ImmaCare
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	78	86	-9%	
	Admits	11	21	-48%	▼
	Discharges	9	20	-55%	▼
	Service Hours	889	1,173	-24%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		78	100.0%

Consumer Satisfaction Survey (Based on 53 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Recovery		98%	80%	79%
✓	Overall		96%	80%	91%
✓	Quality and Appropriateness		94%	80%	93%
✓	Participation in Treatment		94%	80%	92%
✓	General Satisfaction		94%	80%	92%
✓	Access		94%	80%	88%
✓	Respect		94%	80%	91%
✓	Outcome		91%	80%	83%

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

Client Demographics

Age

Age	#	%		State Avg
18-25				10%
26-34	4	5%	▼	22%
35-44	12	15%		23%
45-54	17	22%		19%
55-64	34	44%	▲	18%
65+	11	14%		7%

Gender

Gender	#	%		State Avg
Male	63	81%	▲	59%
Female	15	19%	▼	41%
Transgender				0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	58	74%	68%
Hisp-Puerto Rican	12	15%	11%
Unknown	5	6%	12%
Hispanic-Other	3	4%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race

Race	#	%		State Avg
Black/African American	41	53%	▲	17%
White/Caucasian	25	32%	▼	61%
Other	9	12%		13%
Unknown	2	3%		6%
Asian	1	1%		1%
Am. Indian/Native Alaskan				0%
Multiple Races				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.

Casa Di Francisco
ImmaCare
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

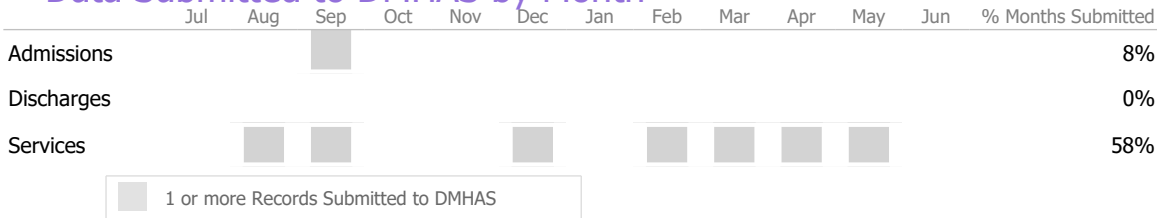| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	29	-14%	▼
Admits	1	5	-80%	▼
Discharges	-	5	-100%	▼
Service Hours	392	530	-26%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		25	100%	85%	95%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		25	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	99%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	88%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪										8%
Discharges													0%
Services		▪	▪			▪		▪	▪	▪	▪		58%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

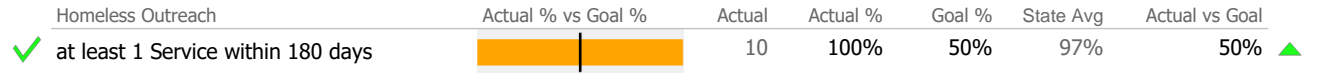| ▪ Actual	│ Goal	✔ Goal Met	● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Variances in data may be indicative of operational adjustments related to the pandemic.
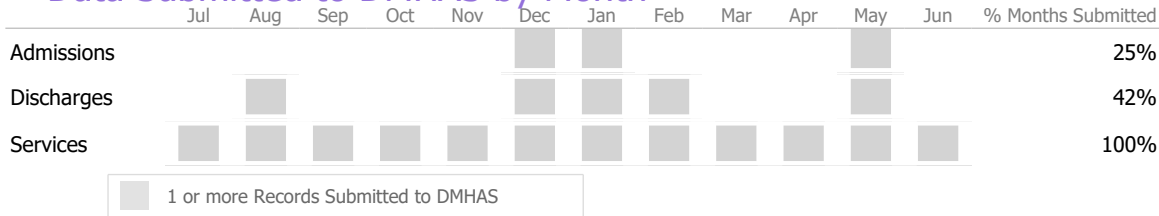
CM-Homeless Outreach 629-294
ImmaCare
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	24	-8%	
Admits	10	14	-29%	▼
Discharges	9	12	-25%	▼
Service Hours	321	39		

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days	▮▮	10	100%	50%	97%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						▮	▮				▮		25%
Discharges		▮				▮	▮	▮			▮		42%
Services	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%

▮	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▎ Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

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

Next Steps SuppHsgPilots629551
ImmaCare
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

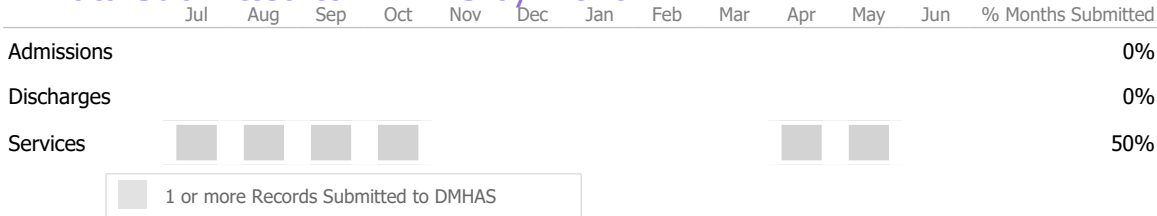| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	34	-9%	
Admits	-	2	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	177	604	-71%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		31	100%	85%	89%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		31	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	96%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	97%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services	▥	▥	▥	▥						▥	▥		50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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