

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5	5	0%
	Admits	1		
	Discharges		1	-100% ▼
	Service Hours	81	97	-16% ▼

## Consumer Satisfaction Survey

(Based on 3 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Participation in Treatment	<div style="width: 100%;"><div style="width: 80%; background-color: #FF9900;"></div></div>	100%	80%	92%
Respect	<div style="width: 100%;"><div style="width: 80%; background-color: #FF9900;"></div></div>	100%	80%	91%
Quality and Appropriateness	<div style="width: 100%;"><div style="width: 67%; background-color: #FF9900;"></div></div>	67%	80%	93%
General Satisfaction	<div style="width: 100%;"><div style="width: 67%; background-color: #FF9900;"></div></div>	67%	80%	92%
Overall	<div style="width: 100%;"><div style="width: 67%; background-color: #FF9900;"></div></div>	67%	80%	91%
Access	<div style="width: 100%;"><div style="width: 67%; background-color: #FF9900;"></div></div>	67%	80%	88%
Outcome	<div style="width: 100%;"><div style="width: 67%; background-color: #FF9900;"></div></div>	67%	80%	83%
Recovery	<div style="width: 100%;"><div style="width: 67%; background-color: #FF9900;"></div></div>	67%	80%	79%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Case Management	5	100.0%



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Case Management

## Client Demographics

Age	#	%	State Avg
18-25			10%
26-34	1	20%	22%
35-44			23%
45-54	1	20%	18%
55-64	2	40%	18%
65+	1	20%	8%

Gender	#	%	State Avg
Female	4	80%	▲ 41%
Male	1	20%	▼ 59%
Transgender		0%	

Ethnicity	#	%	State Avg
Non-Hispanic	4	80%	▲ 68%
Hisp-Puerto Rican	1	20%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			9%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	3	60%	61%
Black/African American	2	40%	17%
Am. Indian/Native Alaskan			0%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13%
Unknown			6%



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

## Next Steps Supportive Housing - Pilots

Beth El Center Inc.

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	81	97	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	5	100%	85%	95%	15% ▲

### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	5	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	88%

### 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

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