

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	87	96	-9%
↘	Admits	11	15	-27% ▼
↗	Discharges	8	15	-47% ▼
↘	Service Hours	2,693	3,771	-29% ▼
↗	Bed Days	354	449	-21% ▼

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

Consumer Satisfaction Survey

(Based on 66 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	98% 91%	98%	80%	91%
✓ Quality and Appropriateness	95% 93%	95%	80%	93%
✓ Overall	92% 91%	92%	80%	91%
✓ Recovery	91% 79%	91%	80%	79%
✓ Participation in Treatment	91% 92%	91%	80%	92%
✓ General Satisfaction	89% 92%	89%	80%	92%
✓ Access	88% 88%	88%	80%	88%
✓ Outcome	83% 83%	83%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management	44	50.6%	
Residential Services	30	34.5%	
Inpatient Services	13	14.9%	

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		45	52%	58%
18-25	1	1%	8%		42	48%	42%
26-34	10	11%	21%				0%
35-44	10	11% ▼	22%				
45-54	23	26%	20%				
55-64	31	36% ▲	20%				
65+	12	14%	9%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg		
	White/Caucasian	Black/African American	Other		Am. Indian/Native Alaskan	Asian	Multiple Races	Hawaiian/Other Pacific Islander	Unknown
Non-Hispanic	76	87% ▲	69%						
Hisp-Puerto Rican	7	8%	12%						
Hispanic-Other	3	3%	8%						
Unknown	1	1%	11%						
Hispanic-Cuban			0%						
Hispanic-Mexican			1%						

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

Homestead Apts. Residential Support

St. Vincent's Medical Center

Mental Health - Residential Services - Residential Support

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	30	31	-3%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	1,174	1,729	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	75%	50%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	80%	60%	84%	20% ▲
✓ Stable Living Situation		30	100%	85%	98%	15% ▲
● Employed		2	7%	25%	11%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	18	-28% ▼	
Admits	11	14	-21% ▼	
Discharges	7	13	-46% ▼	
Bed Days	354	449	-21% ▼	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 70%; background-color: orange;"></div></div>	7	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 60%; background-color: orange;"></div></div>	6	86%	85%	86%	1%
● Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 40%; background-color: orange;"></div></div>	3	43%	90%	43%	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
✓ MH Screen Complete	0%	0%
✓ SA Screen Complete	0%	0%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score	<div style="width: 100%;"><div style="width: 70%; background-color: orange;"></div></div>	7	100%	95%	100%	5%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 100%;"><div style="width: 80%; background-color: cyan;"></div></div>	8	49 days	0.6	48%	90%	36%	-42% ▼



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Acute Psychiatric - Intermediate Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	47	-6%
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	1,519	2,041	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	44	100%	85%	88%	15%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	44	100%	90%	92%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	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