**Central CT Coast YMCA**
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - June 2024   (Data as of Sep 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	234	144	63%	▲
	Admits	125	44	184%	▲
	Discharges	75	27	178%	▲
	Service Hours	2,410	1,671	44%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		234	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

Age	#	%	State Avg
18-25	14	6%	9%
26-34	31	13%	20%
35-44	58	25%	25%
45-54	56	24%	18%
55-64	50	21%	18%
65+	25	11%	9%

Gender

Gender	#	%	State Avg
Male	119	51%	60%
Female	115	49%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	164	70%		64%
Hisp-Puerto Rican	50	21%	▲	10%
Hispanic-Other	15	6%		11%
Unknown	3	1%	▼	15%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican	1	0%		1%

Race

Race	#	%		State Avg
Black/African American	136	58%	▲	17%
White/Caucasian	79	34%	▼	58%
Other	13	6%		12%
Am. Indian/Native Alaskan	3	1%		1%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Unknown	1	0%		9%
Asian				1%

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.

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 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	127	22	477%	▲
Admits	106	22	382%	▲
Discharges	58	-		
Service Hours	947	37		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		70	55%	85%	85%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		69	99%	90%	95%	9%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪			▪	▪	▪	▪	▪	▪	▪	▪	83%
Discharges					▪	▪	▪	▪	▪	▪	▪	▪	67%
Services					▪	▪	▪	▪	▪	▪	▪	▪	67%

▫ 1 or more Records Submitted to DMHAS

▲ > 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.

Bridgeport Housing First
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 - June 2024 (Data as of Sep 10, 2024)
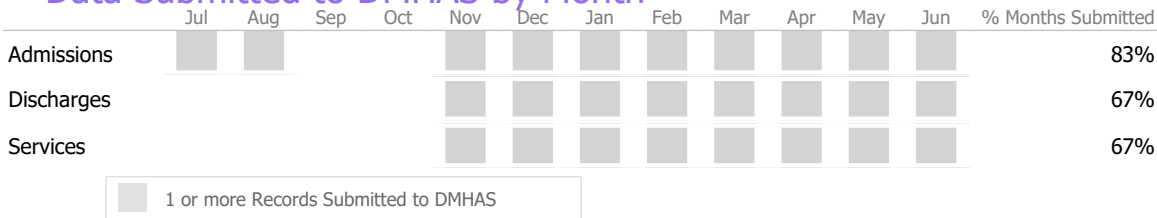
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	7	57%	▲
Admits	8	2	300%	▲
Discharges	2	4	-50%	▼
Service Hours	36	18	101%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Stable Living Situation		8	73%	85%	85%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		0%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▪	▪	▪				25%
Discharges							▪			▪			17%
Services		▪	▪	▪	▪	▪			▪	▪	▪		75%

1 or more Records Submitted to DMHAS

▲ > 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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Crescent 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 - June 2024 (Data as of Sep 10, 2024)
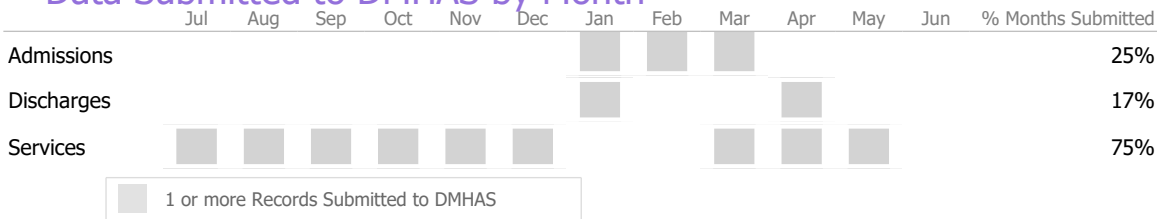
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	2	6	-67% ▼
Discharges	3	4	-25% ▼
Service Hours	309	355	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	93%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	98%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▪			▪		17%
Discharges							▪		▪	▪			25%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		92%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

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

Fairfield 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 - June 2024 (Data as of Sep 10, 2024)
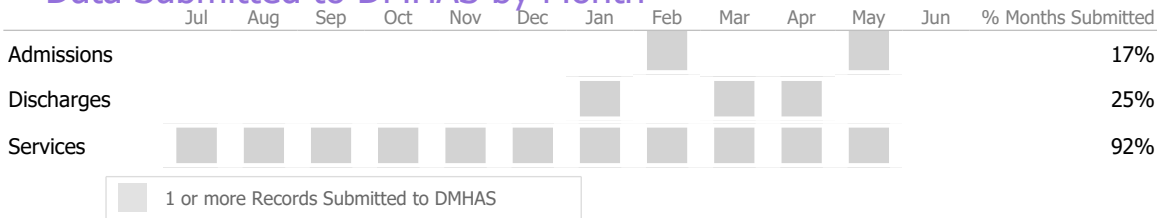
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	22	-9%
Admits	3	5	-40% ▼
Discharges	3	5	-40% ▼
Service Hours	290	326	-11% ▼

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

	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	100%	99%

On-Time Periodic	Actual	State Avg
🔴 6 Month Updates	73%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					■				■				17%
Discharges		■						■					17%
Services		■	■	■	■	■	■	■	■	■	■		92%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under
Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

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

Franklin 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 - June 2024 (Data as of Sep 10, 2024)
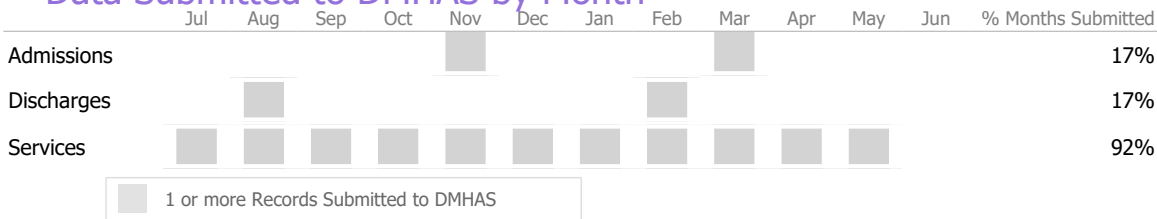
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	28	0%
Admits	5	5	0%
Discharges	4	5	-20% ▼
Service Hours	397	421	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	100%	85%	93%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	98%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	91%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪			▪	▪		▪			▪		42%
Discharges		▪		▪			▪	▪					33%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

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

ODFC 0285
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 - June 2024 (Data as of Sep 10, 2024)
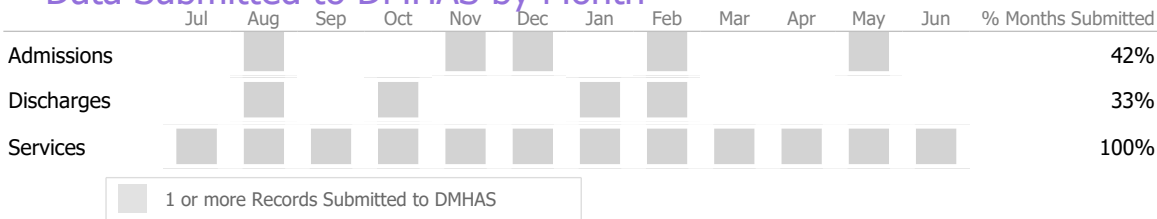
Program Activity

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%	85%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	95%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	82%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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.

ODFC 0324
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 - June 2024 (Data as of Sep 10, 2024)

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%	85%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	95%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%

On-Time Periodic	Actual	State Avg
🔴 6 Month Updates	0%	82%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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.

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 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	32	-6%	
Admits	1	2	-50%	▼
Discharges	5	3	67%	▲
Service Hours	432	472	-8%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		30	100%	85%	93%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		25	100%	90%	98%	10%

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
🔴	6 Month Updates		80%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪												8%
Discharges	▪						▪		▪		▪	▪	42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

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