

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	43	40	8%
	Admits	6	5	20%
	Discharges	3	5	-40%
	Service Hours	364	24	
	Bed Days	1,096	1,100	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%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		96%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		80%	80%	83%

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>			
Case Management		39	90.7%
Residential Services		4	9.3%

## Age

Age	#	%	State Avg
18-25	1	2%	8%
26-34	1	2%	19%
35-44	8	19%	25%
45-54	11	26%	18%
55-64	19	44%	18%
65+	3	7%	11%

## Gender

Gender	#	%	State Avg
Male	24	56%	59%
Female	19	44%	40%
Transgender/Other			0%

## Race

Race	#	%	State Avg
White/Caucasian	18	42%	58%
Black/African American	17	40%	17%
Other	5	12%	12%
Unknown	2	5%	9%
Multiple Races	1	2%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

## Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	30	70%	64%
Hisp-Puerto Rican	7	16%	10%
Hispanic-Other	6	14%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Unknown			14%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	21	10%
Admits	4	4	0%
Discharges	1	4	-75% ▼
Service Hours	217	2	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	22	96%	85%	83%	11%	▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	22	100%	90%	94%	10%	

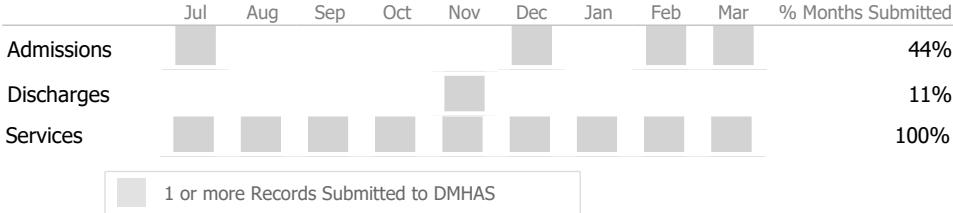
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 121 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 - March 2025 (Data as of Jun 20, 2025)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% <span>▲</span>
Admits	1	-	
Discharges	1	-	
Service Hours	54	10	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span>▲</span>	6	100%	85%	83%	15% <span>▲</span>

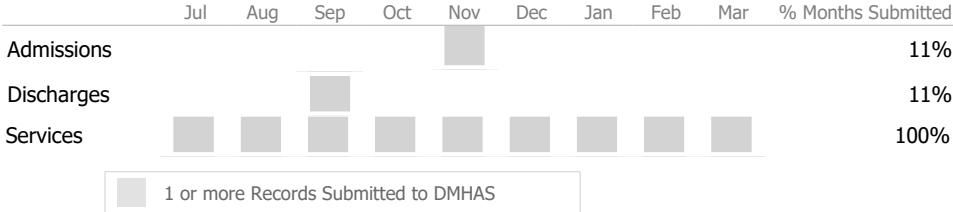
### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span>▲</span>	5	100%	90%	94%	10% <span>▲</span>

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span>▲</span> 100%	97%
✓ On-Time Periodic 6 Month Updates	<span>▲</span> 100%	81%

### Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ✓ Goal Met ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,096	1,100	0%

## Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	87%
✓ On-Time Periodic 6 Month Updates	100%	94%
✓ Valid MH/SU Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	71%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	84%	40% <span style="color: green;">▲</span>
✓ Stable Living Situation		4	100%	95%	96%	5% <span style="color: green;">▼</span>
● Employed		0	0%	25%	13%	-25% <span style="color: red;">▼</span>
● Improved/Maintained Function Score		0	0%	95%	73%	-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	<div style="width: 100%;"><div style="width: 100%;"></div></div>	4	5,702 days	0.3	100%	90%	90%	10%



< 90% 90-110% >110%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 62 Active Supervised Apartments Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	93	13	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	80%	85%	83%	-5%

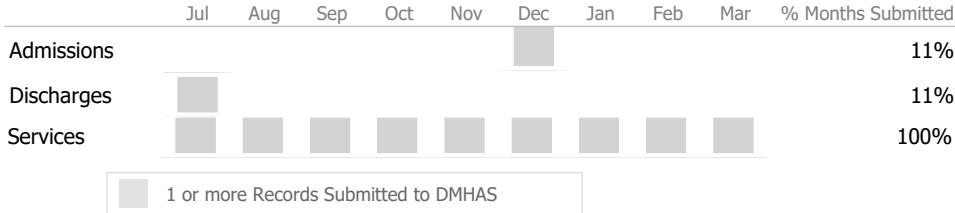
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		8	89%	90%	94%	-1%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	88%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

1 or more Records Submitted to DMHAS