

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	490	517	-5%
	Admits	173	301	-43% ▼
	Discharges	132	298	-56% ▼
	Service Hours	1,861	2,621	-29% ▼
	Bed Days	15,683	8,223	91% ▲

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

Consumer Satisfaction Survey

(Based on 122 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Respect		95%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Access		93%	80%	88%
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
● Outcome		78%	80%	83%
● Recovery		72%	80%	79%

■ 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	427	76.7%
Addiction	Residential Services	130	23.3%

Client Demographics

Age	#	%	State Avg
18-25	5	1%	9%
26-34	56	11%	21%
35-44	102	21%	22%
45-54	149	31% ▲	19%
55-64	141	29%	20%
65+	34	7%	8%

Gender	#	%	State Avg
Male	341	70% ▲	58%
Female	147	30% ▼	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	407	83% ▲	70%
Hispanic-Other	83	17%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			12% ▼
Unknown			10%

Race	#	%	State Avg
White/Caucasian	242	49% ▼	62%
Black/African American	199	41% ▲	17%
Other	31	6%	13%
Multiple Races	11	2%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
Unknown	2	0%	6%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%

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

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

Arrest Diversion - New Haven

Columbus House

Forensic MH - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	13	▼
Admits	-	-	
Discharges	-	13	-100% ▼
Service Hours	-	9	-100% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 0 Active Outreach & Engagement 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	13	0%
Admits	-	2	-100% ▼
Discharges	2	2	0%
Service Hours	91	98	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	94%	15% ▲

Service Utilization

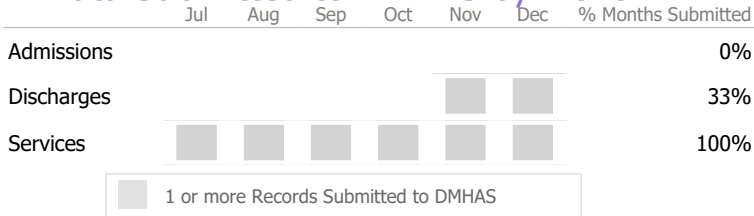
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	5	102	-95% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	92%	85%	94%	7%

Service Utilization

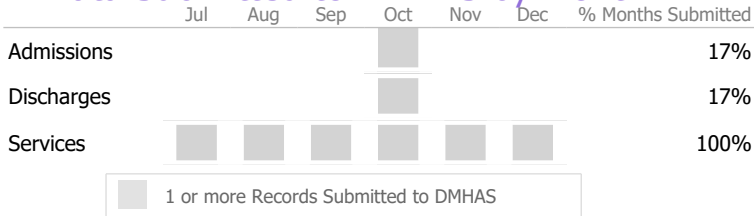
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	97%	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	1	0%
Discharges	1	5	-80% ▼
Service Hours	29	41	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		7	78%	85%	90%	-7%

Service Utilization

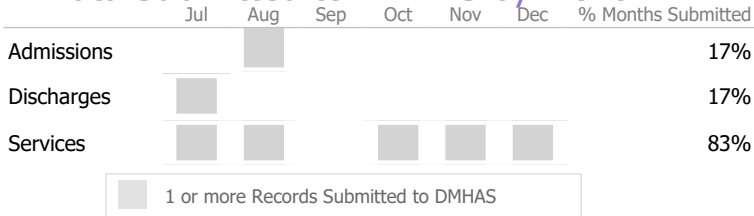
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	45	7%
Admits	3	1	200% ▲
Discharges	10	1	900% ▲
Service Hours	274	389	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		44	92%	85%	90%	7%

Service Utilization

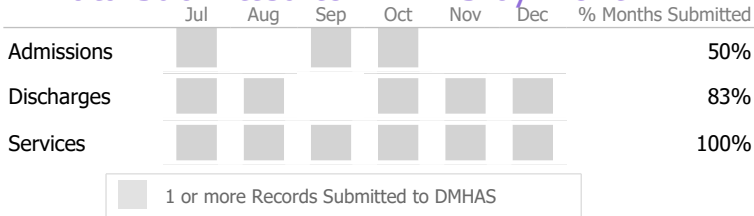
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	97%	90%	95%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	3	-	
Discharges	2	1	100% ▲
Service Hours	177	257	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		20	80%	85%	90%	-5%

Service Utilization

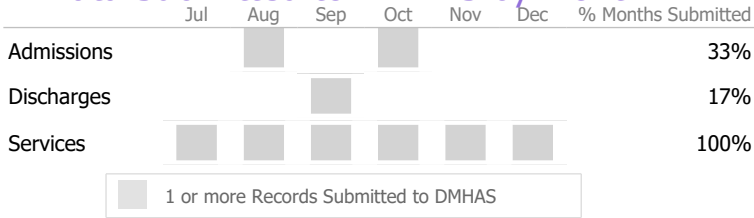
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	95	65	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	94%	15% ▲

Service Utilization

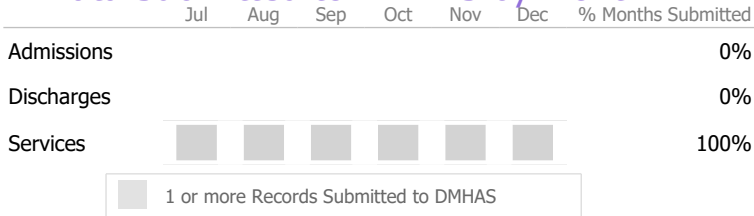
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	24	-46% ▼
Admits	6	16	-63% ▼
Discharges	7	15	-53% ▼
Service Hours	73	188	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	14%	50%	76%	-36% ▼

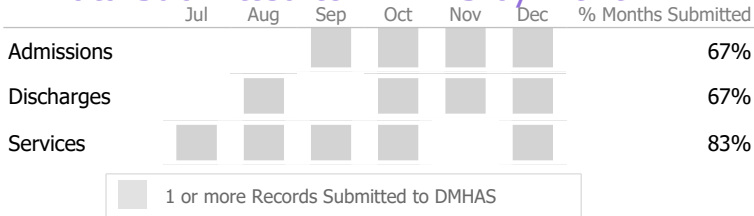
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	100%	60%	71%	40% ▲
Employed		0	0%	20%	10%	-20% ▼
Stable Living Situation		3	23%	80%	80%	-57% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	68%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

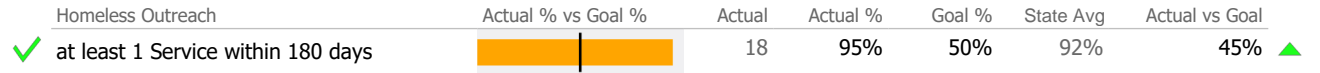
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Standard Case Management Programs

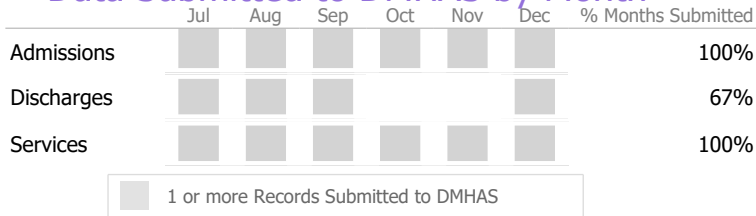
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	45	51% ▲
Admits	19	21	-10%
Discharges	11	8	38% ▲
Service Hours	246	234	5%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

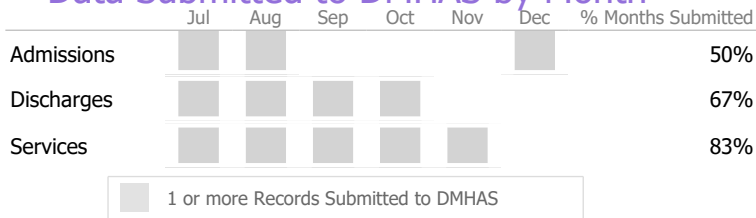
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	23	17% ▲
Admits	4	16	-75% ▼
Discharges	13	22	-41% ▼
Service Hours	24	54	-56% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		2	50%	50%	92%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

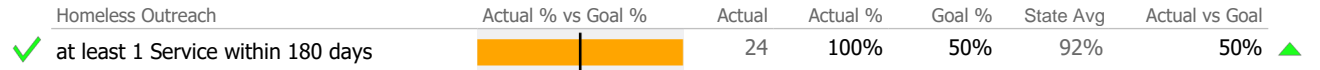
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

