

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	112	88	27%	▲
	Admits	39	50	-22%	▼
	Discharges	11	18	-39%	▼
	Service Hours	-	-	-	
	Bed Days	9,125	9,017	1%	

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

### Consumer Satisfaction Survey

(Based on 18 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		94%	80%	83%
✓ Respect		94%	80%	91%
● Recovery		71%	80%	79%

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	89	78.1%
<b>Addiction</b>	Residential Services	25	21.9%

### Client Demographics

Age	#	%	State Avg
18-25	4	4%	14%
26-34	16	14%	24%
35-44	22	20%	20%
45-54	25	22%	22%
55-64	35	31%	16%
65+	10	9%	5%

Gender	#	%	State Avg
Male	65	58%	60%
Female	47	42%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	80	71%	74%
Hispanic-Other	17	15%	7%
Hisp-Puerto Rican	15	13%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	70	63%	65%
Black/African American	27	24%	16%
Am. Indian/Native Alaskan	8	7%	1%
Other	6	5%	13%
Asian	1	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	10	-100% ▼
Discharges	-	-	
Service Hours	-	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	85%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	97%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		87%

### 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 69 Active Supportive Housing – Scattered Site Programs

## Next Steps Housing

Friendship Service Center

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services



Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)


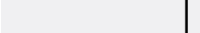

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Stable Living Situation		18	95%	85%	91%	10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		0	0%	90%	91%	N/A 


### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		82%

### 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

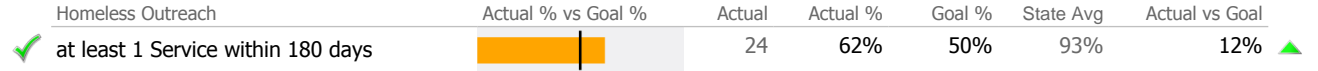
 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 53 Active Supportive Housing – Development Programs

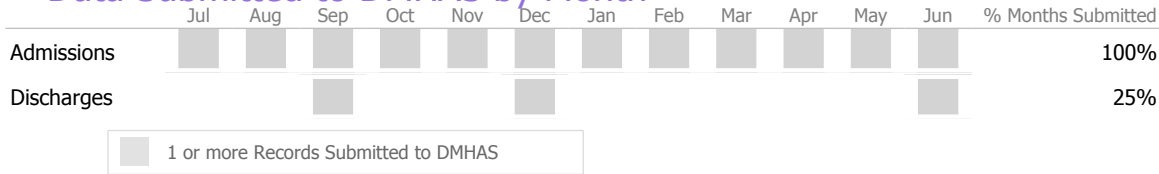
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	22	173% ▲
Admits	39	22	77% ▲
Discharges	11	1	1000% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	42	-40% ▼
Admits	-	18	-100% ▼
Discharges	-	17	-100% ▼
Bed Days	9,125	9,017	1%

### 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 7 Active Shelter Programs

### Program Activity

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

### 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 39 Active Outreach & Engagement Programs