

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↗	Unique Clients	350	1,075	-67%	▼
↘	Admits	63	319	-80%	▼
↗	Discharges	133	209	-36%	▼
↘	Service Hours	393	820	-52%	▼

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

## Consumer Satisfaction Survey

(Based on 123 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	93%	93%	80%	91%
✓ Quality and Appropriateness	91%	91%	80%	93%
✓ General Satisfaction	91%	91%	80%	92%
✓ Participation in Treatment	90%	90%	80%	92%
✓ Access	90%	90%	80%	88%
✓ Outcome	88%	88%	80%	83%
✓ Respect	88%	88%	80%	91%
✓ Recovery	85%	85%	80%	79%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Forensic SA

Forensics Community-based	174	49.2%
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## Addiction

Outpatient	132	37.3%
Case Management	26	7.3%

## Mental Health

Case Management	22	6.2%
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## Client Demographics

Age	#	%	State Avg
18-25	71	20%	8%
26-34	84	24%	21%
35-44	83	24%	22%
45-54	63	18%	20%
55-64	36	10%	20%
65+	13	4%	9%

Gender	#	%	State Avg
Male	237	68%	58%
Female	113	32%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	147	42%	12%
Non-Hispanic	126	36%	69%
Hispanic-Other	38	11%	8%
Unknown	35	10%	11%
Hispanic-Cuban	2	1%	0%
Hispanic-Mexican	2	1%	1%

Race	#	%	State Avg
Black/African American	115	33%	16%
White/Caucasian	106	30%	63%
Other	103	29%	13%
Asian	20	6%	5%
Am. Indian/Native Alaskan	5	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%



Variances in data may be indicative of operational adjustments related to the pandemic.

## Cathedral Green Next Steps Supportive Hsg 551

Catholic Charities - Inst for the Hispanic Family

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	48	80	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	12	100%	85%	93%	15%	▲

### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	12	100%	90%	96%	10%	

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	17%	90%

### Data Submitted to DMHAS by Month

Jul	Aug	Sep	% Months Submitted
			0%
			0%
			100%

▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

1 or more Records Submitted to DMHAS

Variances in data may be indicative of operational adjustments related to the pandemic.

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	132	147	-10%	▼
Admits	23	50	-54%	▼
Discharges	36	34	6%	
Service Hours	265	512	-48%	▼

## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	92%	87%
Valid TEDS Data	97%	87%
On-Time Periodic		
6 Month Updates	86%	17%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	96%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	25%	50%	46%	-25% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		112	83%	75%	68%	8%
Improved/Maintained Axis V GAF Score		95	86%	75%	34%	11% ▲
Stable Living Situation		120	89%	95%	66%	-6%
Employed		44	33%	50%	26%	-17% ▼
Abstinence/Reduced Drug Use		47	35%	55%	41%	-20% ▼
Self Help		8	6%	60%	17%	-54% ▼

## Service Utilization

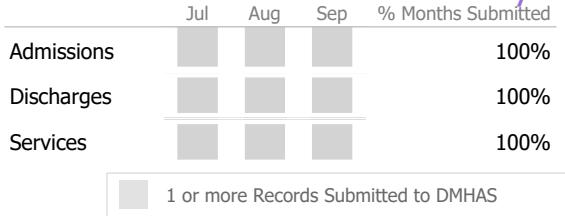
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	76%	90%	45%	-14% ▼

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		19	83%	75%	58%	8%

### 2 or more Services within 30 days

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

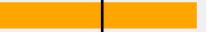
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 105 Active Standard Outpatient Programs

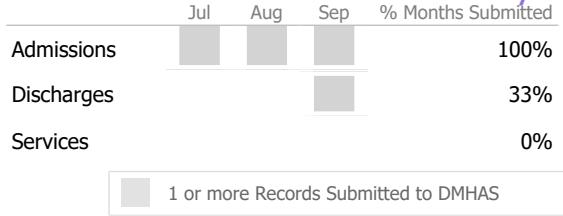
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	433	-94%	▼
Admits	26	80	-68%	▼
Discharges	1	6	-83%	▼
Service Hours	56	185	-70%	▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		25	96%	50%	56%	46% 

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

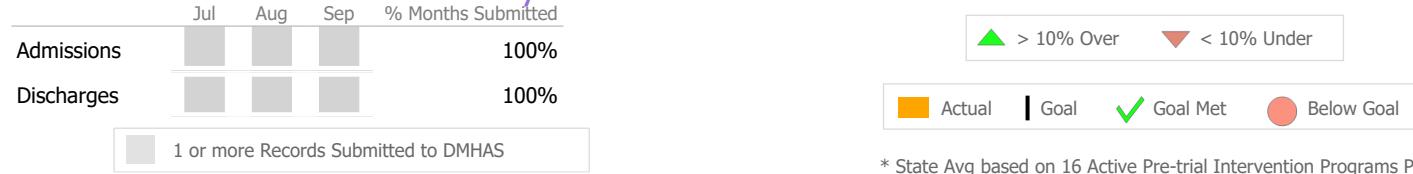
 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 22 Active Outreach & Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	174	487	-64%	▼
Admits	14	189	-93%	▼
Discharges	96	168	-43%	▼

## Data Submitted to DMHAS by Month



Variances in data may be indicative of operational adjustments related to the pandemic.

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	25	43	-41% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	60%	85%	93%	-25% 

## Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	9	90%	90%	96%	0% 

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		100%
On-Time Periodic		
6 Month Updates		67%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%
1 or more Records Submitted to DMHAS				

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs