

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	361	363	-1%
	Admits	105	78	35% ▲
	Discharges	164	63	160% ▲
	Service Hours	3,711	4,167	-11% ▼
	S.Rehab/PHP/IOP	632	802	-21% ▼

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

Consumer Satisfaction Survey

(Based on 137 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		98%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Recovery		95%	80%	79%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		92%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	342	61.4%
	Employment Services	78	14.0%
	Education Support	64	11.5%
	Case Management	29	5.2%
	Community Support	26	4.7%
Addiction			
	Employment Services	18	3.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	55	15%	9%	Male	186	52%	59%
26-34	70	19%	21%	Female	175	48%	41%
35-44	63	18%	23%	Transgender			0%
45-54	54	15%	19%				
55-64	86	24%	19%				
65+	32	9%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	290	80%	68% ▲	White/Caucasian	225	62%	62%
Hispanic-Other	39	11%	8%	Black/African American	91	25%	17%
Hisp-Puerto Rican	15	4%	11%	Other	37	10%	13%
Unknown	14	4%	11%	Asian	4	1%	1%
Hispanic-Mexican	3	1%	1%	Multiple Races	2	1%	1%
Hispanic-Cuban			0%	Unknown	2	1%	6%
				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

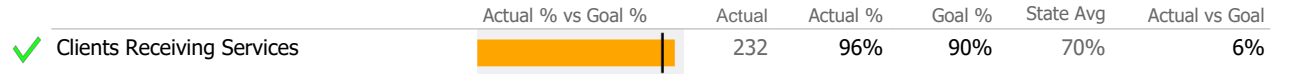
Program Quality Dashboard

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

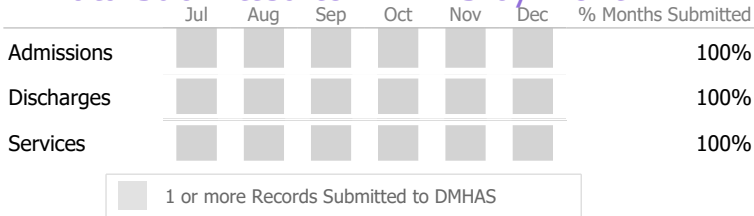
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	342	350	-2%
Admits	45	26	73% ▲
Discharges	106	12	783% ▲
Service Hours	1,320	1,591	-17% ▼
Social Rehab/PHP/IOP Days	632	802	-21% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

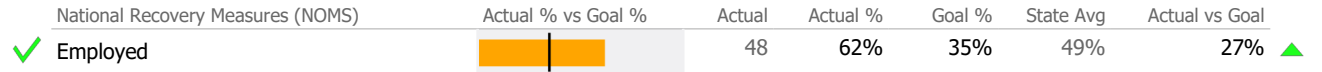
* State Avg based on 34 Active Social Rehabilitation Programs

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

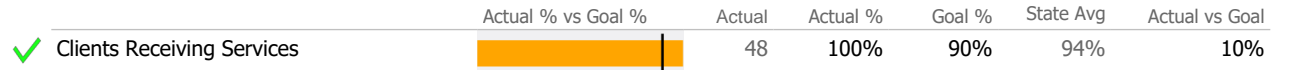
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	74	5%
Admits	30	27	11% ▲
Discharges	30	25	20% ▲
Service Hours	700	769	-9%

Recovery



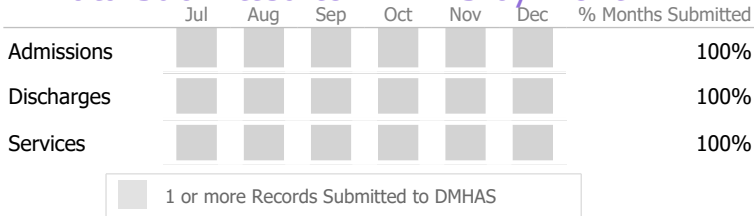
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	59	8%
Admits	20	14	43% ▲
Discharges	19	14	36% ▲
Service Hours	649	783	-17% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		40	62%	35%	72%	27% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		47	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	29	-10% ▼
Admits	1	5	-80% ▼
Discharges	-	1	-100% ▼
Service Hours	537	520	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
On-Time Periodic		
6 Month Updates	96%	83%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	57%	N/A

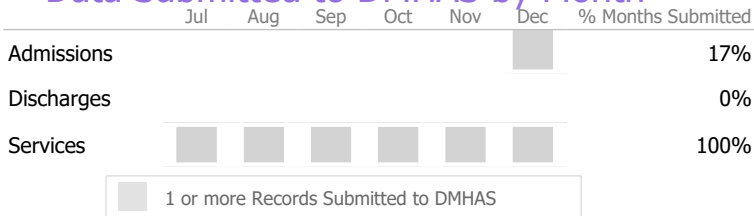
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	100%	60%	80%	40% ▲
✓ Stable Living Situation		26	100%	80%	86%	20% ▲
✓ Employed		6	23%	20%	14%	3%

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	59	53	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	94%	15% ▲

Service Utilization

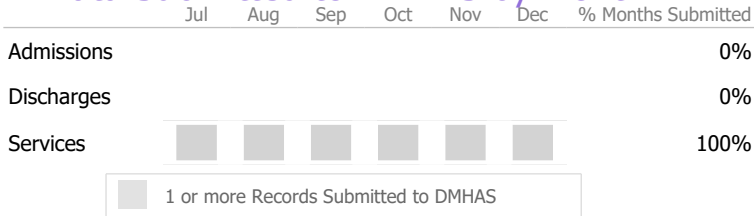
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	122	87	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	88%	15% ▲

Service Utilization

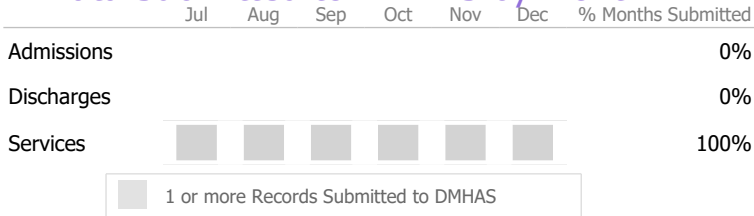
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	14	29% ▲
Admits	9	4	125% ▲
Discharges	9	8	13% ▲
Service Hours	71	144	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	39%	35%	34%	4%

Service Utilization

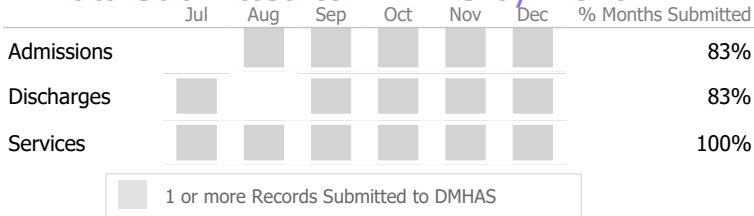
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	89%	90%	83%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		84%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		70%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	254	219	16% ▲

Recovery

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

Service Utilization

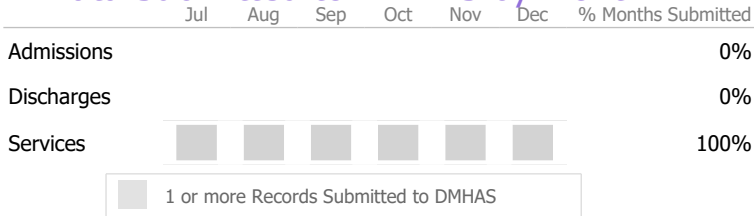
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs