

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	314	253	24%	▲
	Admits	81	74	9%	
	Discharges	31	51	-39%	▼
	Service Hours	2,437	2,133	14%	▲
	S.Rehab/PHP/IOP	517	439	18%	▲

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

## Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ Outcome	100%   100%	100%	80%	83%
✓ Access	99%   100%	99%	80%	88%
✓ Quality and Appropriateness	99%   100%	99%	80%	93%
✓ Respect	99%   100%	99%	80%	91%
✓ General Satisfaction	98%   100%	98%	80%	92%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Social Rehabilitation	271	54.0%
	Employment Services	78	15.5%
	Education Support	49	9.8%
	Community Support	34	6.8%
	Case Management	28	5.6%
<b>Addiction</b>			
	Employment Services	42	8.4%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	43	14%	8%	Male	161	51%	58%
26-34	70	22%	18%	Female	152	48%	42%
35-44	57	18%	24%	Transgender/Other	1	0%	0%
45-54	53	17%	18%				
55-64	54	17%	20%				
65+	35	11%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	236	75%	64%	White/Caucasian	158	50%	59%
Hispanic-Other	46	15%	11%	Black/African American	94	30%	17%
Hisp-Puerto Rican	25	8%	10%	Other	54	17%	12%
Unknown	4	1%	14%	Asian	4	1%	1%
Hispanic-Mexican	2	1%	1%	Multiple Races	3	1%	1%
Hispanic-Cuban	1	0%	0%	Unknown	1	0%	9%
				Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%

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

## Program Activity

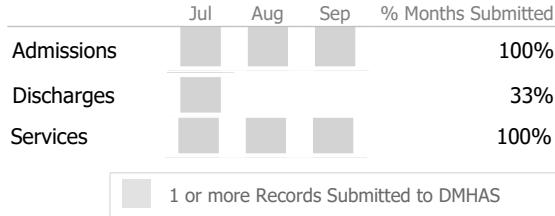
Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	271	226	20%	▲
Admits	39	31	26%	▲
Discharges	1	22	-95%	▼
Service Hours	1,014	746	36%	▲
Social Rehab/PHP/IOP Days	517	439	18%	▲

## Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
250	93%	90%	66%	3%	

## Clients Receiving Services

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	79	-1%
Admits	3	17	-82% ▼
Discharges	10	10	0%
Service Hours	443	489	-9%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		44	56%	35%	43%	21% ▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		68	100%	90%	90%	10% ▲

## Data Submission Quality

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

## Data Submitted to DMHAS for 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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	46	7%
Admits	12	14	-14% <span style="color: red;">▼</span>
Discharges	7	8	-13% <span style="color: red;">▼</span>
Service Hours	153	208	-27% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	<span style="width: 38%;">38</span>	38	78%	35%	79%	43% <span style="color: green;">▲</span>

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 40%;">40</span>	40	95%	90%	97%	5% <span style="color: green;">▲</span>

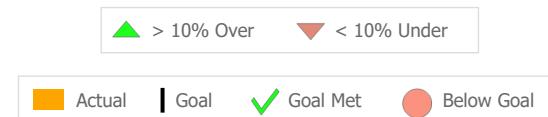
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 100%;">100%</span>	100%
✓ On-Time Periodic 6 Month Updates	<span style="width: 100%;">100%</span>	100%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<span style="background-color: #cccccc;"></span>	<span style="background-color: #cccccc;"></span>	<span style="background-color: #cccccc;"></span>	100%
Discharges	<span style="background-color: #cccccc;"></span>	<span style="background-color: #cccccc;"></span>	<span style="background-color: #cccccc;"></span>	100%
Services	<span style="background-color: #cccccc;"></span>	<span style="background-color: #cccccc;"></span>	<span style="background-color: #cccccc;"></span>	100%

1 or more Records Submitted to DMHAS



\* State Avg based on 5 Active Education Support Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	31	10%
Admits	1	2	-50% ▼
Discharges	-	-	
Service Hours	443	361	23% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	91%
On-Time Periodic 6 Month Updates	100%	86%
Diagnosis Valid MH/SU Diagnosis	100%	97%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	61%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		33	97%	60%	79%	37% ▲
✓ Stable Living Situation		34	100%	80%	86%	20% ▲
✓ Employed		10	29%	20%	15%	9%
✓ Improved/Maintained Function Score		25	76%	65%	51%	11% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	94%	90%	94%	4%

## Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 33 Active CSP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	18	27	-34% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	91%	15% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	89%	10% 

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	98%
✓ On-Time Periodic 6 Month Updates		100%	76%

## Data Submitted to DMHAS for Month

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

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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

 1 or more Records Submitted to DMHAS

## Next Steps

Laurel House

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	7	8	-13%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	25	58	-56%	▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	7	100%	85%	84%	15%	▲

### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	7	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	1	1	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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	-	-	
Discharges	-	-	
Service Hours	198	156	27% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	84%	8%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	86%	3%

## 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				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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	25	68%	▲
Admits	26	10	160%	▲
Discharges	13	11	18%	▲
Service Hours	143	87	65%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		9	21%	35%	26%	-14% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		29	100%	90%	79%	10% 

## Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data		99% 
 On-Time Periodic 6 Month Updates		100% 

## Data Submitted to DMHAS for 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 9 Active Employment Services Programs