ImmaCare
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 -March 2023   (Data as of Jul 03, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	70	85	-18%	▼
	Admits	7	13	-46%	▼
	Discharges	15	20	-25%	▼
	Service Hours	148	752	-80%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		70	100.0%

Consumer Satisfaction Survey   (Based on 37 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		97%	80%	91%
✓	Participation in Treatment		97%	80%	92%
✓	Outcome		97%	80%	83%
✓	General Satisfaction		95%	80%	92%
✓	Respect		91%	80%	91%
✓	Quality and Appropriateness		90%	80%	93%
✓	Access		89%	80%	88%
✓	Recovery		83%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25				10%
26-34		3	4% ▼	20%
35-44		5	7% ▼	24%
45-54		14	20%	18%
55-64		33	47% ▲	19%
65+		15	21% ▲	9%

Gender

Gender		#	%	State Avg
Male		57	81% ▲	59%
Female		13	19% ▼	41%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		52	74%	68%
Hisp-Puerto Rican		11	16%	11%
Unknown		5	7%	12%
Hispanic-Other		2	3%	9%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%	State Avg
Black/African American		42	60% ▲	17%
White/Caucasian		19	27% ▼	61%
Other		7	10%	13%
Unknown		2	3%	7%
Am. Indian/Native Alaskan				1%
Asian				1%
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 De Francisco PSH
ImmaCare
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	25	-4%	
Admits	-	-		
Discharges	5	1	400%	▲
Service Hours	39	195	-80%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		23	96%	85%	94%	11%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		19	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	37%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges			▢	▢					▢	33%
Services							▢	▢	▢	33%

▢ 1 or more Records Submitted to DMHAS
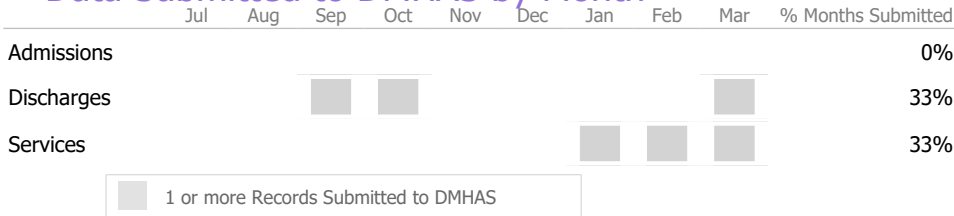
▲ > 10% Over   ▼ < 10% Under
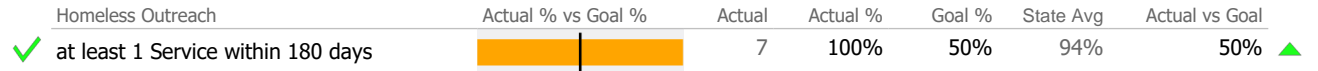
🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

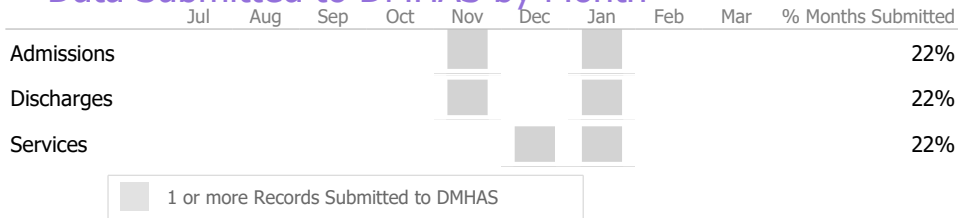Variances in data may be indicative of operational adjustments related to the pandemic.

Homeless Outreach
ImmaCare
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	26	-42%	▼
Admits	7	13	-46%	▼
Discharges	5	18	-72%	▼
Service Hours	66	356	-82%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		7	100%	50%	94%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					▢		▢			22%
Discharges					▢		▢			22%
Services						▢	▢			22%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	36	-8%	
Admits	-	-		
Discharges	5	1	400%	▲
Service Hours	44	201	-78%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	91%	85%	86%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		22	79%	90%	97%	-11% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		29%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges		▪	▪						▪	33%
Services							▪	▪	▪	33%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal
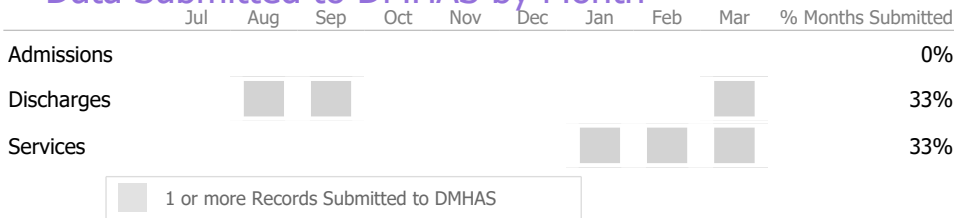
* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

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