

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	177	129	37%	▲
	Admits	66	29	128%	▲
	Discharges	34	23	48%	▲
	Service Hours	1,538	1,289	19%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	177	100.0%

Consumer Satisfaction Survey

(Based on 79 FY23 Surveys)

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

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

Client Demographics

Age	#	%	State Avg
18-25	10	6%	9%
26-34	23	13%	20%
35-44	33	19%	25%
45-54	44	25%	18%
55-64	45	25%	19%
65+	22	12%	10%

Gender	#	%	State Avg
Male	104	59%	59%
Female	73	41%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	124	70%	64%
Hisp-Puerto Rican	38	21%	▲ 10%
Hispanic-Other	12	7%	10%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%
Unknown	1	1%	▼ 14%

Race	#	%	State Avg
Black/African American	106	60%	▲ 17%
White/Caucasian	61	34%	▼ 59%
Other	7	4%	12%
Am. Indian/Native Alaskan	1	1%	1%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Asian			1%
Unknown			9%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

ARPA-SHP

Central CT Coast YMCA

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	11	545% ▲
Admits	50	11	355% ▲
Discharges	22	-	
Service Hours	403	22	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		36	50%	85%	86%	-35% ▼

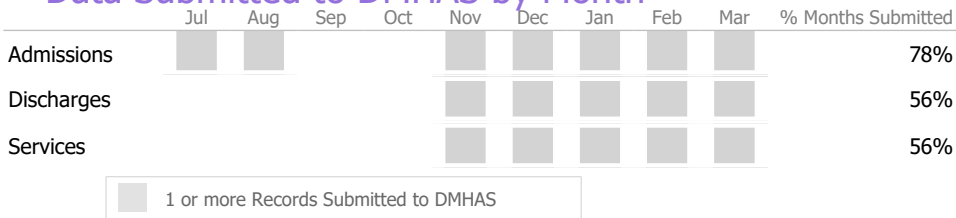
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		50	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	7	43% ▲
Admits	7	2	250% ▲
Discharges	1	4	-75% ▼
Service Hours	26	11	147% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		8	80%	85%	86%	-5%

Service Utilization

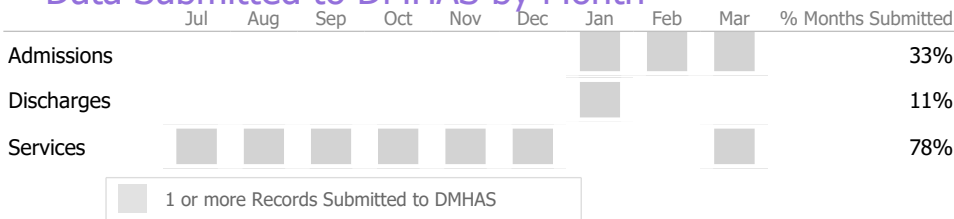
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	1	3	-67% ▼
Discharges	2	3	-33% ▼
Service Hours	251	270	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	100%	85%	93%	15% ▲

Service Utilization

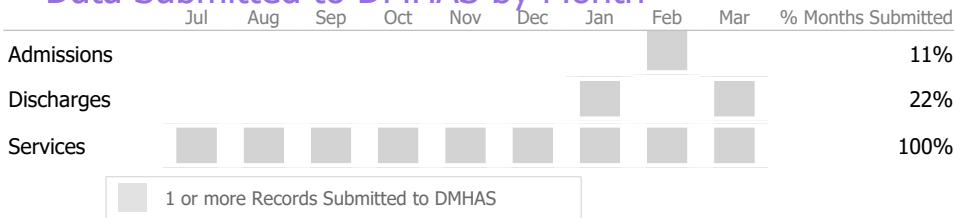
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	3	4	-25% ▼
Discharges	3	5	-40% ▼
Service Hours	235	260	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	100%	85%	93%	15% ▲

Service Utilization

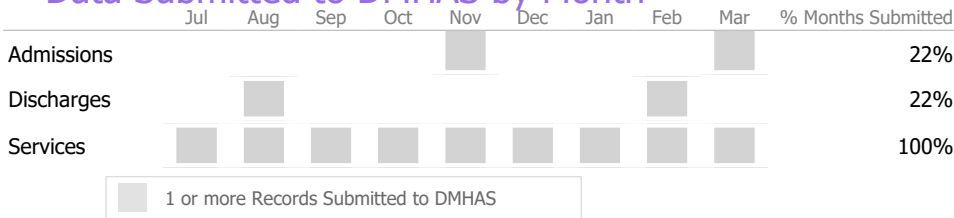
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	28	-4%
Admits	4	5	-20% ▼
Discharges	4	4	0%
Service Hours	297	330	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	100%	85%	93%	15% ▲

Service Utilization

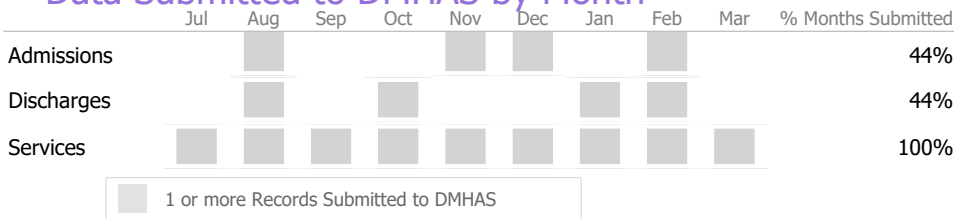
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	9	-67% ▼
Admits	-	2	-100% ▼
Discharges	-	6	-100% ▼
Service Hours	-	34	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	94%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

1 or more Records Submitted to DMHAS

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	7	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		1	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	94%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

1 or more Records Submitted to DMHAS

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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Tax Credit Apartments

Central CT Coast YMCA

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	32	-3%
Admits	1	2	-50% ▼
Discharges	2	1	100% ▲
Service Hours	326	356	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	100%	85%	93%	15% ▲

Service Utilization

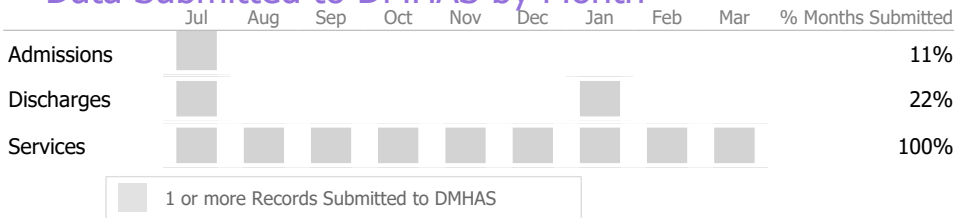
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	98%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

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