Liberty Community Services
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	119	122	-2%	
	Admits	16	19	-16%	▼
	Discharges	41	19	116%	▲
	Service Hours	1,442	1,492	-3%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		119	100.0%

Consumer Satisfaction Survey   (Based on 82 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		100%	80%	92%
✓	Overall		99%	80%	91%
✓	Quality and Appropriateness		99%	80%	93%
✓	Access		98%	80%	88%
✓	Outcome		97%	80%	83%
✓	Participation in Treatment		96%	80%	92%
✓	Respect		95%	80%	91%
✓	Recovery		92%	80%	79%

▮ Satisfied %	▎ Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%		State Avg
18-25				▼	12%
26-34		7	6%	▼	24%
35-44		14	12%		21%
45-54		39	33%	▲	20%
55-64		48	40%	▲	17%
65+		11	9%		6%

Gender

Gender		#	%	State Avg
Male		78	66%	60%
Female		41	34%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		89	75%	70%
Hisp-Puerto Rican		21	18%	12%
Hispanic-Other		8	7%	7%
Unknown		1	1%	10%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%		State Avg
White/Caucasian		51	43%	▼	63%
Black/African American		46	39%	▲	17%
Other		19	16%		13%
Multiple Races		2	2%		1%
Unknown		1	1%		5%
Am. Indian/Native Alaskan					1%
Asian					1%
Hawaiian/Other Pacific Islander					0%

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

BOS - 134
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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	4	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		1	100%	85%	85%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

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 98 Active Supportive Housing – Scattered Site Programs

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	20	-10%	
Admits	2	4	-50%	▼
Discharges	2	4	-50%	▼
Service Hours	464	458	1%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		16	89%	85%	85%	4%

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	100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		☐									☐		17%
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 98 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	22	-14%	▼
Admits	4	5	-20%	▼
Discharges	2	7	-71%	▼
Service Hours	259	274	-6%	

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		17	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■				■							25%
Discharges	■				■								17%
Services				■		■		■		■		■	42%

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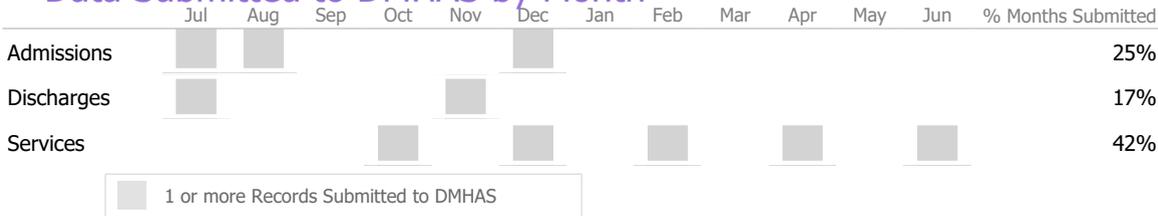
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	60	5%	
Admits	8	6	33%	▲
Discharges	34	5	580%	▲
Service Hours	246	228	8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		45	71%	85%	85%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		25	86%	90%	96%	-4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		81%	86%
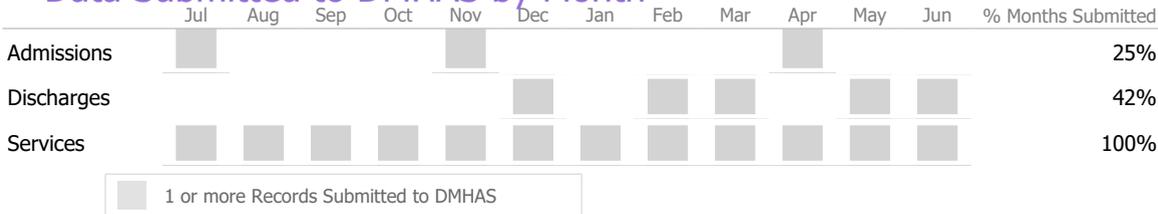
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪				▪					▪			25%
Discharges						▪		▪	▪		▪	▪	42%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	2	4	-50%	▼
Discharges	3	3	0%	
Service Hours	469	532	-12%	▼

Recovery

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

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		100%	86%

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			▨					▨		▨		▨	33%

☐ 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