Central CT Coast YMCA
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	115	109	6%	
	Admits	30	26	15%	▲
	Discharges	22	25	-12%	▼
	Service Hours	1,873	1,855	1%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		115	100.0%

Consumer Satisfaction Survey   (Based on 71 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		91%	80%	93%
✔	Respect		88%	80%	91%
✔	General Satisfaction		86%	80%	92%
✔	Overall		86%	80%	91%
✔	Participation in Treatment		85%	80%	92%
✔	Access		82%	80%	88%
🔴	Outcome		76%	80%	83%
🔴	Recovery		73%	80%	79%

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

Client Demographics

Age

		#	%	State Avg
18-25		5	4%	12%
26-34		15	13% ▼	24%
35-44		24	21%	21%
45-54		34	30%	20%
55-64		30	26%	17%
65+		7	6%	6%

Gender

		#	%	State Avg
Male		70	61%	60%
Female		45	39%	40%
Transgender				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		65	57% ▼	70%
Hispanic-Other		23	20% ▲	7%
Hisp-Puerto Rican		23	20%	12%
Unknown		4	3%	10%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

		#	%	State Avg
White/Caucasian		56	49% ▼	63%
Black/African American		42	37% ▲	17%
Other		13	11%	13%
Unknown		2	2%	5%
Am. Indian/Native Alaskan		1	1%	1%
Asian		1	1%	1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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

Crescent Apts. -290
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	25	-16% ▼
Admits	2	6	-67% ▼
Discharges	2	6	-67% ▼
Service Hours	449	501	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		17	81%	85%	91%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢											8%
Discharges	▢	▢											17%
Services	▢		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Fairfield Apts. - 291
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	18	17%	▲
Admits	4	1	300%	▲
Discharges	4	1	300%	▲
Service Hours	383	390	-2%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		18	86%	85%	91%	1%

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%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢					▢	▢		▢			33%
Discharges	▢				▢					▢			25%
Services	▢		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Franklin Apartments 128292
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)
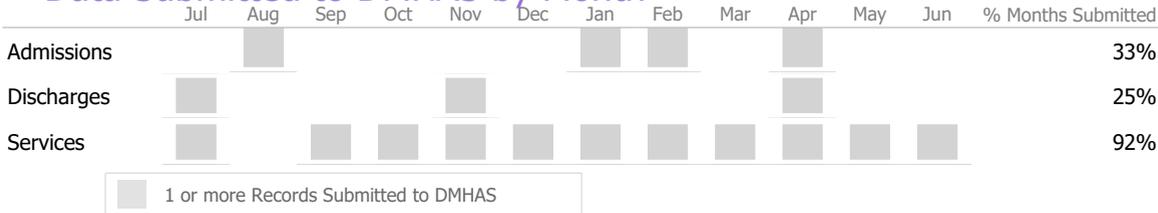
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	28	-11%	▼
Admits	3	4	-25%	▼
Discharges	2	6	-67%	▼
Service Hours	469	446	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		25	100%	85%	91%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	80%

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	■	■	■		■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Harrison Apartments
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	17	18%	▲
Admits	5	1	400%	▲
Discharges	2	2	0%	
Service Hours	244	196	24%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		16	80%	85%	91%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		15	83%	90%	97%	-7%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▢		▢	▢		▢	33%
Discharges							▢					▢	17%
Services	▢	▢	▢	▢	▢	▢	▢		▢	▢		▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

SAMSHA Apartments
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)
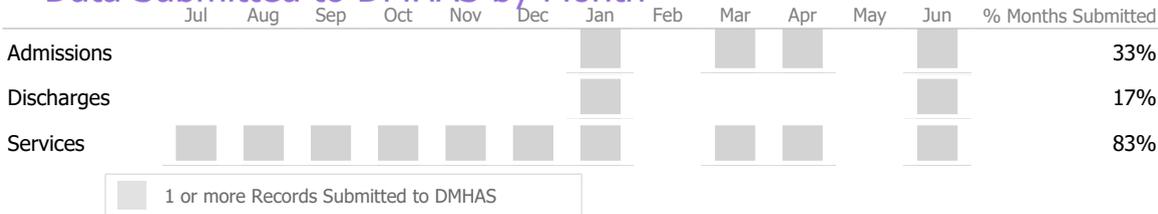
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	22	27%	▲
Admits	16	14	14%	▲
Discharges	12	10	20%	▲
Service Hours	328	323	2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	86%	85%	85%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■		■	■	■			83%
Discharges	■		■	■	■	■			■	■	■		67%
Services	■	■	■	■	■	■	■	■	■	■			92%

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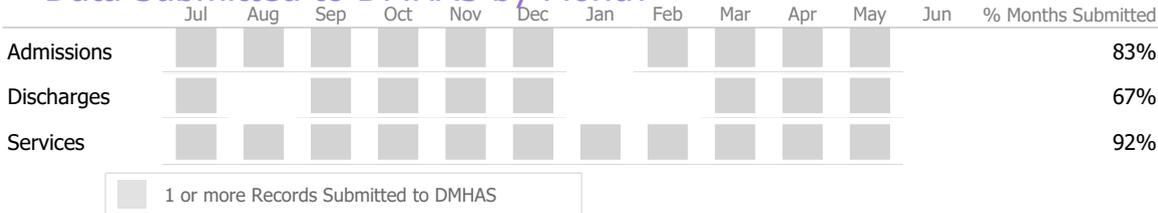
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs