29	13	123%	▲
Admits	29	13	123%	▲
Discharges	30	12	150%	▲
Service Hours	83	45	84%	▲

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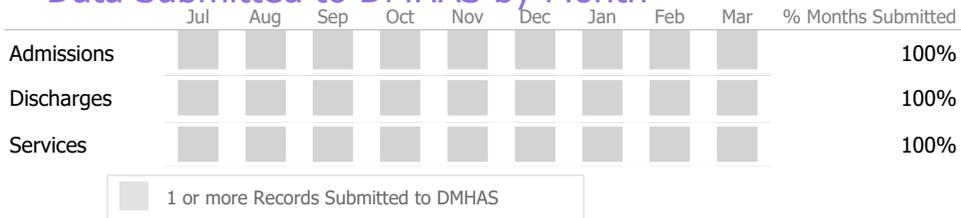
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

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

Danbury Jail Diversion
Western Connecticut Mental Health Network
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	22	40	-45%	▼
Admits	14	14	0%	
Discharges	12	29	-59%	▼
Service Hours	107	122	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		10	100%	90%	46%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		11	5%	0%	3%	5%

Data Submitted to DMHAS by Month
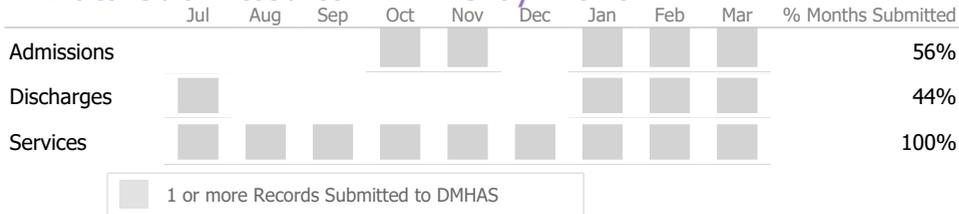
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪	▪		▪	▪	▪	56%
Discharges	▪						▪	▪	▪	44%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Danbury Liaison
Western Connecticut Mental Health Network
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	15	16	-6%	
Admits	6	5	20%	▲
Discharges	6	4	50%	▲
Service Hours	34	14	146%	▲

Data Submitted to DMHAS by Month
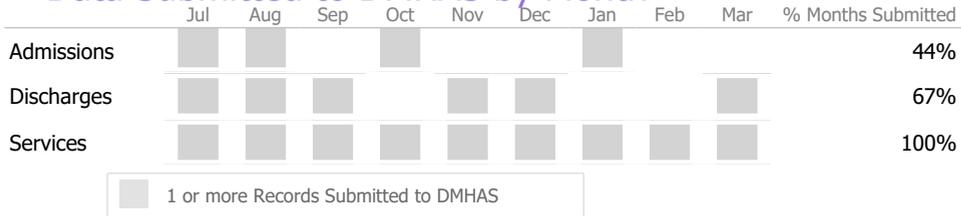
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢			▢			44%
Discharges	▢	▢	▢		▢	▢			▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 Active Other Programs

Danbury OP
Western Connecticut Mental Health Network
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	204	200	2%	
Admits	32	18	78%	▲
Discharges	20	29	-31%	▼
Service Hours	3,847	3,254	18%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	63%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		90%	97%
Valid Axis V GAF Score		78%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		10	50%	50%	52%	0%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		177	86%	60%	67%	26%	▲
✔	Stable Living Situation		198	97%	95%	85%	2%	
🔴	Employed		23	11%	30%	25%	-19%	▼
🔴	Improved/Maintained Axis V GAF Score		33	18%	75%	51%	-57%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		184	99%	90%	86%	9%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		32	100%	75%	69%	25%	▲

Data Submitted to DMHAS by Month
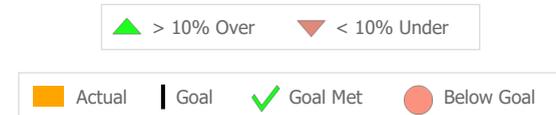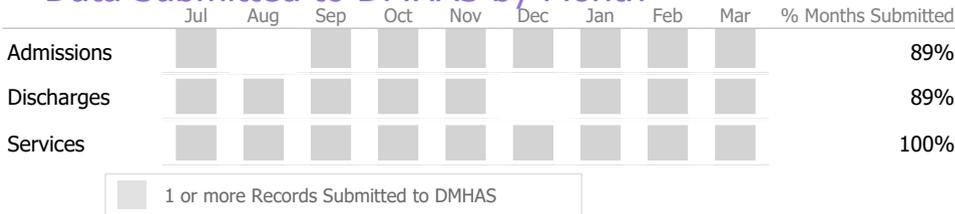
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual ▮   Goal │   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Danbury YAS
Western Connecticut Mental Health Network
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	35	32	9%	
Admits	3	5	-40%	▼
Discharges	10	3	233%	▲
Service Hours	1,316	1,343	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	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		69%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		4	40%	65%	60%	-25%	▼
✓	No Re-admit within 30 Days of Discharge		10	100%	85%	93%	15%	▲
🔴	Follow-up within 30 Days of Discharge		3	75%	90%	47%	-15%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		30	86%	60%	79%	26%	▲
✓	Stable Living Situation		29	83%	60%	91%	23%	▲
✓	Employed		6	17%	15%	14%	2%	
🔴	Improved/Maintained Axis V GAF Score		12	36%	85%	56%	-49%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		25	100%	90%	99%	10%	

Data Submitted to DMHAS by Month
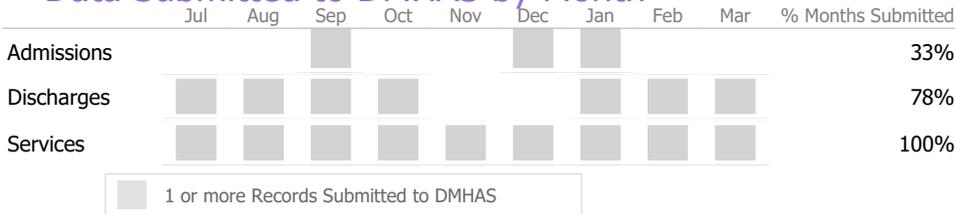
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪			▪	▪			33%
Discharges	▪	▪	▪				▪	▪	▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

Danbury YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
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	3	-33%	▼
Admits	3	3	0%	
Discharges	3	2	50%	▲
Service Hours	-	3	-100%	▼

Data Submitted to DMHAS by Month
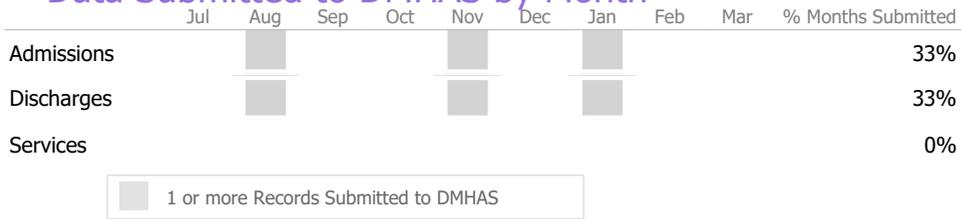
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢			▢		▢			33%
Discharges	▢			▢		▢				33%
Services										0%

▢ 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

Torrington Access Center
Western Connecticut Mental Health Network
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	52	35	49%	▲
Admits	54	34	59%	▲
Discharges	46	36	28%	▲
Service Hours	89	73	23%	▲

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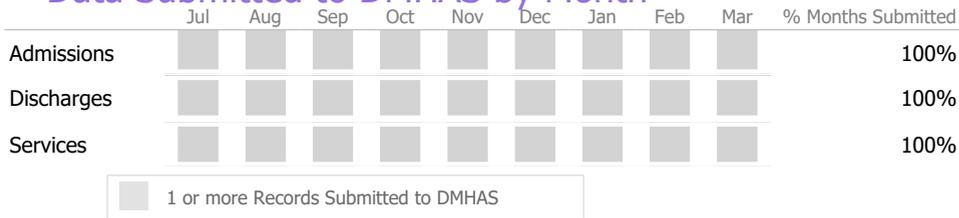
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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

Torrington CSP
Western Connecticut Mental Health Network
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	96	94	2%	
Admits	17	15	13%	▲
Discharges	14	14	0%	
Service Hours	3,357	3,118	8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	99%	82%

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

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	89%	98%
	Valid Axis V GAF Score	58%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		12	86%	65%	69%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		89	92%	60%	82%	32%	▲
✓	Stable Living Situation		94	97%	80%	92%	17%	▲
●	Employed		6	6%	20%	13%	-14%	▼
●	Improved/Maintained Axis V GAF Score		11	12%	65%	65%	-53%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		83	100%	90%	99%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢		▢	▢	▢	▢	▢	89%
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 37 Active CSP Programs

Torrington Jail Diversion
Western Connecticut Mental Health Network
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	79	108	-27%	▼
Admits	47	71	-34%	▼
Discharges	54	65	-17%	▼
Service Hours	168	255	-34%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		25	100%	90%	46%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		40	12%	0%	3%	12% ▲

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 19 Active Court Liaison-Jail Diversion Programs

Torrington Liaison
Western Connecticut Mental Health Network
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	19	14	36%	▲
Admits	8	6	33%	▲
Discharges	8	7	14%	▲
Service Hours	55	42	32%	▲

Data Submitted to DMHAS by Month
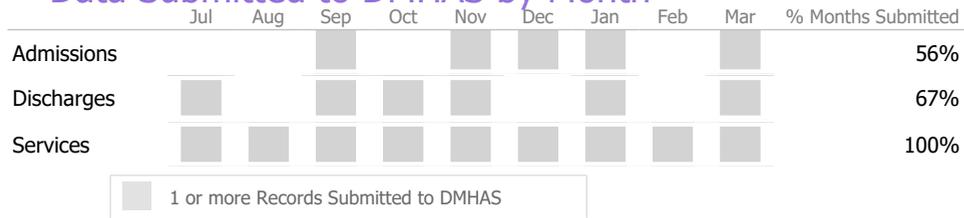
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢		▢	▢	▢		▢	56%
Discharges	▢		▢	▢	▢		▢		▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

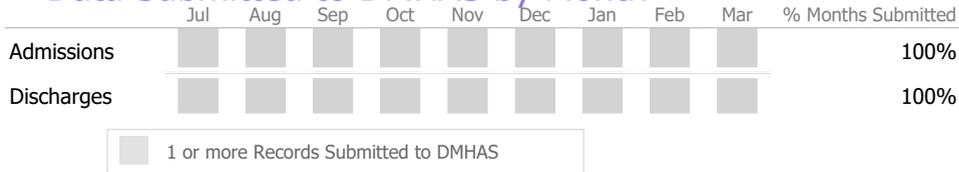| Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 18 Active Other Programs

TORRINGTON MOBILE CRISIS
Western Connecticut Mental Health Network
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	122	74	65%	▲
Admits	257	113	127%	▲
Discharges	255	112	128%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		290	57%	75%	69%	-18%	▼
✔	Community Location Evaluation		500	98%	80%	92%	18%	▲
✔	Follow-up Service within 48 hours		320	99%	90%	87%	9%	

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

Torrington Outpatient
Western Connecticut Mental Health Network
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	110	107	3%
Admits	26	24	8%
Discharges	28	39	-28% ▼
Service Hours	3,038	2,591	17% ▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	63%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		86%	97%
Valid Axis V GAF Score		53%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	50%	50%	52%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		103	93%	60%	67%	33% ▲
✓ Stable Living Situation		106	95%	95%	85%	0%
● Employed		15	14%	30%	25%	-16% ▼
● Improved/Maintained Axis V GAF Score		13	14%	75%	51%	-61% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	98%	90%	86%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		19	76%	75%	69%	1%

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

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
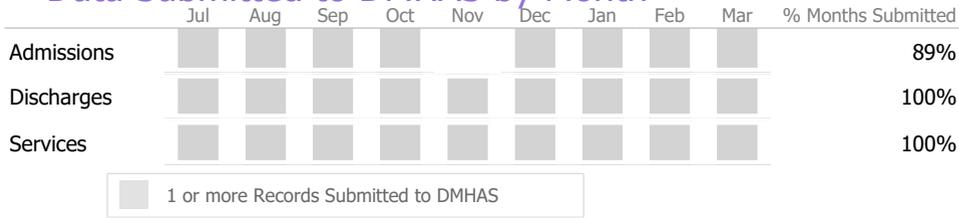
* State Avg based on 94 Active Standard Outpatient Programs

Torrington Recovery and Wellness
Western Connecticut Mental Health Network
Mental Health - Social Rehabilitation - Social Rehabilitation

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	141	141	0%	
Admits	40	37	8%	
Discharges	51	36	42%	▲
Service Hours	3,855	3,531	9%	
Social Rehab/PHP/IOP Days	0	1	-100%	▼

Service Utilization
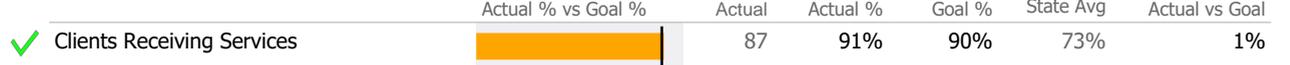
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		87	91%	90%	73%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢		▢	▢	▢	▢	89%
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 33 Active Social Rehabilitation Programs

Torrington Transitional Living Residence
Western Connecticut Mental Health Network
Mental Health - Residential Services - Transitional

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	9	7	29%	▲
Admits	4	3	33%	▲
Discharges	4	4	0%	
Service Hours	965	940	3%	
Bed Days	1,307	1,108	18%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	25%	95%	83%	-70%	▼
🔴	No Re-admit within 30 Days of Discharge		3	75%	85%	89%	-10%	
✅	Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Improved/Maintained Axis V GAF Score		0	0%	75%	57%	-75%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✅	6 Month Updates		100%	90%

	Cooccurring		Actual	State Avg
✅	MH Screen Complete		100%	94%
✅	SA Screen Complete		100%	94%

	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		89%	98%
	Valid Axis V GAF Score		56%	92%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		5	100%	90%	100%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		6	346 days	0.3	80%	90%	85%	-10%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■					■			33%
Discharges	■		■			■				33%
Services	■	■	■	■	■	■	■	■	■	100%

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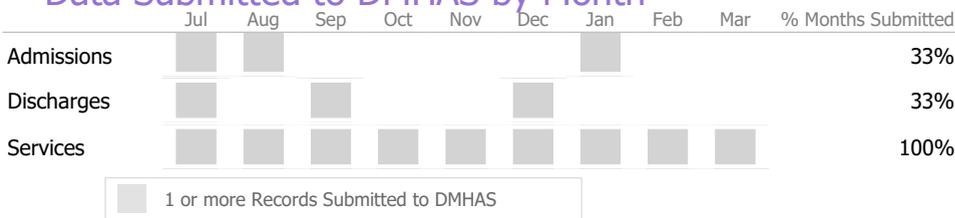
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 6 Active Transitional Programs

Torrington YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
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	3	8	-63%	▼
Admits	1	4	-75%	▼
Discharges	1	4	-75%	▼
Service Hours	27	21	28%	▲

Data Submitted to DMHAS by Month
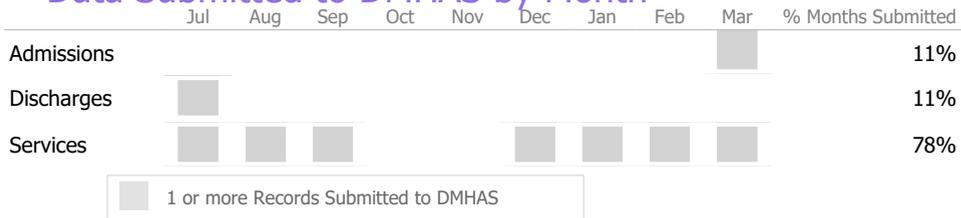
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									■	11%
Discharges	■									11%
Services		■	■	■		■	■	■	■	78%

■ 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

Torrington YAS Team 1
Western Connecticut Mental Health Network
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	51	52	-2%	
Admits	12	10	20%	▲
Discharges	14	13	8%	
Service Hours	2,726	3,110	-12%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		14	100%	65%	60%	35%	▲
✔	No Re-admit within 30 Days of Discharge		12	86%	85%	93%	1%	
●	Follow-up within 30 Days of Discharge		3	21%	90%	47%	-69%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	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	45%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		50	98%	60%	79%	38%	▲
✔	Stable Living Situation		41	80%	60%	91%	20%	▲
✔	Employed		17	33%	15%	14%	18%	▲
●	Improved/Maintained Axis V GAF Score		12	26%	85%	56%	-59%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		37	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										78%
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

Torrington YAS Team 2
Western Connecticut Mental Health Network
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	49	46	7%	
Admits	11	6	83%	▲
Discharges	13	5	160%	▲
Service Hours	3,232	3,237	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		13	100%	65%	60%	35%	▲
✓	No Re-admit within 30 Days of Discharge		12	92%	85%	93%	7%	
●	Follow-up within 30 Days of Discharge		5	38%	90%	47%	-52%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	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		98%	98%
Valid Axis V GAF Score		55%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		46	94%	60%	79%	34%	▲
✓	Stable Living Situation		45	92%	60%	91%	32%	▲
●	Employed		6	12%	15%	14%	-3%	
●	Improved/Maintained Axis V GAF Score		3	7%	85%	56%	-78%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		36	100%	90%	99%	10%