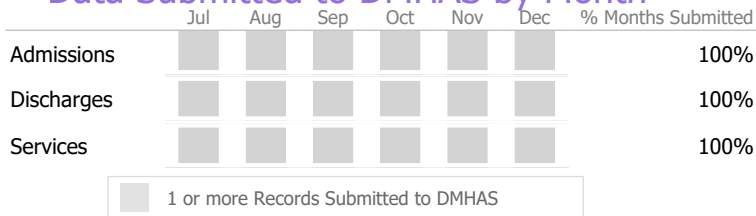
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	55	40% ▲
Admits	24	25	-4%
Discharges	13	18	-28% ▼
Service Hours	317	317	0%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	49	-33% ▼
Admits	11	31	-65% ▼
Discharges	9	23	-61% ▼
Service Hours	41	56	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	15%	85%	90%	-70% ▼

Service Utilization

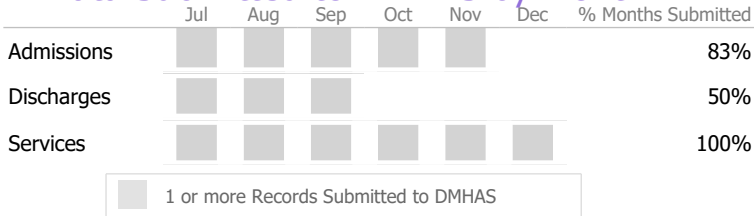
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	88%	90%	95%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	11	▼
Admits	-	3	-100% ▼
Discharges	-	9	-100% ▼
Service Hours	-	11	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		N/A	N/A	85%	90%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

▲ > 10% Over ▼ < 10% Under

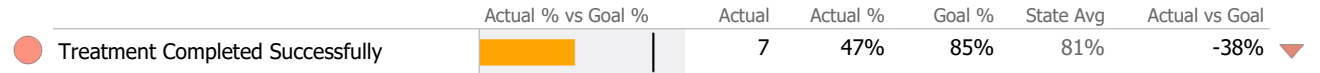
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

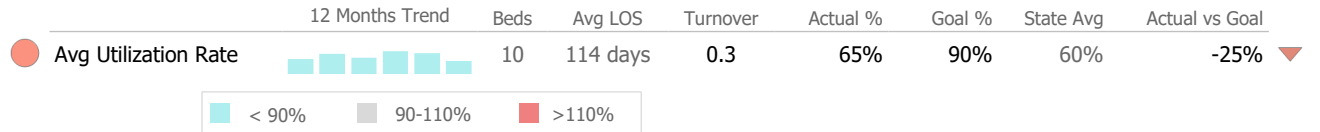
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	39	-38% ▼
Admits	17	31	-45% ▼
Discharges	15	31	-52% ▼
Bed Days	1,189	1,569	-24% ▼

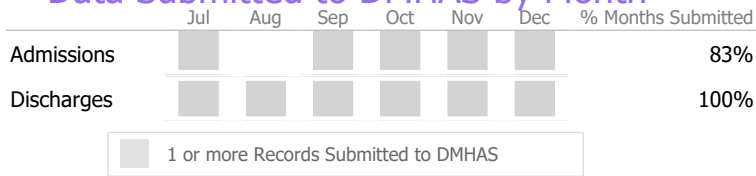
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



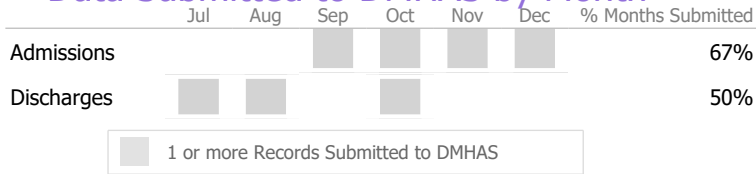
* State Avg based on 12 Active Recovery House Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	97	9%
Admits	35	63	-44% ▼
Discharges	6	50	-88% ▼
Bed Days	14,494	6,654	118% ▲

Data Submitted to DMHAS by Month



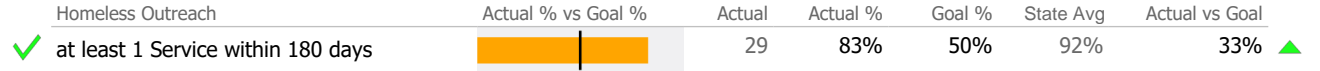
* State Avg based on 4 Active Shelter Programs

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

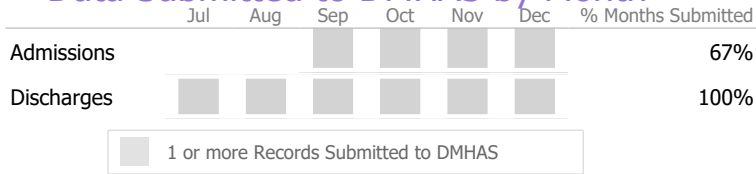
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	97	-40% ▼
Admits	35	63	-44% ▼
Discharges	28	54	-48% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

