Viability Inc.
Springfield, MA

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - September 2023   (Data as of Dec 26, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	131	10	1210%
	Admits	39	11	255% ▲
	Discharges	25		
	Service Hours	309	35	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Employment Services		131	100.0%

Client Demographics

Age

	#	%	State Avg
18-25	20	16%	8%
26-34	34	27%	18%
35-44	31	24%	24%
45-54	23	18%	19%
55-64	18	14%	20%
65+	2	2%	11%

Ethnicity

	#	%	State Avg
Non-Hispanic	70	53% ▼	66%
Hisp-Puerto Rican	27	21%	11%
Unknown	21	16%	13%
Hispanic-Other	11	8%	10%
Hispanic-Cuban	2	2%	0%
Hispanic-Mexican			1%

Gender

	#	%	State Avg
Male	77	59%	58%
Female	53	41%	42%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian	61	47% ▼	60%
Black/African American	42	32% ▲	17%
Other	16	12%	12%
Unknown	6	5%	8%
Asian	3	2%	1%
Multiple Races	3	2%	1%
Am. Indian/Native Alaskan			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.

Employment Services Hartford
Viability Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
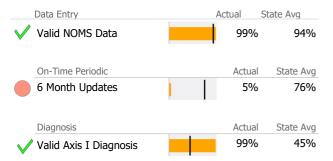Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	6	1150%	▲
Admits	21	6	250%	▲
Discharges	17	-		
Service Hours	157	13		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		18	24%	35%	41%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		54	93%	90%	88%	3%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	94%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		5%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	45%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 37 Active Employment Services Programs

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

Employment Services Southeast
Viability Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
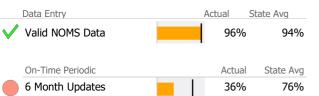Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	5	1040%	▲
Admits	18	5	260%	▲
Discharges	8	-		
Service Hours	152	22		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		23	40%	35%	41%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		40	82%	90%	88%	-8%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	94%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		36%	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

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