

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	21	23	-9%
	Admits		2	-100% ▼
	Discharges		2	-100% ▼
	Service Hours	199	446	-55% ▼
	Bed Days	736	736	0%



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

### Consumer Satisfaction Survey

(Based on 17 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		94%	80%	83%
✓ Respect		88%	80%	91%
● Recovery		71%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	17	81.0%
	Residential Services	4	19.0%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			9%	Male	12	57%	58%
26-34	2	10%	▼ 21%	Female	9	43%	42%
35-44	1	5%	▼ 22%	Transgender			0%
45-54	9	43%	▲ 19%				
55-64	8	38%	▲ 20%				
65+	1	5%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	15	71%	70%	Black/African American	10	48%	▲ 17%
Hisp-Puerto Rican	4	19%	12%	White/Caucasian	7	33%	▼ 62%
Hispanic-Other	2	10%	8%	Other	2	10%	13%
Hispanic-Cuban		0%		Multiple Races	1	5%	1%
Hispanic-Mexican		0%		Unknown	1	5%	6%
Unknown		10%		Am. Indian/Native Alaskan			1%
				Asian			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.

# Next Step Supportive Hsg605551

Hands on Hartford

Mental Health - Case Management - Supportive Housing – Scattered Site

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	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	84	199	-58% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	90%	15% ▲

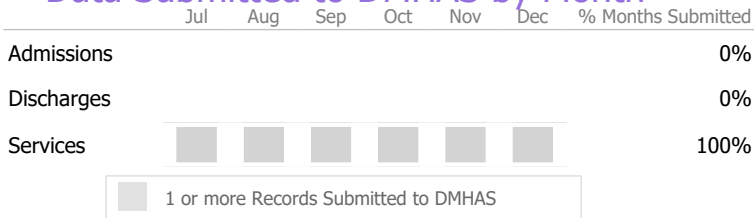
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic		
6 Month Updates	100%	87%
Co-occurring		
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	69%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	79%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	83%	40% ▲
Stable Living Situation		4	100%	95%	93%	5%
Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	4,151 days	0.5	100%	90%	93%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### 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 79 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	13	-15% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	115	247	-53% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	90%	15% ▲

### Service Utilization

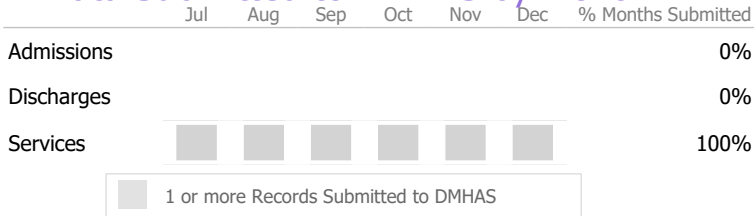
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	95%	10%

### 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