

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	404	421	-4%
	Admits	123	161	-24% ▼
	Discharges	129	135	-4%
	Service Hours	6,456	5,422	19% ▲
	S.Rehab/PHP/IOP	1,425	3,794	-62% ▼

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

### Consumer Satisfaction Survey

(Based on 133 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		98%	80%	91%
✓ Access		95%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Recovery		92%	80%	79%
✓ Outcome		88%	80%	83%

■ 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>			
	Social Rehabilitation	387	62.4%
	Employment Services	87	14.0%
	Education Support	67	10.8%
	Case Management	32	5.2%
	Community Support	29	4.7%
<b>Addiction</b>			
	Employment Services	18	2.9%

### Client Demographics

Age	#	%	State Avg
18-25	61	15%	10%
26-34	67	17%	22%
35-44	70	17%	23%
45-54	68	17%	19%
55-64	101	25%	19%
65+	37	9%	8%

Gender	#	%	State Avg
Male	238	59%	58%
Female	166	41%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	325	80%	▲ 69%
Hispanic-Other	43	11%	8%
Unknown	16	4%	11%
Hisp-Puerto Rican	15	4%	12%
Hispanic-Mexican	5	1%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	257	64%	62%
Black/African American	103	25%	17%
Other	34	8%	13%
Asian	4	1%	1%
Unknown	4	1%	6%
Multiple Races	2	0%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%

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

**6 Washington Ct. SocRe 113-280**

Laurel House

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

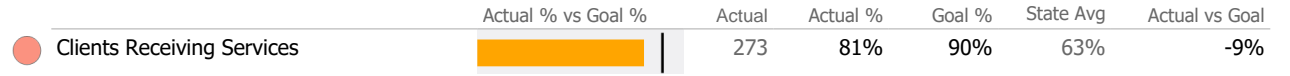
Program Quality Dashboard

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

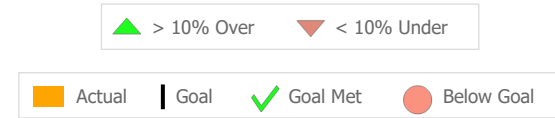
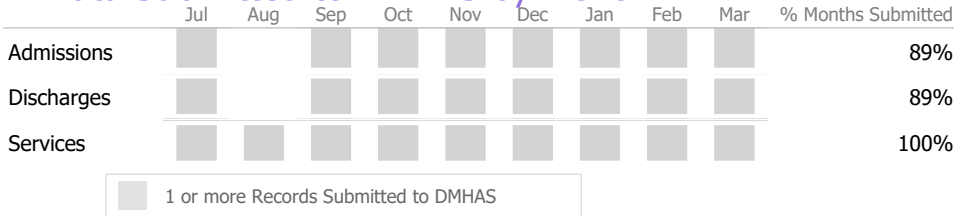
**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	387	371	4%
Admits	43	64	-33% ▼
Discharges	55	38	45% ▲
Service Hours	2,564	1,529	68% ▲
Social Rehab/PHP/IOP Days	1,425	3,794	-62% ▼

**Service Utilization**



**Data Submitted to DMHAS by Month**



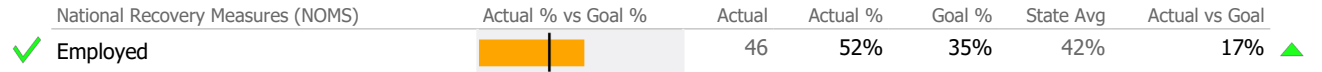
\* State Avg based on 34 Active Social Rehabilitation Programs

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

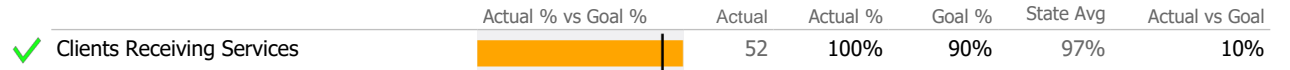
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	82	6%
Admits	42	32	31% ▲
Discharges	37	35	6%
Service Hours	1,234	873	41% ▲

### Recovery



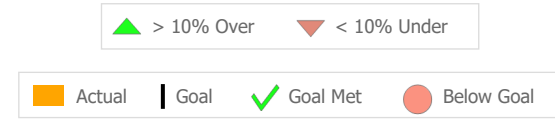
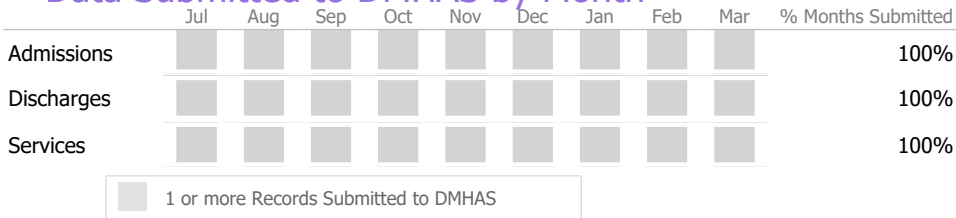
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	62	8%
Admits	22	25	-12% ▼
Discharges	20	17	18% ▲
Service Hours	1,193	1,176	1%

