

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	40	36	11%	▲
	Admits	1			
	Discharges		1	-100%	▼
↗	Service Hours	140	20		
↘	Bed Days	368	368	0%	

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

Consumer Satisfaction Survey

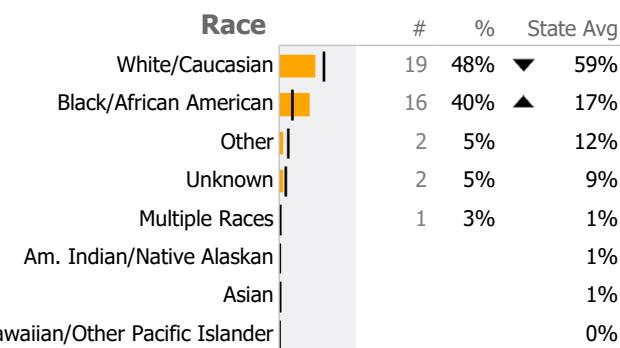
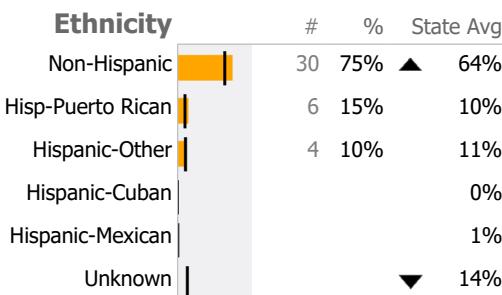
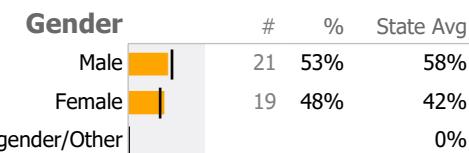
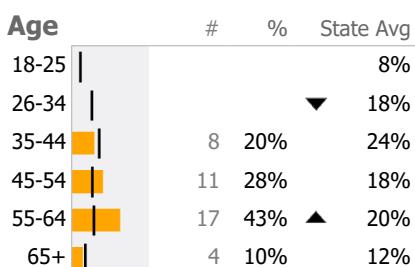
(Based on 29 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	97% 80% 91%	97%	80%	91%
✓ Access	97% 80% 88%	97%	80%	88%
✓ Quality and Appropriateness	96% 80% 93%	96%	80%	93%
✓ Participation in Treatment	96% 80% 92%	96%	80%	92%
✓ General Satisfaction	96% 80% 92%	96%	80%	92%
✓ Respect	89% 80% 91%	89%	80%	91%
✓ Outcome	80% 80% 83%	80%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	36	90.0%
	Residential Services	4	10.0%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	18	22% ▲
Admits	1	-	
Discharges	-	-	
Service Hours	81	2	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	█	17	77%	85%	84%	-8%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	█	13	59%	90%	86%	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	█	94% 98%

On-Time Periodic	Actual	State Avg
6 Month Updates	█	55% 77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█			33%
Discharges				0%
Services	█	█	█	100%

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

█ 1 or more Records Submitted to DMHAS

Next Step

Hands on Hartford

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	21	10	109% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	4	100%	85%	84%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	4	100%	90%	86%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ On-Time Periodic 6 Month Updates	100%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	1 or more Records Submitted to DMHAS	1 or more Records Submitted to DMHAS	1 or more Records Submitted to DMHAS	100%

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	87%
✓ On-Time Periodic 6 Month Updates	100%	88%
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	86%	40% ▲
✓ Stable Living Situation		4	100%	95%	97%	5% ▼
● Employed		0	0%	25%	11%	-25% ▼
● Improved/Maintained Function Score		0	0%	95%	63%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	4	5,520 days	1.0	100%	90%	88%	10%

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	38	9	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	80%	8	80%	85%	84%	-5%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	80%	8	80%	90%	86%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	67%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	100%	100%	100%	100%

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

█ 1 or more Records Submitted to DMHAS