

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	60	67	-10%
	Admits	3	2	50% <span style="color: green;">▲</span>
	Discharges	4	2	100% <span style="color: green;">▲</span>
	Service Hours	370	435	-15% <span style="color: red;">▼</span>

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

## Consumer Satisfaction Survey

(Based on 51 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	93%
✓ Overall	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	91%
✓ Respect	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%	80%	91%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	96%	80%	92%
✓ Access	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	94%	80%	88%
✓ Outcome	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	94%	80%	83%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	90%	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>			
	Case Management	34	56.7%
	Residential Services	26	43.3%

## Age

Age	#	%	State Avg
18-25	1	2%	9%
26-34	1	2% <span style="color: red;">▼</span>	18%
35-44	8	13% <span style="color: red;">▼</span>	25%
45-54	12	20%	18%
55-64	21	35% <span style="color: green;">▲</span>	19%
65+	17	28% <span style="color: green;">▲</span>	11%

## Gender

Gender	#	%	State Avg
Male	34	57%	58%
Female	26	43%	41%
Transgender/Other			0%

## Race

Race	#	%	State Avg
Black/African American	32	53% <span style="color: green;">▲</span>	17%
White/Caucasian	28	47% <span style="color: red;">▼</span>	59%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			<span style="color: red;">▼</span> 12%
Unknown			8%

## Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	56	93% <span style="color: green;">▲</span>	64%
Hisp-Puerto Rican	3	5%	10%
Hispanic-Other	1	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown		<span style="color: red;">▼</span> 13%	

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

## Housing Supports

St. Vincent's Medical Center

Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	3	-	
Discharges	2	-	
Service Hours	167	200	-17% ▼

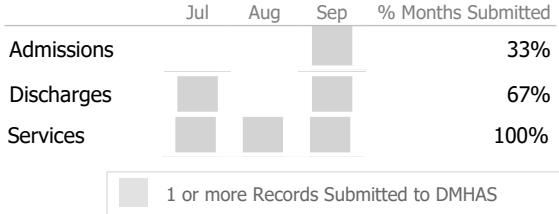
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	100%
On-Time Periodic		
6 Month Updates	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	71%	-50% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	96%	60%	89%	36% ▲
✓ Stable Living Situation		25	96%	85%	96%	11% ▲
● Employed		2	8%	25%	15%	-17% ▼
Self Help		2	8%	N/A	48%	N/A
<b>Service Utilization</b>						
Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		23	100%	90%	98%	10%

### Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 22 Active Residential Support Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	40	-15% ▼
Admits	-	2	-100% ▼
Discharges	2	2	0%
Service Hours	203	235	-13% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	34	100%	85%	85%	85%	15% ▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	34	100%	90%	96%	96%	10%

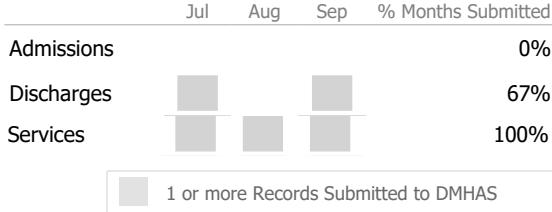
## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%

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

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 120 Active Supportive Housing – Scattered Site Programs