Cross Street Training and Academic Center
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - June 2022   (Data as of Oct 03, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	265	120	121%	▲
	Admits	216	58	272%	▲
	Discharges	127	69	84%	▲
	Service Hours	1,732	6		

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		194	72.9%
Addiction				
	Case Management		72	27.1%

Client Demographics

Age

		#	%		State Avg
18-25		9	3%		10%
26-34		25	10%	▼	22%
35-44		53	20%		23%
45-54		65	25%		18%
55-64		95	36%	▲	18%
65+		16	6%		8%

Ethnicity

		#	%	State Avg
Non-Hispanic		177	67%	68%
Unknown		49	18%	12%
Hispanic-Other		30	11%	9%
Hisp-Puerto Rican		9	3%	11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Gender

		#	%		State Avg
Female		137	52%	▲	41%
Male		127	48%	▼	59%
Transgender					0%

Race

		#	%		State Avg
Black/African American		114	43%	▲	17%
Unknown		56	21%	▲	6%
Other		48	18%		13%
White/Caucasian		44	17%	▼	61%
Multiple Races		3	1%		1%
Am. Indian/Native Alaskan					0%
Asian					1%
Hawaiian/Other Pacific Islander					0%

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

Survey Data Not Available

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

Coach 2.0
Cross Street Training and Academic Center
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)
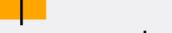
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	194	2	9600%	▲
Admits	193	2	9550%	▲
Discharges	116	-		
Service Hours	1,360	2		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		48	41%	50%	63%	-9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		158	81%	60%	74%	21%	▲
✓ Employed		63	32%	20%	20%	12%	▲
✓ Stable Living Situation		160	82%	80%	78%	2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	69%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	100%	90%	90%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges			▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	83%
Services			▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	83%

▪ 1 or more Records Submitted to DMHAS
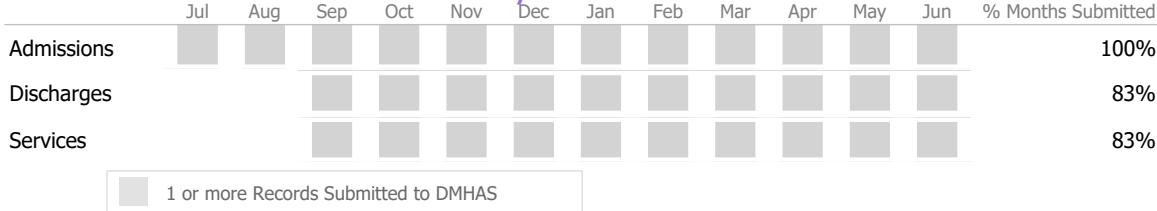
▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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

SOR - HCWH-Cross ST Training
Cross Street Training and Academic Center
Addiction - Case Management - Outreach & Engagement

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	72	118	-39%	▼
Admits	23	56	-59%	▼
Discharges	11	69	-84%	▼
Service Hours	372	4		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		23	100%	50%	86%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢			▢	▢	▢		75%
Discharges				▢								▢	17%
Services			▢	▢	▢	▢		▢			▢	▢	58%

▢ 1 or more Records Submitted to DMHAS
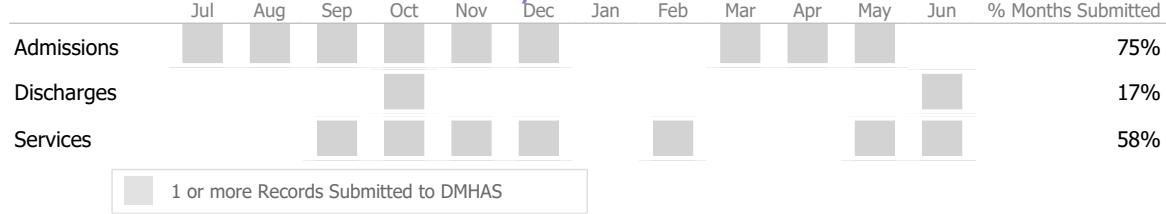
▲ > 10% Over	▼ < 10% Under

Actual ▮ Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Outreach & Engagement Programs

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