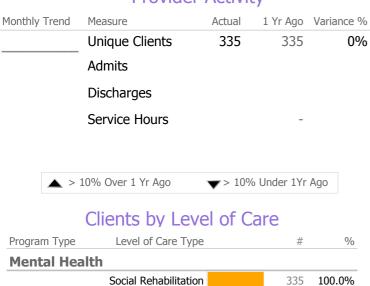**Shelter for the Homeless Inc.**
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
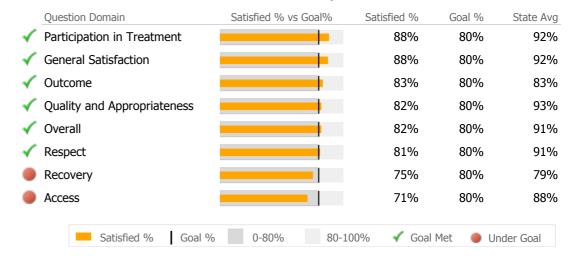Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
—	Unique Clients	335	335	0%
	Admits			
	Discharges			
	Service Hours		-	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	335	100.0%

Consumer Satisfaction Survey (Based on 89 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		88%	80%	92%
✔	General Satisfaction		88%	80%	92%
✔	Outcome		83%	80%	83%
✔	Quality and Appropriateness		82%	80%	93%
✔	Overall		82%	80%	91%
✔	Respect		81%	80%	91%
🔴	Recovery		75%	80%	79%
🔴	Access		71%	80%	88%

Satisfied %		Goal %		0-80%		80-100%		✔ Goal Met		🔴 Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25	14	4%	▼	15%
26-34	58	17%		24%
35-44	74	22%		19%
45-54	110	33%	▲	22%
55-64	69	21%		15%
65+	10	3%		4%

Gender

Gender	#	%		State Avg
Male	332	99%	▲	60%
Female	3	1%	▼	40%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	204	61%	▼	75%
Hispanic-Other	85	25%	▲	7%
Hisp-Puerto Rican	30	9%		12%
Hispanic-Mexican	13	4%		1%
Hispanic-Cuban	2	1%		0%
Unknown	1	0%		6%

Race

Race	#	%		State Avg
Black/African American	122	36%	▲	16%
White/Caucasian	110	33%	▼	65%
Other	96	29%	▲	13%
Asian	4	1%		1%
Am. Indian/Native Alaskan	3	1%		1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				3%

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

597 S.Pacific St SocRe 118-284
Shelter for the Homeless Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	335	335	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	71%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	| Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

Rapid Re-Housing Program - 250
Shelter for the Homeless Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		N/A	N/A	85%	79%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 71 Active Supportive Housing – Scattered Site Programs