

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	37	36	3%
↔	Admits	2	2	0%
↔	Discharges	1	1	0%
↔	Service Hours	139	20	
↔	Bed Days	736	736	0%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Case Management	33	89.2%
	Residential Services	4	10.8%

## 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

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	8%		Male	19	51%	59%
26-34	1	19%	19%	Female	18	49%	41%
35-44	7	19%	25%	Transgender/Other			0%
45-54	11	30%	18%				
55-64	16	43%	19%				
65+	3	8%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	27	73%	64%	White/Caucasian	18	49%	58%
Hisp-Puerto Rican	6	16%	10%	Black/African American	14	38%	18%
Hispanic-Other	4	11%	11%	Other	2	5%	12%
Hispanic-Cuban			0%	Unknown	2	5%	9%
Hispanic-Mexican			1%	Multiple Races	1	3%	1%
Unknown			14%	Am. Indian/Native Alaskan			1%
				Asian			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	21	19	11% <span style="color: green;">▲</span>
Admits	2	2	0% <span style="color: grey;">■</span>
Discharges	-	-	<span style="color: grey;">■</span>
Service Hours	82	2	<span style="color: grey;">■</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<span style="color: orange;">█</span>	15	71%	85%	83%	-14% <span style="color: red;">▼</span>

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: orange;">█</span>	13	65%	90%	88%	-25% <span style="color: red;">▼</span>	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<span style="color: orange;">█</span>	95% <span style="color: green;">▲</span>
On-Time Periodic 6 Month Updates	<span style="color: orange;">█</span>	63% <span style="color: red;">▼</span>

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<span style="color: grey;">█</span>				<span style="color: grey;">█</span>		33%
Discharges	<span style="color: grey;">█</span>						0%
Services	<span style="color: grey;">█</span>	<span style="color: grey;">█</span>	<span style="color: grey;">█</span>	<span style="color: grey;">█</span>			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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	21	10	109% <span style="color: green;">▲</span>

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 100%;">100%</span>	4	100%	85%	83%	15% <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: 100%;">100%</span>	4	100%	90%	88%	10% <span style="color: green;">▲</span>

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 100%;">100%</span>	97%
✓ On-Time Periodic 6 Month Updates	<span style="width: 100%;">100%</span>	80%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	<span style="width: 50%;">50%</span>	50%					

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

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

█ 1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	88%
✓ On-Time Periodic 6 Month Updates	100%	86%
✓ 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	60%	65%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	85%	40% <span style="color: green;">▲</span>
✓ Stable Living Situation		4	100%	95%	97%	5% <span style="color: green;">▼</span>
● Employed		0	0%	25%	12%	-25% <span style="color: red;">▼</span>
● Improved/Maintained Function Score		0	0%	95%	72%	-95% <span style="color: red;">▼</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc;"></span> <span style="display: inline-block; width: 10px; height: 10px; background-color: #ccc;"></span>	4	5,612 days	0.5	100%	90%	89%	10%

< 90%  90-110%  >110%

## Data Submitted to DMHAS for Month

	% 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 82 Active Supervised Apartments Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% 
Admits	-	-	
Discharges	1	1	0%
Service Hours	37	9	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	62%	85%	83%	-23% 

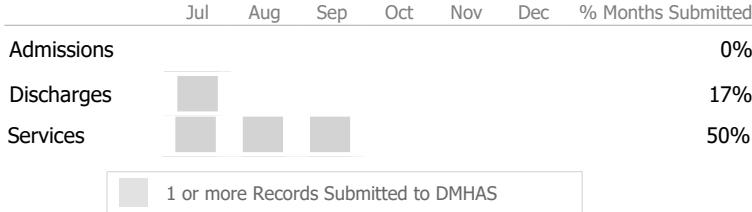
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	6	86%	90%	88%	-4%	

## Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data		100% 97%
 On-Time Periodic 6 Month Updates		86% 80%

## Data Submitted to DMHAS for Month

 > 10% Over  < 10% Under
 Actual |  Goal  Goal Met  Below Goal

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