

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	51	52	-2%
	Admits	5	3	67% ▲
	Discharges	4	6	-33% ▼
	Service Hours	1,832	2,492	-26% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	51	100.0%

### Consumer Satisfaction Survey

(Based on 30 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		97%	80%	88%
✓ Outcome		87%	80%	83%
✓ Recovery		86%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25			10%
26-34	5	10%	22% ▼
35-44	2	4%	23% ▼
45-54	9	18%	19%
55-64	23	45%	19% ▲
65+	12	24%	8% ▲

Gender	#	%	State Avg
Male	38	75%	58% ▲
Female	13	25%	42% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	49	96%	69% ▲
Hisp-Puerto Rican	2	4%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	38	75%	62% ▲
Black/African American	13	25%	17%
Am. Indian/Native Alaskan			0%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			6%

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

**Liberty Commons 314290**

St. Vincent DePaul Place Middletown Inc.

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	22	22	0%
Admits	2	2	0%
Discharges	2	1	100% ▲
Service Hours	854	1,165	-27% ▼

**Recovery**

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	100%	85%	95%	15% ▲

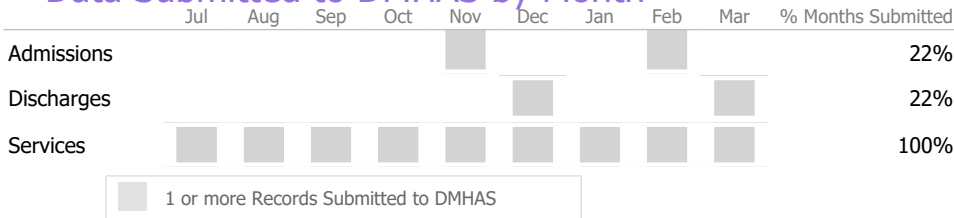
**Service Utilization**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	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	29	30	-3%
Admits	3	1	200% ▲
Discharges	2	5	-60% ▼
Service Hours	979	1,327	-26% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	90%	85%	89%	5%

### Service Utilization

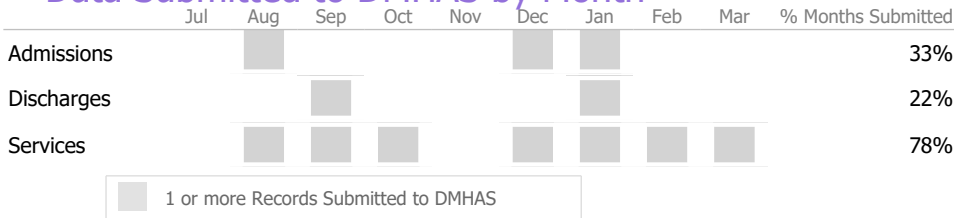
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	98%	10%

### 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