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		40	60%	35%	69%	25% ▲

### Service Utilization

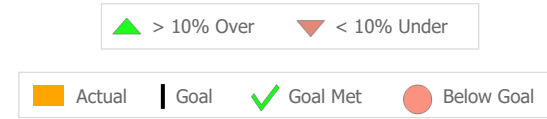
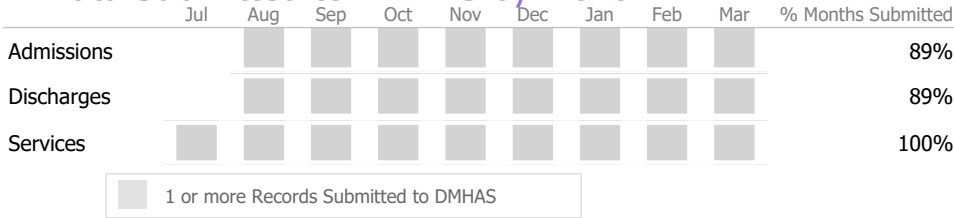
National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		47	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

### Data Submitted to DMHAS by Month



\* State Avg based on 5 Active Education Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	34	-15% ▼
Admits	5	7	-29% ▼
Discharges	3	11	-73% ▼
Service Hours	780	1,048	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	81%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	97%	85%
SA Screen Complete	97%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	65%	58%	35% ▲

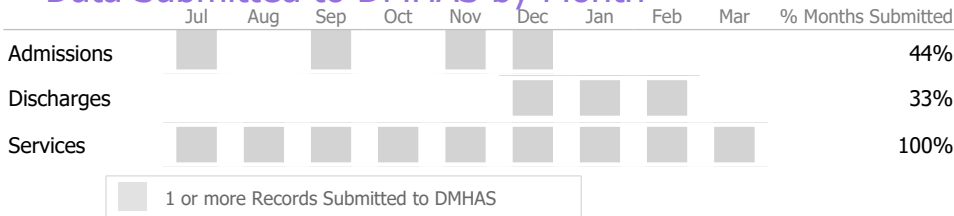
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	100%	60%	81%	40% ▲
Stable Living Situation		29	100%	80%	88%	20% ▲
Employed		8	28%	20%	12%	8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 36 Active CSP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	74	136	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	95%	15% ▲

### Service Utilization

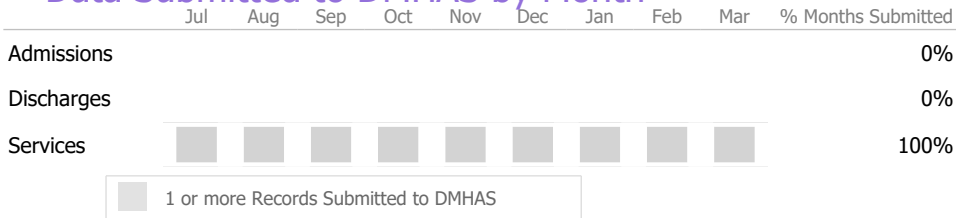
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	99%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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 65 Active Supportive Housing – Development Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	1	-	
Discharges	2	-	
Service Hours	123	103	20% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	89%	4%

### Service Utilization

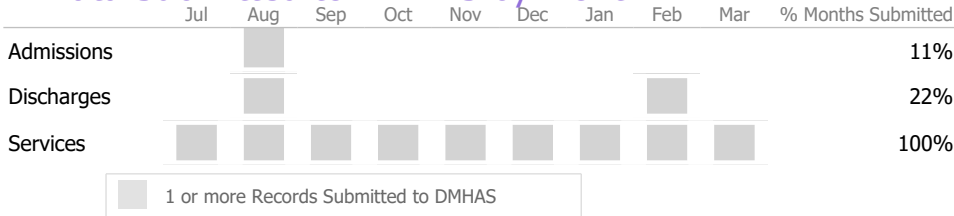
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 104 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	51	-65% ▼
Admits	9	26	-65% ▼
Discharges	9	30	-70% ▼
Service Hours	176	342	-49% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	21%	35%	29%	-14% ▼

### Service Utilization

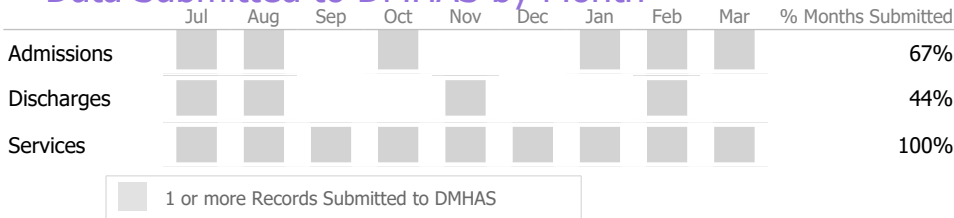
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	79%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		81%

On-Time Periodic	Actual	State Avg
6 Month Updates		51%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 10 Active Employment Services Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	20	-15% ▼
Admits	1	7	-86% ▼
Discharges	3	4	-25% ▼
Service Hours	311	216	44% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	89%	15% ▲

### Service Utilization

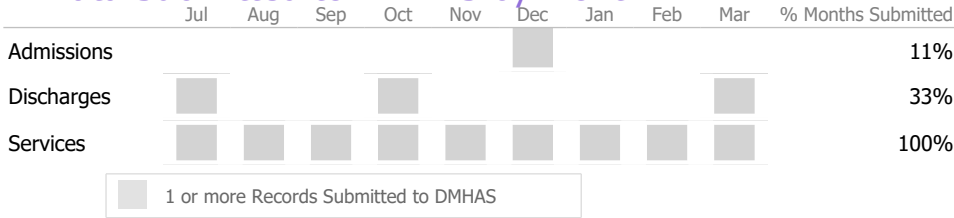
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 104 Active Supportive Housing – Scattered Site Programs