ImmaCare
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	55	61	-10%
	Admits		3	-100% ▼
	Discharges	7	6	17% ▲
	Service Hours	432	67	

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

Consumer Satisfaction Survey (Based on 44 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ Respect		89%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Access		89%	80%	88%
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		86%	80%	92%
● Outcome		76%	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	55	100.0%

Client Demographics

Age	#	%	State Avg
18-25			8%
26-34	2	4% ▼	19%
35-44	6	11% ▼	25%
45-54	3	5% ▼	18%
55-64	24	44% ▲	18%
65+	20	36% ▲	11%

Gender	#	%	State Avg
Male	48	87% ▲	59%
Female	7	13% ▼	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	42	76% ▲	64%
Hisp-Puerto Rican	9	16%	10%
Hispanic-Other	4	7%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown		▼	14%

Race	#	%	State Avg
Black/African American	31	56% ▲	17%
White/Caucasian	15	27% ▼	58%
Other	6	11%	12%
Unknown	3	5%	9%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Casa De Francisco PSH
ImmaCare
Mental Health - Case Management - Supportive Housing – Development

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	25	23	9%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	185	16		

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		24	96%	85%	88%	11%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		25	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		60%	76%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 69 Active Supportive Housing – Development Programs

Next Steps PSH
ImmaCare
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	30	29	3%	
Admits	-	2	-100%	▼
Discharges	1	2	-50%	▼
Service Hours	247	19		

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		29	97%	85%	83%	12%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		29	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		59%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges									■	11%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

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