Central CT Coast YMCA

New Haven, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

91%

✓ Goal Met

80%

Under Goal

88%

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity





Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	187	100.0%

Consumer Satisfaction Survey (Based on 58 FY24 Surveys) Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg ✓ Respect 100% 80% 91% ✓ Quality and Appropriateness 80% 93% 98% ✓ General Satisfaction 95% 80% 92% Overall 95% 80% 91%



80-100%

Client Demographics

0-80%

Goal %

Satisfied %

Access

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	5	3%	8%	Male	105	56%	59%
26-34	26	14%	19%	Female	82	44%	41%
35-44	48	26%	25%	Transgender/Other			0%
45-54	45	24%	18%				
55-64	45	24%	19%				
65+	18	10%	11%	Race	#	%	State Avg
				Black/African American	102	55%	18%
Ethnicity	#	%	State Avg	White/Caucasian	68	36%	▼ 58%
Non-Hispanic	126	67%	64%	Other	11	6%	12%
Hisp-Puerto Rican	42	22%	10%	Am. Indian/Native Alaskan	3	2%	1%
Hispanic-Other	13	7%	11%	Unknown	2	1%	9%
Unknown	4	2%	▼ 14%	Hawaiian/Other Pacific Islander	1	1%	0%
Į I			•	Asian			1%
Hispanic-Cuban	1	1%	0%	Multiple Races			1%
Hispanic-Mexican	1	1%	1%				
	Unique (Clients	State Avg	▲ > 10% Over State Avg	▼ > 10% U	Jnder S	tate 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 2024 - December 2024 (Data as of Mar 18, 2025)

95%

90%

88%

5%

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	35	94%	•
Admits	5	13	-62%	•
Discharges	47	5	840%	•
Service Hours	318	93		

Recovery

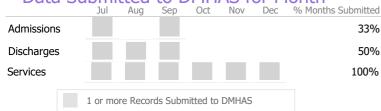
Clients Receiving Services

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		38	56%	85%	83%	-29%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

20

Data Submission Quality

Data Entry	F	Actual	State Avg	
✓ Valid NOMS Data		99%	97%	
On-Time Periodic		Actual	State Avg	
6 Month Updates		0%	80%	





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

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	3	233%	•
Admits	1	-		
Discharges	3	-		
Service Hours	2	7	-66%	•

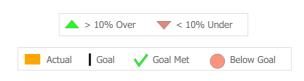
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	80%	85%	83%	-5%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	14%	90%	88%	-76%

Data Submission Quality

Data Entry	Actual S	tate Avg
Valid NOMS Data	90%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	80%





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

Crescent Apartments

Central CT Coast YMCA

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Goal %

90%

State Avg

89%

Actual vs Goal

10%

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Actual %

100%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	-	-	
Discharges	1	-	
Service Hours	95	166	-43% ▼

Recovery

Clients Receiving Services

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		18	100%	85%	89%	15%	
	Service Utilization							

Actual

17

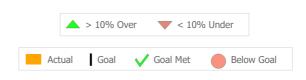
Actual % vs Goal %

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%







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

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

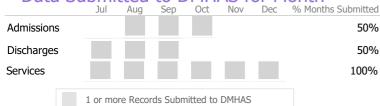
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	18	22%	•
Admits	6	1	500%	•
Discharges	5	1	400%	•
Service Hours	66	155	-58%	•

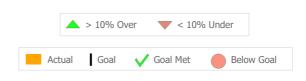
Recovery



Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	80%





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

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	26	8%
Admits	4	3	33% 🔺
Discharges	4	2	100% 🔺
Service Hours	189	182	4%

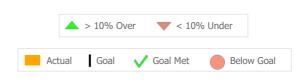
Recovery

V	Clients Receiving Services		21	95%	90%	89%	5%
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Service Utilization						
V	Stable Living Situation		28	100%	85%	89%	15%
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	80%





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

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

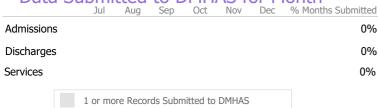
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	_	_	

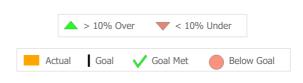
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		2	67%	85%	83%	-18%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		0	0%	90%	88%	-90%	

Data Submission Quality

Data Entry	Actual S	tate Avg
Valid NOMS Data	N/A	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	80%





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

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 2024 - December 2024 (Data as of Mar 18, 2025)

0%

90%

88%

-90% -

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	_	_	

Recovery

Clients Receiving Services

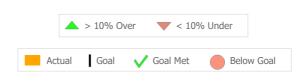
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	83%	-85%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

0

Data Submission Quality

Data Entry	Actual State Avg
Valid NOMS Data	N/A 97%
On-Time Periodic	Actual State Avg
6 Month Updates	0% 80%





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

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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	34	12%	•
Admits	8	2	300%	•
Discharges	18	1	1700%	•
Service Hours	111	227	-51%	•

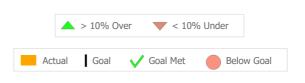
Recovery

Clients Receiving Services		23	68%	90%	80%	-22%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Service Utilization						
Stable Living Situation		31	82%	85%	89%	-3%
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	96%	97%	
On-Time Periodic	Actual	State Avg	
6 Month Updates	47%	80%	

Data	ubilli	ICCCU	CO L	/ I II I			IOI ICI I
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							50%
Services							100%
	1 or more Records Submitted to DMHAS						



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