Laurel House
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	400	340	18%	▲
	Admits	102	78	31%	▲
	Discharges	92	69	33%	▲
	Service Hours	3,595	5,911	-39%	▼
	S.Rehab/PHP/IOP	2,509	2,632	-5%	

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

Consumer Satisfaction Survey   (Based on 108 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		97%	80%	92%
✓	Overall		97%	80%	91%
✓	Quality and Appropriateness		95%	80%	93%
✓	Access		94%	80%	88%
✓	Participation in Treatment		94%	80%	92%
✓	Respect		89%	80%	91%
✓	Outcome		81%	80%	83%
✓	Recovery		80%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Social Rehabilitation		359	62.0%
	Employment Services		64	11.1%
	Education Support		55	9.5%
	Community Support		31	5.4%
	Case Management		29	5.0%
Addiction				
	Employment Services		41	7.1%

Client Demographics

Age		#	%	State Avg
18-25		68	17%	10%
26-34		59	15%	23%
35-44		67	17%	22%
45-54		77	19%	20%
55-64		98	25%	19%
65+		29	7%	7%

Gender		#	%	State Avg
Male		230	58%	60%
Female		170	43%	40%
Transgender				0%

Ethnicity		#	%		State Avg
Non-Hispanic		327	82%	▲	70%
Hispanic-Other		46	12%		8%
Hisp-Puerto Rican		14	4%		12%
Unknown		11	3%		9%
Hispanic-Mexican		2	1%		1%
Hispanic-Cuban					0%

Race		#	%	State Avg
White/Caucasian		259	65%	63%
Black/African American		102	26%	17%
Other		30	8%	13%
Unknown		4	1%	5%
Asian		3	1%	1%
Am. Indian/Native Alaskan		1	0%	1%
Multiple Races		1	0%	1%
Hawaiian/Other Pacific Islander				0%

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

6 Washington Ct. SocRe 113-280
Laurel House
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	359	333	8%	
Admits	48	43	12%	▲
Discharges	33	34	-3%	
Social Rehab/PHP/IOP Days	2,509	2,632	-5%	

Service Utilization
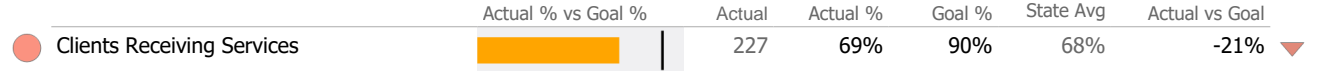
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services	▬▬▬	227	69%	90%	68%	-21%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢		▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

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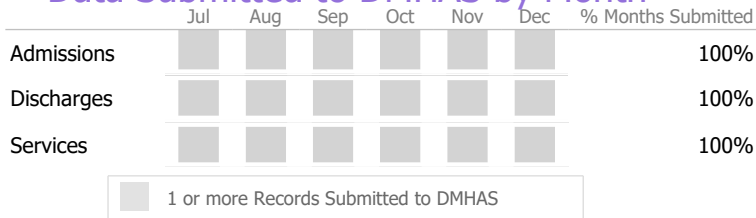
▲ > 10% Over		▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

6 Washington Ct. VocRe 113-270
Laurel House
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	72	-11%	▼
Admits	14	19	-26%	▼
Discharges	19	17	12%	▲
Service Hours	484	892	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		43	67%	35%	44%	32%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	98%	90%	95%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		92%	85%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							100%

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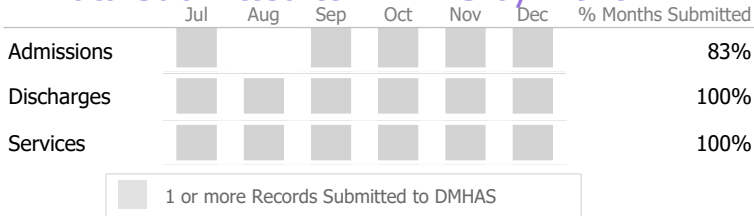
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 42 Active Employment Services Programs

6 WashingtonCT.SuppED 113-272
Laurel House
Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	51	8%	
Admits	18	13	38%	▲
Discharges	11	11	0%	
Service Hours	797	807	-1%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Enrolled in Educational Program		34	62%	35%	69%	27%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		44	100%	90%	99%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢	▢	▢	▢	83%
Discharges	▢	▢	▢	▢			67%
Services	▢	▢	▢	▢	▢	▢	100%