Data Submitted to DMHAS by Month
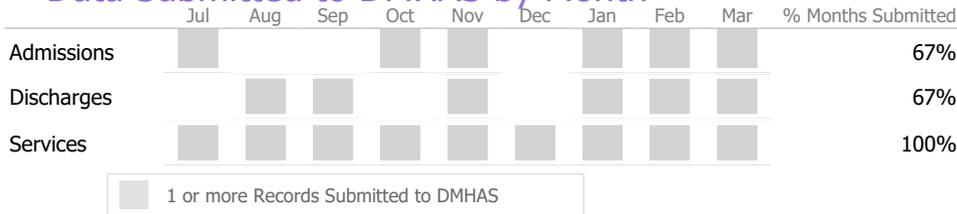
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢			▢	▢		▢	▢	▢	67%
Discharges		▢	▢		▢		▢	▢	▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

▢ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Waterbury ABI
Western Connecticut Mental Health Network
Mental Health - Case Management - Standard Case Management

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	24	22	9%	
Admits	3	2	50%	▲
Discharges	4	1	300%	▲
Service Hours	187	200	-6%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	69%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	25%	50%	48%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		22	92%	80%	79%	12%	▲
✔	Social Support		17	71%	60%	65%	11%	▲
🔴	Employed		0	0%	20%	10%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		20	100%	90%	78%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▪			11%
Discharges	▪	▪				▪				33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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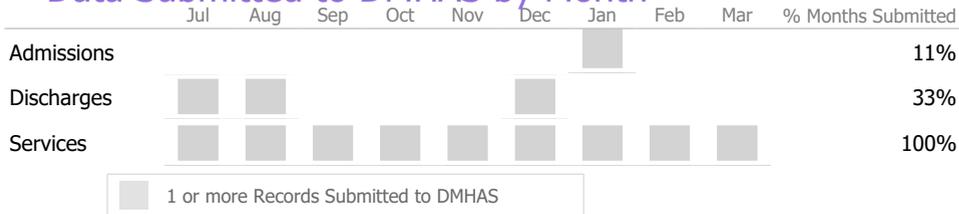
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Waterbury ACT
Western Connecticut Mental Health Network
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	70	66	6%	
Admits	19	22	-14%	▼
Discharges	22	15	47%	▲
Service Hours	2,848	2,640	8%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	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		90%	98%
Valid Axis V GAF Score		59%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		15	68%	65%	60%	3%	
✓	No Re-admit within 30 Days of Discharge		21	100%	85%	93%	15%	▲
●	Follow-up within 30 Days of Discharge		11	73%	90%	47%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		60	83%	60%	91%	23%	▲
✓ Social Support		48	67%	60%	79%	7%	
● Employed		3	4%	15%	14%	-11%	▼
● Improved/Maintained Axis V GAF Score		10	16%	85%	56%	-69%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		50	100%	90%	99%	10%

Data Submitted to DMHAS by Month
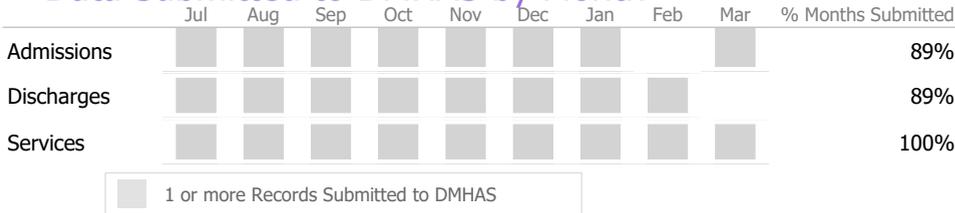
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	89%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢		89%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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
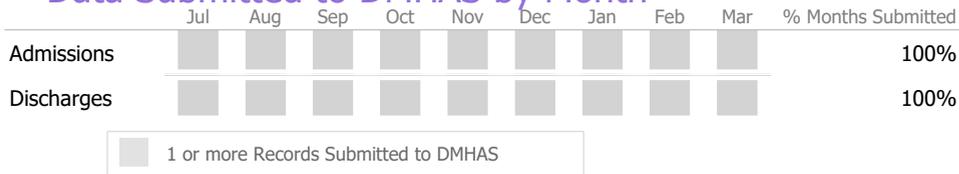
Waterbury CIT
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

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	388	310	25%	▲
Admits	451	376	20%	▲
Discharges	451	376	20%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Evaluation within 1.5 hours of Request		0	0%	75%	69%	-75%	▼
✓ Community Location Evaluation		892	99%	80%	92%	19%	▲
✓ Follow-up Service within 48 hours		14	100%	90%	87%	10%	

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

Waterbury CORP
Western Connecticut Mental Health Network
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	2	8	-75%	▼
Admits	-	4	-100%	▼
Discharges	2	5	-60%	▼
Service Hours	30	98	-69%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges		▪	▪							22%
Services	▪	▪	▪							33%

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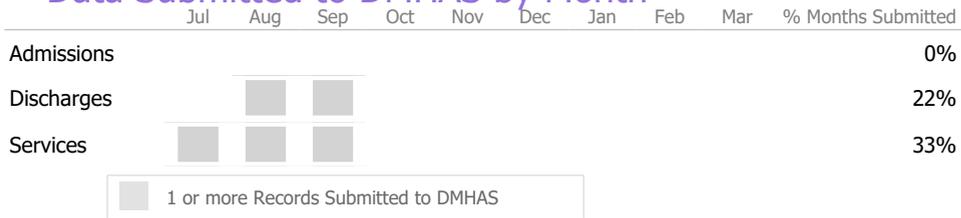
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Re-entry Programs Programs

Waterbury CSP
Western Connecticut Mental Health Network
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	104	102	2%	
Admits	25	12	108%	▲
Discharges	23	17	35%	▲
Service Hours	2,684	2,995	-10%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	82%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		95%	90%
✓ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	98%
Valid Axis V GAF Score		81%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		16	70%	65%	69%	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		95	90%	60%	82%	30%	▲
✓ Stable Living Situation		99	93%	80%	92%	13%	▲
● Employed		9	8%	20%	13%	-12%	▼
● Improved/Maintained Axis V GAF Score		42	47%	65%	65%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		83	100%	90%	99%	10%	

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 37 Active CSP Programs

Waterbury Forensic Respite
Western Connecticut Mental Health Network
Forensic MH - Crisis Services - Respite Bed

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	19	13	46%	▲
Admits	17	8	113%	▲
Discharges	14	10	40%	▲
Service Hours	406	286	42%	▲
Bed Days	1,305	767	70%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		14	100%	85%	100%	15%	▲
✓	Follow-up within 30 Days of Discharge		9	100%	90%	89%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		4	88 days	0.1	119%	90%	96%	29%	▲

  ▨ < 90%   ▨ 90-110%   ▨ >110%

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

▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Waterbury Intake
Western Connecticut Mental Health Network
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	65	65	0%
Admits	59	59	0%
Discharges	61	61	0%
Service Hours	161	174	-8%

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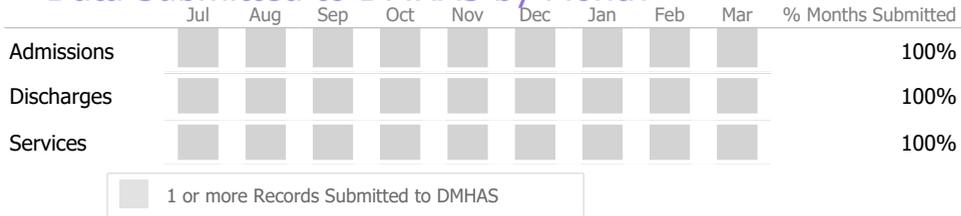
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

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

Waterbury Jail Diversion
Western Connecticut Mental Health Network
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	95	90	6%	
Admits	73	80	-9%	
Discharges	86	73	18%	▲
Service Hours	451	382	18%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	100%	90%	46%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		44	8%	0%	3%	8%

