Central CT Coast YMCA
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	114	98	16%	▲
	Admits	21	13	62%	▲
	Discharges	7	6	17%	▲
	Service Hours	532	395	35%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		114	100.0%

Consumer Satisfaction Survey   (Based on 56 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		95%	80%	88%
✓	General Satisfaction		93%	80%	92%
✓	Overall		91%	80%	91%
✓	Quality and Appropriateness		91%	80%	93%
✓	Participation in Treatment		89%	80%	92%
✓	Outcome		87%	80%	83%
✓	Recovery		85%	80%	79%
✓	Respect		83%	80%	91%

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

Client Demographics

Age

	#	%	State Avg
18-25	2	2%	9%
26-34	17	15%	22%
35-44	21	18%	21%
45-54	31	27%	20%
55-64	30	26%	20%
65+	13	11%	7%

Gender

	#	%	State Avg
Male	67	59%	59%
Female	47	41%	41%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	73	64%		71%
Hisp-Puerto Rican	27	24%	▲	12%
Hispanic-Other	11	10%		7%
Unknown	3	3%		9%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
Black/African American	54	47%	▲	16%
White/Caucasian	48	42%	▼	64%
Other	10	9%		13%
Asian	1	1%		1%
Unknown	1	1%		5%
Am. Indian/Native Alaskan				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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

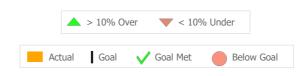| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	21	-5%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Service Hours	136	73	88%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		17	85%	85%	88%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	100%	90%	92%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	18	-6%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	119	79	51%	▲

Recovery

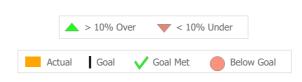| National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	88%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	92%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

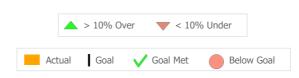| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	1	2	-50% ▼
Discharges	-	-	
Service Hours	119	116	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		24	100%	85%	88%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		24	100%	90%	92%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		86%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

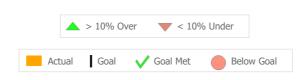| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	15	133%	▲
Admits	17	-		
Discharges	2	-		
Service Hours	108	49	123%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		34	97%	85%	88%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	92%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▫	▫		67%
Discharges	▫	▫		67%
Services	▫	▫	▫	100%

▫ 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	20	-10%	
Admits	2	8	-75%	▼
Discharges	4	3	33%	▲
Service Hours	50	79	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		13	72%	85%	90%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		10	71%	90%	93%	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	93%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		22%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪		33%
Discharges	▪	▪		67%
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