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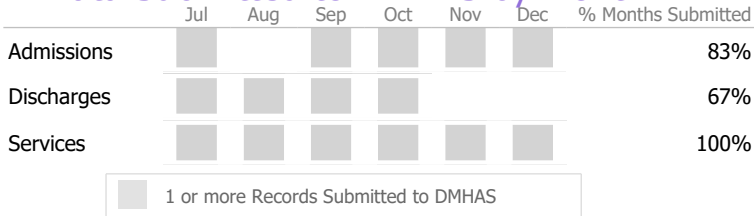
▲ > 10% Over   ▼ < 10% Under

▆ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 5 Active Education Support Programs

CSP - 251
Laurel House
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	32	-3%	
Admits	4	3	33%	▲
Discharges	4	4	0%	
Service Hours	829	609	36%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	72%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	92%

Co-occurring	Actual	State Avg
MH Screen Complete	25%	28%
SA Screen Complete	25%	28%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	98%
✔	Valid Axis V GAF Score	97%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪			▪	33%
Discharges		▪	▪		▪		50%
Services		▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	65%	60%	-65%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		24	77%	60%	81%	17%	▲
✔	Stable Living Situation		30	97%	80%	87%	17%	▲
✔	Employed		11	35%	20%	13%	15%	▲
●	Improved/Maintained Axis V GAF Score		12	44%	65%	63%	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		26	96%	90%	99%	6%
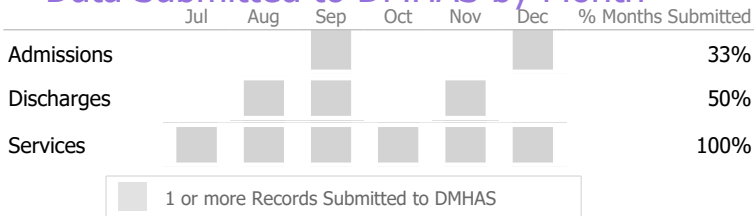
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 36 Active CSP Programs

Fairfield Commons 552
Laurel House
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	82	37	124% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							100%

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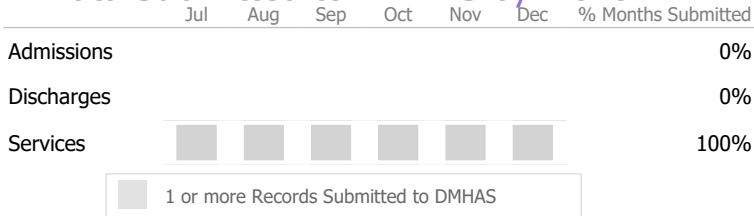
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Next Steps SupportiveHsg113551
Laurel House
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	64	68	-6%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		7	88%	85%	89%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	95%	90%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 98 Active Supportive Housing – Scattered Site Programs

SOR - Employment
Laurel House
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)
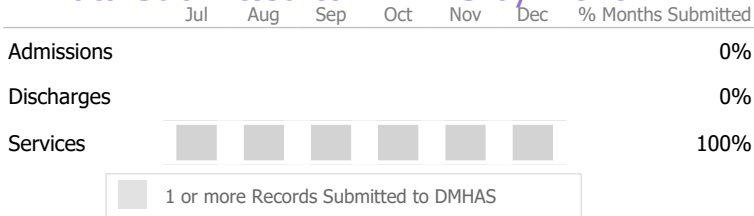
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41		
Admits	16	-	
Discharges	21	-	
Service Hours	197	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		11	27%	35%	28%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	61%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		80%	77%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	27%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢			67%
Discharges			▢	▢	▢		50%
Services	▢	▢	▢		▢	▢	83%

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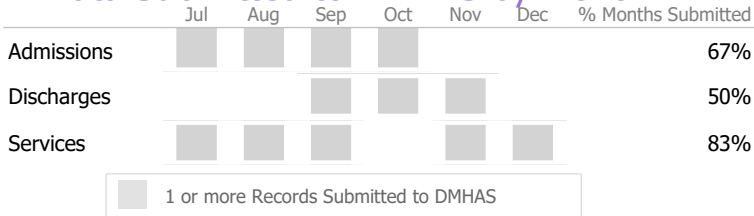
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 15 Active Employment Services Programs

Supp Housing Pilots 113-260
Laurel House
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	16	-6%	
Admits	2	-		
Discharges	4	2	100%	▲
Service Hours	127	265	-52%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		15	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	90%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪				33%
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 98 Active Supportive Housing – Scattered Site Programs