Liberty Community Services
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 14, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	141	130	8%	
	Admits	62	69	-10%	
	Discharges	57	41	39%	▲
	Service Hours	1,271	1,459	-13%	▼
	Bed Days	1,219	1,025	19%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		134	85.9%
Addiction				
	Case Management		22	14.1%

Consumer Satisfaction Survey   (Based on 77 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		97%	80%	92%
✓	Access		97%	80%	88%
✓	Overall		96%	80%	91%
✓	Quality and Appropriateness		95%	80%	93%
✓	Respect		93%	80%	91%
✓	Participation in Treatment		93%	80%	92%
✓	Outcome		90%	80%	83%
✓	Recovery		85%	80%	79%

▬ Satisfied %		Goal %		0-80%		80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%		State Avg
18-25		1	1%	▼	14%
26-34		7	5%	▼	24%
35-44		20	14%		20%
45-54		51	36%	▲	22%
55-64		55	39%	▲	16%
65+		7	5%		5%

Gender

Gender		#	%		State Avg
Male		98	70%		60%
Female		43	30%		40%
Transgender					0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		108	77%	74%
Hisp-Puerto Rican		19	13%	13%
Hispanic-Other		13	9%	7%
Unknown		1	1%	6%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%		State Avg
White/Caucasian		67	48%	▼	65%
Black/African American		57	40%	▲	16%
Other		16	11%		13%
Am. Indian/Native Alaskan		1	1%		1%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

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

BOS 193 Units New Haven
Liberty Community Services
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 14, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	3	15	-80%	▼
Discharges	1	1	0%	
Service Hours	382	131	191%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		17	94%	85%	85%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		17	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		81%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢							▢		17%
Discharges				▢									8%
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 – Scattered Site Programs

Cannon House
Liberty Community Services
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 14, 2017)
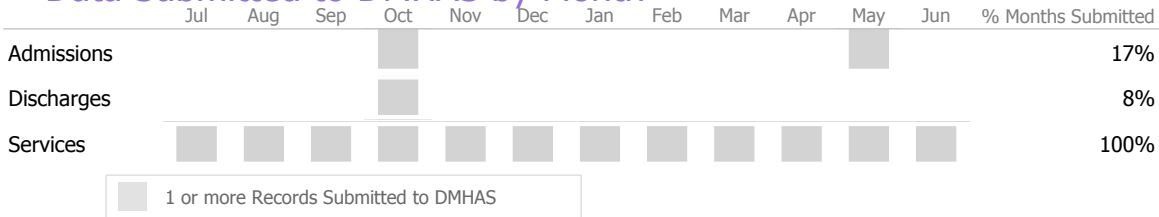
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31		
Admits	32	-	
Discharges	14	-	
Service Hours	113	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		26	84%	85%	91%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔️ Clients Receiving Services		18	100%	90%	91%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		80%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢			▢	▢	▢			▢	▢	▢	75%
Discharges	▢			▢	▢			▢	▢	▢	▢	▢	75%
Services				▢	▢	▢	▢	▢	▢	▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| 🟧 Actual | ❘ Goal | ✔️ Goal Met | 🔴 Below Goal |
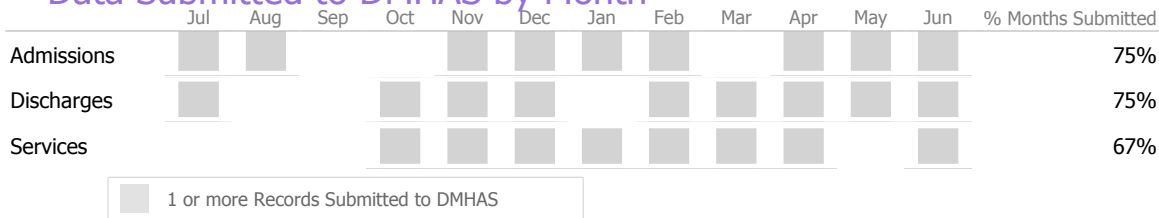
* State Avg based on 53 Active Supportive Housing – Development Programs

LibCommServ.TransLvg 480200
Liberty Community Services
Addiction - 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 14, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	28	-21%	▼
Admits	9	14	-36%	▼
Discharges	22	16	38%	▲
Service Hours	12	320	-96%	▼
Bed Days	1,219	1,025	19%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		92%	92%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▉	▉											17%
Discharges	▉			▉	▉								25%
Services				▉									8%

▉ 1 or more Records Submitted to DMHAS
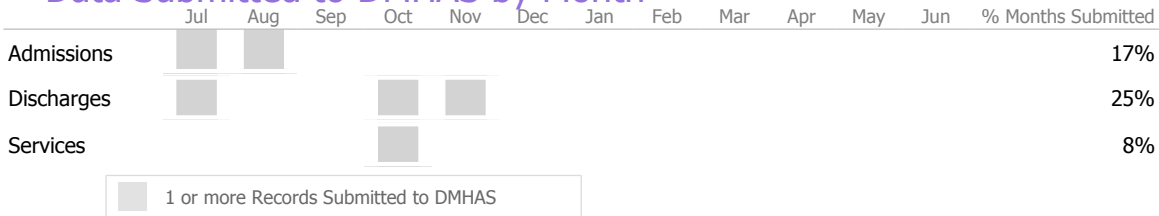
▲ > 10% Over	▼ < 10% Under

▇ Actual	❘ Goal	✔ Goal Met	● Below Goal

* State Avg based on 1 Active Supportive Housing – Development Programs

Liberty SAMSHA Apartments
Liberty Community Services
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 14, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	68	-4%	
Admits	14	36	-61%	▼
Discharges	15	17	-12%	▼
Service Hours	555	714	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		43	66%	85%	85%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		48	96%	90%	97%	6%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		36%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■	■	■	■	■	■	■			■	67%
Discharges	■	■			■	■		■				■	50%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS
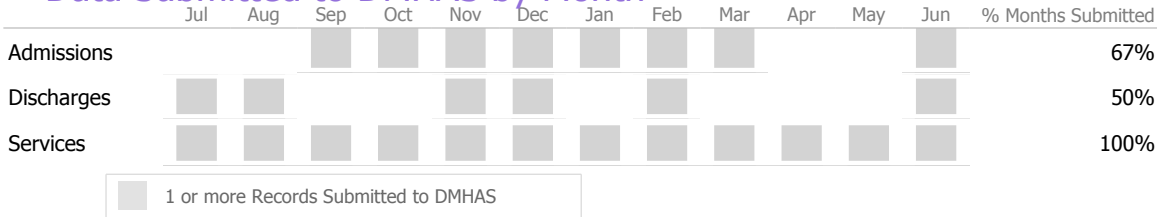
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Liberty Supportive Housing Programs
Liberty Community Services
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 14, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	24	-13%	▼
Admits	4	4	0%	
Discharges	5	7	-29%	▼
Service Hours	210	294	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		16	76%	85%	85%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▩							▩	17%
Discharges		▩			▩							▩	25%
Services		▩	▩	▩	▩	▩	▩	▩		▩		▩	83%

▩ 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