ImmaCare
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	67	69	-3%	
	Admits		3	-100%	▼
	Discharges	3	6	-50%	▼
	Service Hours	255	409	-38%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		67	100.0%

Consumer Satisfaction Survey   (Based on 53 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Recovery		98%	80%	79%
✓	Overall		96%	80%	91%
✓	Quality and Appropriateness		94%	80%	93%
✓	Participation in Treatment		94%	80%	92%
✓	General Satisfaction		94%	80%	92%
✓	Access		94%	80%	88%
✓	Respect		94%	80%	91%
✓	Outcome		91%	80%	83%

▮ Satisfied %	▏Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

		#	%	State Avg	
18-25				8%	
26-34		2	3%	21%	▼
35-44		9	13%	22%	
45-54		12	18%	20%	
55-64		33	49%	20%	▲
65+		11	16%	9%	

Gender

		#	%		State Avg
Male		55	82%	▲	58%
Female		12	18%	▼	42%
Transgender					0%

Ethnicity

	#	%	State Avg
Non-Hispanic	49	73%	69%
Hisp-Puerto Rican	11	16%	12%
Unknown	4	6%	11%
Hispanic-Other	3	4%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

		#	%		State Avg
Black/African American		35	52%	▲	16%
White/Caucasian		21	31%	▼	63%
Other		8	12%		13%
Unknown		2	3%		5%
Asian		1	1%		1%
Am. Indian/Native Alaskan					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%

▮ Unique Clients	▏State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

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

Casa Di Francisco
ImmaCare
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	24	24	0%	
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	111	162	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		24	100%	85%	93%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				67%

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

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

CM-Homeless Outreach 629-294
ImmaCare
Mental Health - Case Management - Outreach & Engagement

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	13	-8% ▼
Admits	-	3	-100% ▼
Discharges	3	5	-40% ▼
Service Hours	20	1	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▪		33%
Services	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	🔴 Below Goal
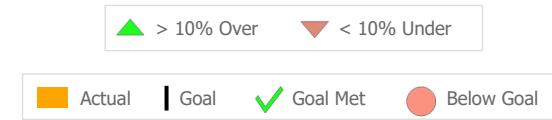
* State Avg based on 45 Active Outreach & Engagement Programs

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

Next Steps SuppHsgPilots629551
ImmaCare
Mental Health - Case Management - Supportive Housing – Scattered Site

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	31	32	-3%
Admits	-	-	
Discharges	-	-	
Service Hours	125	246	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	100%	85%	88%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		87%	87%

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 101 Active Supportive Housing – Scattered Site Programs

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