

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%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		92%	80%	91%
✓ Recovery		91%	80%	79%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Access		88%	80%	88%
✓ Outcome		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
18-25	1	1%	8%
26-34	10	11%	21%
35-44	10	11% ▼	22%
45-54	23	26%	20%
55-64	31	36% ▲	20%
65+	12	14%	9%

Gender	#	%	State Avg
Male	45	52%	58%
Female	42	48%	42%
Transgender			0%

Ethnicity	#	%	State Avg
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%

Race	#	%	State Avg
White/Caucasian	46	53%	63%
Black/African American	40	46% ▲	16%
Other	1	1% ▼	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

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

	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 25 Active Residential Support Programs

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% ▼

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%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge		6	86%	85%	86%	1%
○ Follow-up within 30 Days of Discharge		3	43%	90%	43%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		7	100%	95%	100%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		8	49 days	0.6	48%	90%	36%	-42% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 2 Active Acute Psychiatric - Intermediate Programs

Next Steps Supportive Hsing

St. Vincent's Medical Center

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	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

	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		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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

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