Liberty Community Services
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	242	193	25%	▲
	Admits	60	62	-3%	
	Discharges	46	25	84%	▲
	Service Hours	692	593	17%	▲

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

Consumer Satisfaction Survey (Based on 71 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		97%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Overall		92%	80%	91%
✓ Access		92%	80%	88%
✓ Quality and Appropriateness		91%	80%	93%
✓ Outcome		88%	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	242	100.0%

Client Demographics

Age	#	%		State Avg
18-25	4	2%		8%
26-34	15	6%	▼	19%
35-44	45	19%		25%
45-54	59	24%		18%
55-64	83	34%	▲	19%
65+	36	15%		11%

Gender	#	%		State Avg
Male	168	69%		59%
Female	73	30%	▼	41%
Transgender/Other	1	0%		0%

Ethnicity	#	%		State Avg
Hispanic-Other	239	99%	▲	11%
Unknown	3	1%	▼	14%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%
Non-Hispanic			▼	64%

Race	#	%		State Avg
Black/African American	123	51%	▲	18%
White/Caucasian	63	26%	▼	58%
Multiple Races	47	19%	▲	1%
Other	7	3%		12%
Am. Indian/Native Alaskan	1	0%		1%
Asian	1	0%		1%
Hawaiian/Other Pacific Islander				0%
Unknown				9%

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

2022 PSH
Liberty Community Services
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	23	21	10%
Admits	-	-	
Discharges	2	-	
Service Hours	115	99	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		18	78%	85%	83%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	88%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges		■					17%
Services	■	■	■	■	■	■	100%

■ 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

ARPA PSH
Liberty Community Services
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	34	19	79%	▲
Admits	6	9	-33%	▼
Discharges	2	1	100%	▲
Service Hours	188	115	63%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		25	74%	85%	83%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	88%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	92%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■			■			33%
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 118 Active Supportive Housing – Scattered Site Programs

BOS - 134
Liberty Community Services
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	17	17	0%
Admits	-	-	
Discharges	-	-	
Service Hours	45	17	168% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	83%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	65%	90%	88%	-25% ▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	88%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	■		■	■	■	■	83%

■ 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

BOS 193
Liberty Community Services
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	15	15	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	26	92	-71% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		12	80%	85%	83%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	13%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
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 118 Active Supportive Housing – Scattered Site Programs

BOS 72
Liberty Community Services
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	11	11	0%	
Admits	1	2	-50%	▼
Discharges	1	1	0%	
Service Hours	26	30	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		7	64%	85%	83%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	56%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■		17%
Discharges				■			17%
Services	■	■	■	■	■	■	100%

■ 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

Cannon House
Liberty Community Services
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	17	17	0%	
Admits	2	1	100%	▲
Discharges	1	1	0%	
Service Hours	74	84	-11%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		15	88%	85%	89%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	93%	80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				■			17%
Discharges				■			17%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Focused Case Management
Liberty Community Services
Mental Health - Case Management - Outreach & Engagement

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	45	50	-10%	
Admits	6	23	-74%	▼
Discharges	25	19	32%	▲
Service Hours	20	53	-62%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	at least 1 Service within 180 days		3	50%	50%	91%	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 49 Active Outreach & Engagement Programs

Liberty Supportive Housing Programs
Liberty Community Services
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	18	18	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	74	95	-22%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	80%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		18	100%	85%	83%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	88%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
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 118 Active Supportive Housing – Scattered Site Programs

SNOFO Outreach
Liberty Community Services
Mental Health - Case Management - Outreach & Engagement

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	52	25	108%	▲
Admits	29	25	16%	▲
Discharges	8	2	300%	▲
Service Hours	57	8		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		22	76%	50%	91%	26%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges		■	■	■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs

SOAR
Liberty Community Services
Mental Health - Case Management - Outreach & Engagement

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	24	6	300%	▲
Admits	16	1	1500%	▲
Discharges	7	-		
Service Hours	67	2		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		15	94%	50%	91%	44%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■		■	■		■	67%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs