**Hands on Hartford**
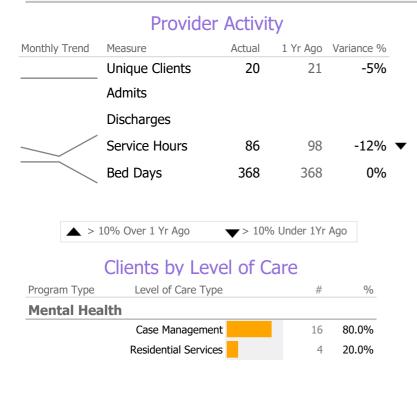Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - September 2021   (Data as of Feb 01, 2022)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|---|
| | Unique Clients | 20 | 21 | -5% |
| | Admits | | | |
| | Discharges | | | |
| | Service Hours | 86 | 98 | -12% ▼ |
| | Bed Days | 368 | 368 | 0% |

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

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Mental Health** | | | |
| | Case Management | 16 | 80.0% |
| | Residential Services | 4 | 20.0% |

## Consumer Satisfaction Survey   (Based on 14 FY21 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 | | 100% | 80% | 88% |
| ✓ | Outcome | | 100% | 80% | 83% |
| ✓ | Recovery | | 100% | 80% | 79% |

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

## Client Demographics

### Age

| | # | % | | State Avg |
|---|---|---|---|---|
| 18-25 | | | | 9% |
| 26-34 | 2 | 10% | | 20% |
| 35-44 | 1 | 5% | ▼ | 23% |
| 45-54 | 9 | 45% | ▲ | 19% |
| 55-64 | 6 | 30% | | 20% |
| 65+ | 2 | 10% | | 9% |

### Gender

| | # | % | State Avg |
|---|---|---|---|
| Male | 11 | 55% | 58% |
| Female | 9 | 45% | 42% |
| Transgender | | | 0% |

### Race

| | # | % | | State Avg |
|---|---|---|---|---|
| Black/African American | 8 | 40% | ▲ | 17% |
| White/Caucasian | 7 | 35% | ▼ | 63% |
| Other | 2 | 10% | | 13% |
| Unknown | 2 | 10% | | 5% |
| Multiple Races | 1 | 5% | | 1% |
| Am. Indian/Native Alaskan | | | | 1% |
| Asian | | | | 1% |
| Hawaiian/Other Pacific Islander | | | | 0% |

### Ethnicity

| | # | % | | State Avg |
|---|---|---|---|---|
| Non-Hispanic | 14 | 70% | | 69% |
| Hisp-Puerto Rican | 4 | 20% | | 12% |
| Hispanic-Other | 2 | 10% | | 8% |
| Hispanic-Cuban | | | | 0% |
| Hispanic-Mexican | | | | 0% |
| Unknown | | | ▼ | 11% |

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.

**2022 PSH**
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 2021 - September 2021   (Data as of Feb 01, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 0 | | |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | - | - | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Stable Living Situation | | N/A | N/A | 85% | 88% | -85% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Clients Receiving Services | | N/A | N/A | 90% | 90% | N/A | ▼ |

## Data Submission Quality

| Data Entry | Actual | State Avg |
|---|---|---|
| Valid NOMS Data | N/A | 96% |

| On-Time Periodic | Actual | State Avg |
|---|---|---|
| 6 Month Updates | N/A | 81% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 108 Active Supportive Housing – Scattered Site Programs

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
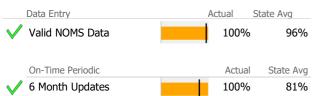Reporting Period: July 2021 - September 2021  (Data as of Feb 01, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 5 | 6 | -17% | ▼ |
| Admits | - | - | | |
| Discharges | - | - | | |
| Service Hours | 29 | 33 | -12% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 5 | 100% | 85% | 88% | 15% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 5 | 100% | 90% | 90% | 10% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 81% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over      ▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

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

**Peter's Retreat 605241**
Hands on Hartford
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - September 2021  (Data as of Feb 01, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 4 | 4 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Bed Days | 368 | 368 | 0% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 75% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 93% |

| Co-occurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 98% |
| SA Screen Complete | | N/A | 87% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 99% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 0% |

1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 60% | 66% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 82% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Social Support | | 4 | 100% | 60% | 84% | 40% ▲ |
| ✓ Stable Living Situation | | 4 | 100% | 95% | 96% | 5% |
| ● Employed | | 0 | 0% | 25% | 11% | -25% ▼ |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ✓ Avg Utilization Rate | | 4 | 4,424 days | 1.0 | 100% | 90% | 94% | 10% |

| | < 90% | | 90-110% | | >110% |
|---|---|---|---|---|---|

▲ > 10% Over    ▼ < 10% Under

■ Actual  | Goal  ✓ Goal Met  ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

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

**Social Innovation Funded**
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 2021 - September 2021  (Data as of Feb 01, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 11 | 11 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 57 | 65 | -13% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Stable Living Situation | | 9 | 82% | 85% | 88% | -3% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✅ Clients Receiving Services | | 11 | 100% | 90% | 90% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✅ Valid NOMS Data | | 100% | 96% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✅ 6 Month Updates | | 100% | 81% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

▢ Actual    | Goal    ✅ Goal Met    🔴 Below Goal

* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

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