

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	389	319	22%	▲
	Admits	215	177	21%	▲
	Discharges	141	131	8%	
	Service Hours	6,462	6,751	-4%	
	S.Rehab/PHP/IOP	1,827	1,690	8%	

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

## Consumer Satisfaction Survey

(Based on 121 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Outcome		100%	80%	83%
✓ Access		99%	80%	88%
✓ Quality and Appropriateness		99%	80%	93%
✓ Respect		99%	80%	91%
✓ General Satisfaction		98%	80%	92%

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>			
Social Rehabilitation		332	52.2%
Employment Services		116	18.2%
Education Support		61	9.6%
Community Support		38	6.0%
Case Management		30	4.7%
<b>Addiction</b>			
Employment Services		59	9.3%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	54	14%	8%	Male	203	52%	59%
26-34	91	24%	19%	Female	185	48%	40%
35-44	76	20%	25%	Transgender/Other	1	0%	0%
45-54	69	18%	18%	<b>Race</b>			
55-64	58	15%	18%	White/Caucasian	195	50%	58%
65+	39	10%	11%	Black/African American	116	30%	17%
<b>Ethnicity</b>				Other	70	18%	12%
Non-Hispanic	293	75%	▲ 64%	Asian	4	1%	1%
Hispanic-Other	55	14%	11%	Multiple Races	3	1%	1%
Hisp.-Puerto Rican	33	8%	10%	Unknown	1	0%	9%
Unknown	5	1%	▼ 14%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican	2	1%	1%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban	1	0%	0%				

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

## Program Activity

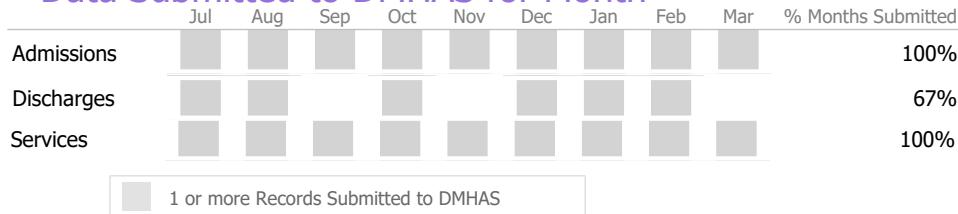
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	332	273	22% <span style="color: green;">▲</span>
Admits	99	77	29% <span style="color: green;">▲</span>
Discharges	33	52	-37% <span style="color: red;">▼</span>
Service Hours	2,601	2,427	7%
Social Rehab/PHP/IOP Days	1,827	1,690	8%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

✓ Clients Receiving Services

## Data Submitted to DMHAS for Month

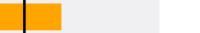
▲ > 10% Over   ▼ < 10% Under
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	99	17%	▲
Admits	41	37	11%	▲
Discharges	32	29	10%	
Service Hours	1,188	1,312	-9%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		61	53%	35%	43%	18% 

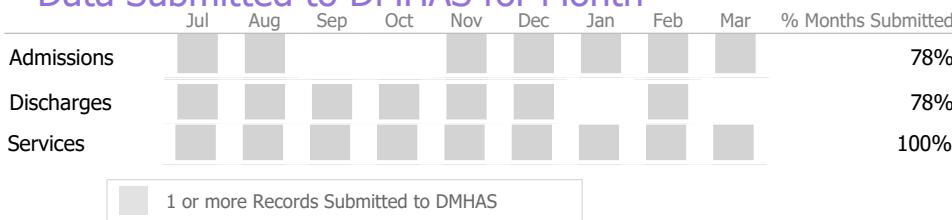
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		84	100%	90%	98%	10% 

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic 6 Month Updates		98%

## Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 36 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	58	5%
Admits	24	26	-8%
Discharges	26	17	53% <span style="color: green;">▲</span>
Service Hours	411	592	-31% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	<div style="width: 52%;"><div style="width: 85%;"></div></div>	52	85%	35%	81%	50% <span style="color: green;">▲</span>

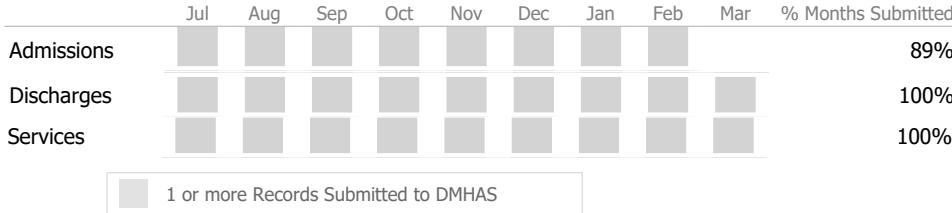
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 34%;"><div style="width: 97%;"></div></div>	34	97%	90%	99%	7% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 99%;"></div></div>	100% 99%
✓ On-Time Periodic 6 Month Updates	<div style="width: 100%;"><div style="width: 97%;"></div></div>	100% 97%

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual  Goal ✓ Goal Met  Below Goal

\* State Avg based on 5 Active Education Support Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	38	33	15%	▲
Admits	6	4	50%	▲
Discharges	6	-		
Service Hours	1,371	1,358	1%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	91%
On-Time Periodic		
✓ 6 Month Updates	100%	87%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

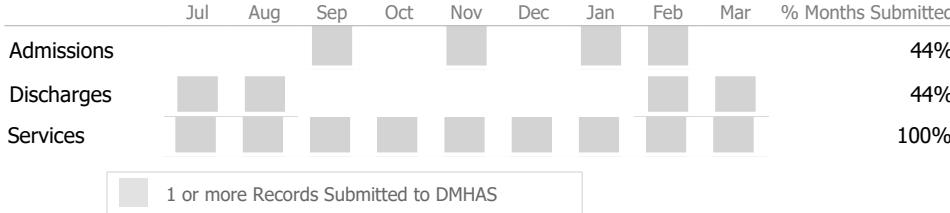
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	65%	61%	18% ▲
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		34	89%	60%	80%	29% ▲
✓ Stable Living Situation		38	100%	80%	88%	20% ▲
✓ Employed		11	29%	20%	16%	9%
✓ Improved/Maintained Function Score		26	76%	65%	55%	11% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	98%	10%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 33 Active CSP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	64	99	-35%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	7	100%	85%	88%	15%	▲

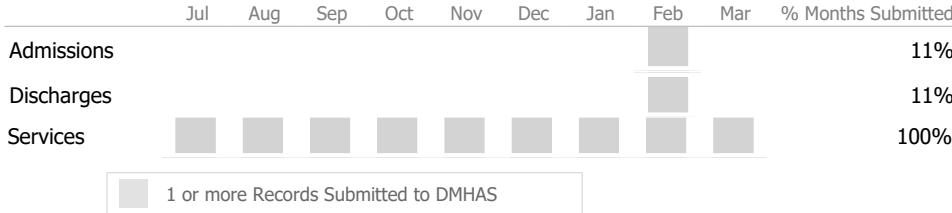
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	6	100%	90%	92%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ On-Time Periodic 6 Month Updates	100%	76%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

1 or more Records Submitted to DMHAS

## Next Steps

Laurel House

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	8	8	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	97	157	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	83%	15% ▲

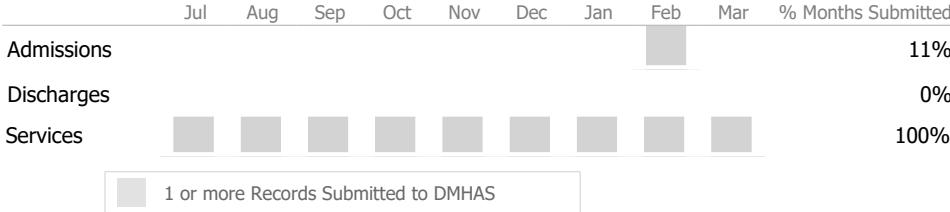
### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	8	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
✓ On-Time Periodic 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

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	1	-100% ▼
Discharges	2	-	
Service Hours	488	555	-12% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	14	93%	85%	83%	83%	8%

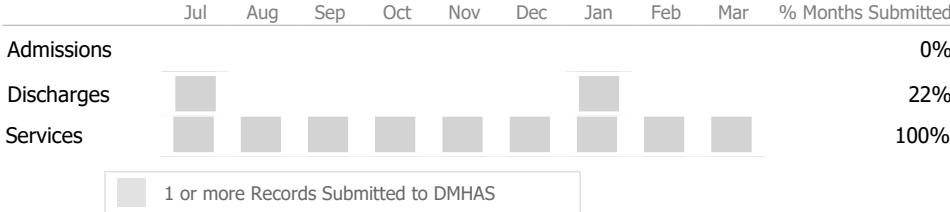
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	13	100%	90%	94%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
✓ On-Time Periodic 6 Month Updates	92%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

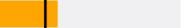
Actual | Goal ✓ Goal Met   ● Below Goal

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	47	26%	▲
Admits	43	32	34%	▲
Discharges	41	32	28%	▲
Service Hours	241	251	-4%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	41%	35%	26%	6%

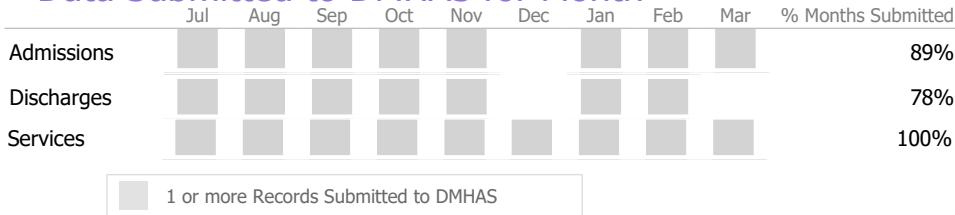
## Service Utilization

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

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		99%	92%
On-Time Periodic 6 Month Updates		100%	53%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

 Actual    Goal    Goal Met    Below Goal

\* State Avg based on 10 Active Employment Services Programs