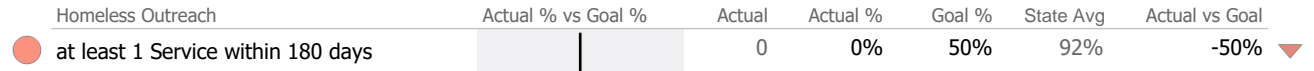
* State Avg based on 45 Active Outreach & Engagement Programs

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

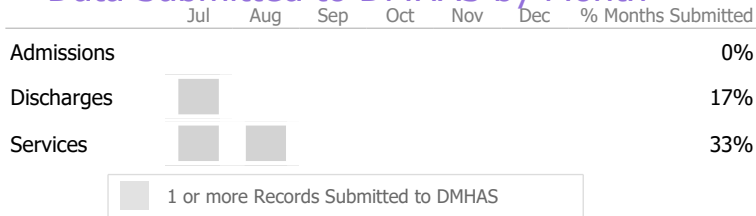
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	27	-96% ▼
Admits	-	2	-100% ▼
Discharges	1	23	-96% ▼
Service Hours	1	102	-100% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 45 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	20	60% ▲
Admits	7	6	17% ▲
Discharges	2	1	100% ▲
Service Hours	125	202	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	91%	85%	90%	6%

Service Utilization

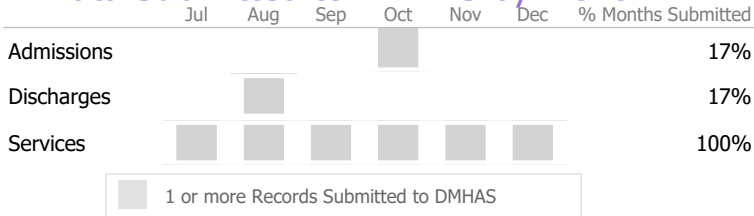
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	118	139	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		14	82%	85%	94%	-3%

Service Utilization

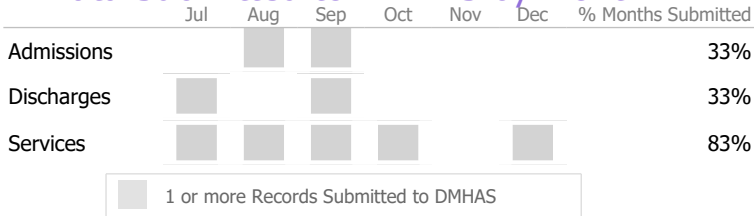
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

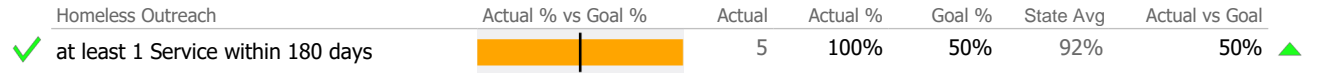
* State Avg based on 66 Active Supportive Housing – Development Programs

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

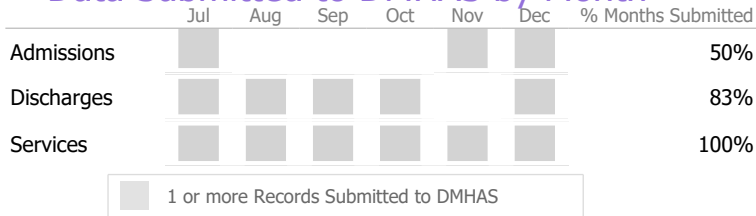
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	21	-24% ▼
Admits	5	13	-62% ▼
Discharges	9	10	-10%
Service Hours	78	220	-65% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	170	91	87% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		4	44%	85%	94%	-41% ▼

Service Utilization

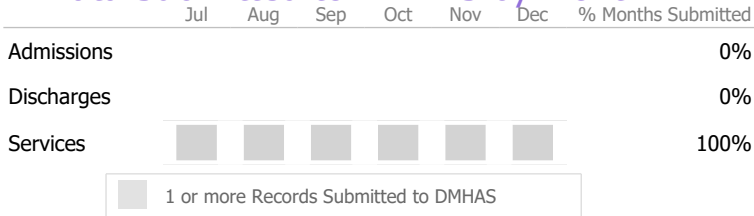
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

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