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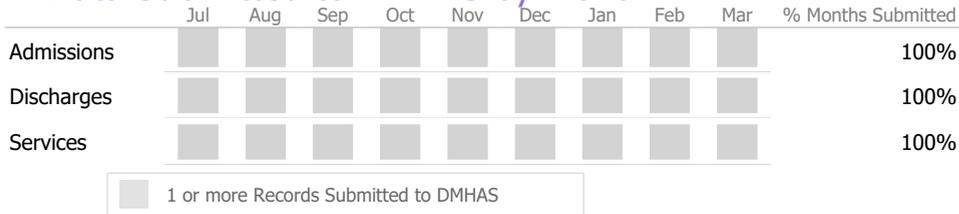
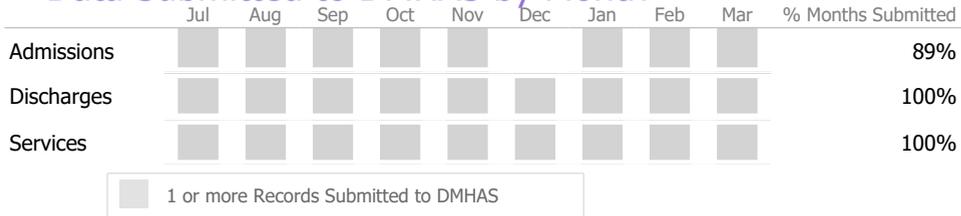|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Waterbury Liaison
Western Connecticut Mental Health Network
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	35	33	6%	
Admits	17	17	0%	
Discharges	16	9	78%	▲
Service Hours	249	282	-12%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪		▪	▪	▪	89%
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 18 Active Other Programs

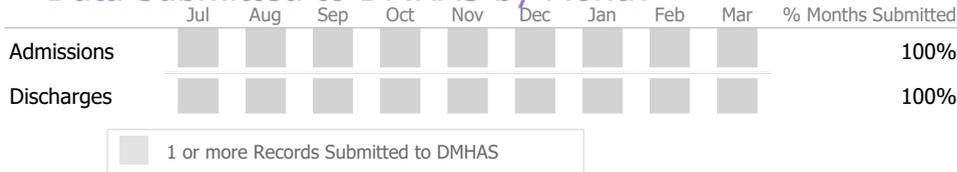**WATERBURY MOBILE CRISIS**
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

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	195	240	-19%	▼
Admits	293	349	-16%	▼
Discharges	292	349	-16%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		482	83%	75%	69%	8%	
✓ Community Location Evaluation		580	99%	80%	92%	19%	▲
✓ Follow-up Service within 48 hours		112	100%	90%	87%	10%	

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

Waterbury Outpatient
Western Connecticut Mental Health Network
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	206	206	0%	
Admits	11	13	-15%	▼
Discharges	27	20	35%	▲
Service Hours	3,804	3,794	0%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	63%

Cooccurring		Actual	State Avg
MH Screen Complete		75%	92%
✓ SA Screen Complete		100%	92%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	97%
✓ Valid Axis V GAF Score		94%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		15	56%	50%	52%	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		179	87%	60%	67%	27%	▲
✓ Stable Living Situation		199	97%	95%	85%	2%	
🔴 Employed		21	10%	30%	25%	-20%	▼
🔴 Improved/Maintained Axis V GAF Score		62	31%	75%	51%	-44%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		179	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		8	73%	75%	69%	-2%

Data Submitted to DMHAS by Month
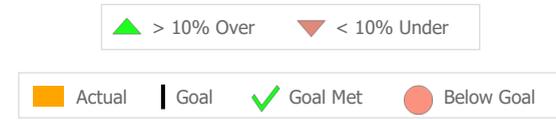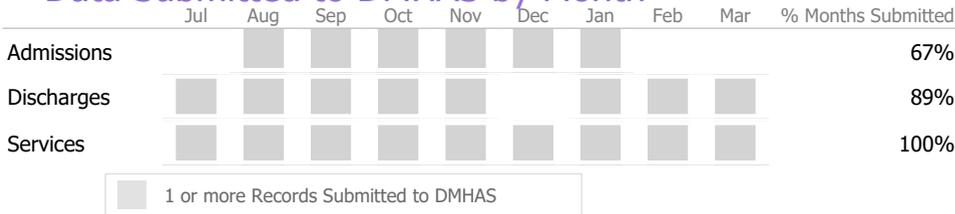
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢			67%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	89%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Waterbury Recovery Program
Western Connecticut Mental Health Network
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	121	116	4%	
Admits	31	23	35%	▲
Discharges	32	19	68%	▲
Service Hours	3,710	3,794	-2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	63%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		90%	97%
Valid Axis V GAF Score		84%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		25	78%	50%	52%	28%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		104	83%	60%	67%	23%	▲
●	Stable Living Situation		117	94%	95%	85%	-1%	
●	Employed		11	9%	30%	25%	-21%	▼
●	Improved/Maintained Axis V GAF Score		39	35%	75%	51%	-40%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		93	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			25	83%	75%	69%	8%

Data Submitted to DMHAS by Month

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

Waterbury Respite/Transitional Housing
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Respite Bed

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	35	31	13%	▲
Admits	29	26	12%	▲
Discharges	28	27	4%	
Service Hours	414	1,029	-60%	▼
Bed Days	1,841	2,294	-20%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		26	93%	85%	87%	8%
✓	Follow-up within 30 Days of Discharge		16	100%	90%	75%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		11	102 days	0.2	61%	90%	61%	-29%	▼

▢ < 90%	▢ 90-110%	▇ >110%

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 10 Active Respite Bed Programs

Waterbury YAS
Western Connecticut Mental Health Network
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	55	58	-5%	▼
Admits	13	14	-7%	
Discharges	17	11	55%	▲
Service Hours	6,927	8,362	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	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	98%	98%
	Valid Axis V GAF Score	87%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		7	41%	65%	60%	-24%	▼
🔴 No Re-admit within 30 Days of Discharge		12	71%	85%	93%	-14%	▼
🔴 Follow-up within 30 Days of Discharge		2	29%	90%	47%	-61%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		54	96%	60%	79%	36%	▲
✓ Stable Living Situation		50	89%	60%	91%	29%	▲
🔴 Employed		8	14%	15%	14%	-1%	
🔴 Improved/Maintained Axis V GAF Score		29	60%	85%	56%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	99%	10%

Data Submitted to DMHAS by Month
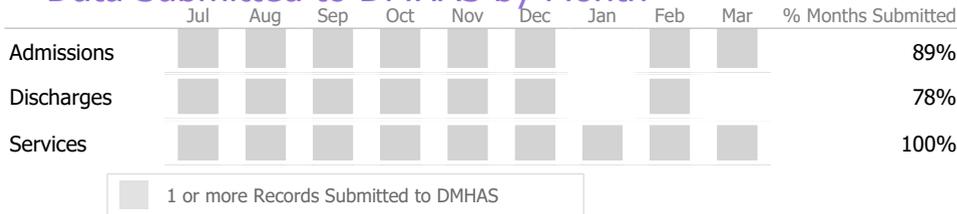
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢		▢	▢	89%
Discharges		▢	▢	▢	▢	▢		▢		78%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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

Waterbury YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
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	15	15	0%	
Admits	14	15	-7%	
Discharges	13	17	-24%	▼
Service Hours	54	64	-16%	▼

Data Submitted to DMHAS by Month
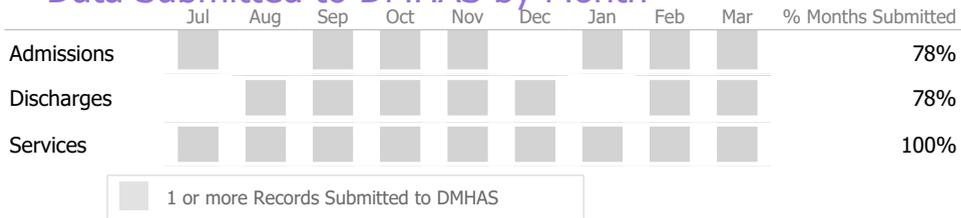
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■		■	■	■		■	■	■	78%
Discharges		■	■	■	■	■		■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 18 Active Other Programs

Waterbury YAS Res Support
Western Connecticut Mental Health Network
Mental Health - Residential Services - Residential Support

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	3	6	-50%	▼
Discharges	4	2	100%	▲
Service Hours	1,628	1,148	42%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		98%	99%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	25%	50%	70%	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		8	100%	60%	84%	40%	▲
✓	Employed		3	38%	25%	13%	13%	▲
✓	Stable Living Situation		7	88%	85%	97%	3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		3	75%	90%	99%	-15%	▼

Data Submitted to DMHAS by Month

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

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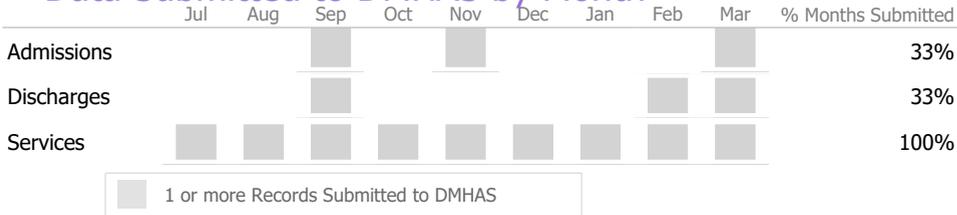
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Residential Support Programs