

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	558	1,569	-64%	▼
	Admits	256	850	-70%	▼
	Discharges	295	1,160	-75%	▼
	Service Hours	1,076	2,124	-49%	▼

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

## Consumer Satisfaction Survey

(Based on 123 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	93%	93%	80%	91%
✓ Quality and Appropriateness	91%	91%	80%	93%
✓ General Satisfaction	91%	91%	80%	92%
✓ Participation in Treatment	90%	90%	80%	92%
✓ Access	90%	90%	80%	88%
✓ Outcome	88%	88%	80%	83%
✓ Respect	88%	88%	80%	91%
✓ Recovery	85%	85%	80%	79%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Forensic SA

Forensics Community-based	51.9%	293	51.9%
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## Addiction

Outpatient	28.8%	163	28.8%
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Case Management	15.0%	85	15.0%
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## Mental Health

Case Management	4.2%	24	4.2%
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## Client Demographics

## Age

	#	%	State Avg
18-25	114	21%	▲ 10%
26-34	135	24%	22%
35-44	130	23%	23%
45-54	100	18%	19%
55-64	59	11%	19%
65+	18	3%	8%

## Gender

	#	%	State Avg
Male	367	66%	58%
Female	191	34%	42%
Transgender			0%

## Race

	#	%	State Avg
White/Caucasian	189	34%	▼ 62%
Black/African American	168	30%	▲ 17%
Other	166	30%	▲ 13%
Asian	6	1%	1%
Am. Indian/Native Alaskan	2	0%	0%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

## Ethnicity

	#	%	State Avg
Hisp-Puerto Rican	225	40%	▲ 12%
Non-Hispanic	209	37%	▼ 69%
Hispanic-Other	67	12%	8%
Unknown	48	9%	11%
Hispanic-Mexican	7	1%	0%
Hispanic-Cuban	2	0%	0%



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

## Cathedral Green Next Steps Supportive Hsg 551

Catholic Charities - Inst for the Hispanic Family

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	15	-7%
Admits	2	1	100% <span style="color: green;">▲</span>
Discharges	-	1	-100% <span style="color: red;">▼</span>
Service Hours	183	238	-23% <span style="color: red;">▼</span>

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	14	100%	85%	95%	15% <span style="color: green;">▲</span>

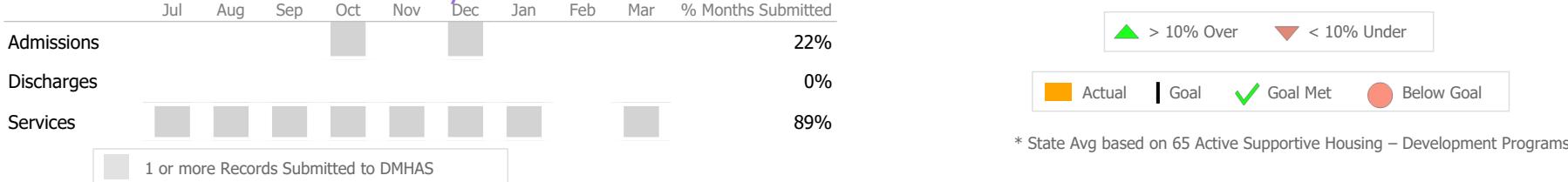
### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	14	100%	90%	99%	10% <span style="color: green;">▲</span>

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100% 99%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100% 89%

### Data Submitted to DMHAS by Month



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	163	237	-31%	▼
Admits	57	146	-61%	▼
Discharges	99	115	-14%	▼
Service Hours	730	1,365	-47%	▼

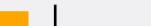
## Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	85%
✓	Valid TEDS Data	96%	85%
On-Time Periodic			
✓	6 Month Updates	85%	21%
Co-occurring			
✓	MH Screen Complete	99%	91%
✓	SA Screen Complete	99%	97%
Diagnosis			
✓	Valid Axis I Diagnosis	99%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		39	39%	50%	51%	-11% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		135	80%	75%	76%	5%
● Stable Living Situation		152	90%	95%	76%	-5%
● Employed		62	37%	50%	31%	-13% ▼
● Abstinence/Reduced Drug Use		59	35%	55%	48%	-20% ▼
● Self Help		21	12%	60%	18%	-48% ▼

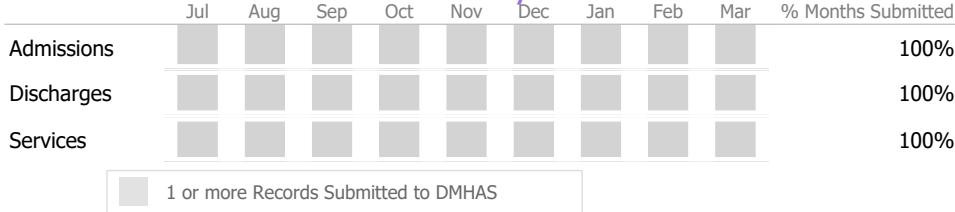
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	90%	90%	69%	0%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		37	66%	75%	62%	-9%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 109 Active Standard Outpatient Programs

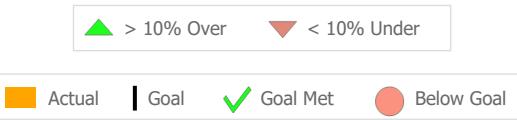
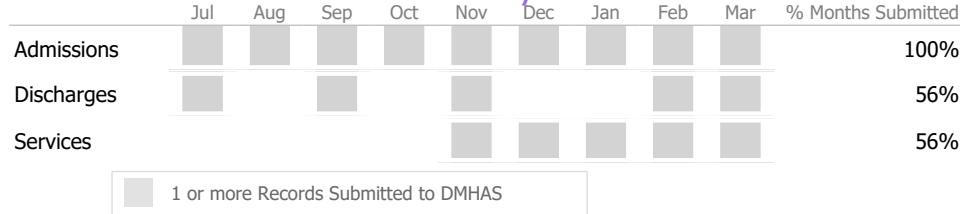
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	85	527	-84%	▼
Admits	97	175	-45%	▼
Discharges	7	528	-99%	▼
Service Hours	90	391	-77%	▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		66	78%	50%	73%	28% 

## Data Submitted to DMHAS by Month

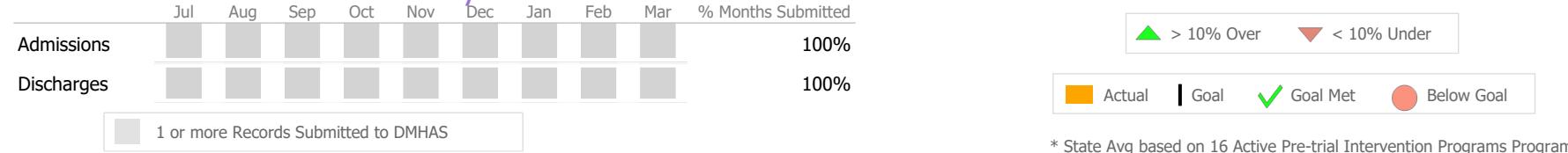


\* State Avg based on 23 Active Outreach & Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	293	822	-64% ▼
Admits	100	528	-81% ▼
Discharges	189	515	-63% ▼

## Data Submitted to DMHAS by Month



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	1	-100% <span style="color: red;">▼</span>
Service Hours	73	130	-43% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<span style="color: orange;">█</span>	6	60%	85%	95%	-25% <span style="color: red;">▼</span>

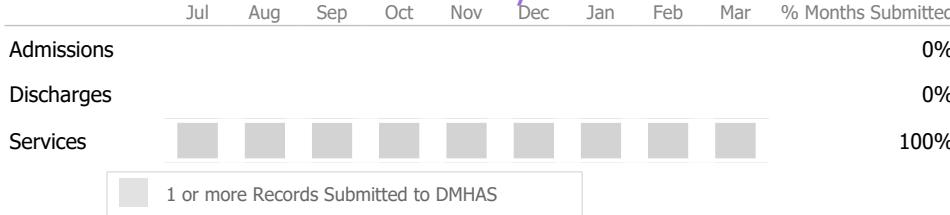
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<span style="color: orange;">█</span>	9	90%	90%	99%	0% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	<span style="color: orange;">█</span>	100% <span style="color: green;">▲</span>
On-Time Periodic		
<span style="color: red;">●</span> 6 Month Updates	<span style="color: orange;">█</span>	80% <span style="color: orange;">█</span>

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs