Chrysalis Center Inc.

Hartford, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Provider Activity Actual 1 Yr Ago Variance % Monthly Trend Measure **Unique Clients** 1,048 1,131 -7% -34% 🔻 Admits 228 348 Discharges 254 -15% 🔻 300 Service Hours -9% 45,710 50,239 8,784 9,423 -7% S.Rehab/PHP/IOP ▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	542	42.2%
	Social Rehabilitation	355	27.7%
I	Employment Services	211	16.4%
	Community Support	175	13.6%

Consumer Satisfaction Survey (Based on 288 FY19 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	27	3%	11%	Male 🗾	686	65%	60%
26-34	141	13%	23%	Female	362	35%	40%
35-44 📒	167	16%	22%	Transgender			0%
45-54	279	27%	20%				
55-64	332	32%	▲ 18%				
65+	102	10%	6%	Race	#	%	State Avg
				Black/African American	457	44%	▲ 17%
Ethnicity	#	%	State Avg	White/Caucasian 📒 📔	431	41%	▼ 62%
Non-Hispanic	801	76%	70%	Other <mark> </mark>	147	14%	13%
Hisp-Puerto Rican	210	20%	12%	Am. Indian/Native Alaskan	6	1%	1%
Hispanic-Other	30	3%	8%	Asian	4	0%	1%
Hispanic-Cuban	4	0%	0%	Hawaiian/Other Pacific Islander	3	0%	0%
				Multiple Races			1%
Hispanic-Mexican	2	0%	1%	Unknown			5%
Unknown	1	0%	10%	1			
	Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% L	Inder St	ate Avg

BOS - 134

Chrysalis Center Inc. Mental Health - Case Management - Supportive Housing – Scattered Site Connecticut Dept of Mental Health and Addiction Services

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Quality Dashboard

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	68	-13%	•
Admits	3	2	50%	
Discharges	3	11	-73%	•
Service Hours	4,454	4,363	2%	

Data Submission Quality



Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		59	100%	85%	89%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		56	100%	90%	96%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										22%
Services										22%
	1 or mo	ore Recor	ds Subn	nitted to	DMHAS					



BOS 193 Units Harford Suburbs

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Recovery

 \checkmark

Clients Receiving Services

Connecticut Dept of Mental Health and Addiction Services

90%

96%

Program Quality Dashboard

10%

10%

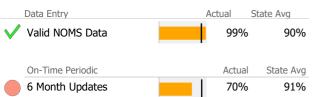
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

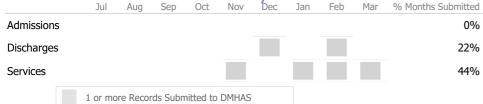
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	28	-21% 🔻
Admits	-	3	-100% 🔻
Discharges	2	6	-67% 🔻
Service Hours	712	714	0%

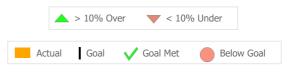
National Recovery Measures (NOMS) Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal Actual 21 95% 85% 89% Stable Living Situation Service Utilization State Avg Actual % vs Goal % Actual Actual % Goal % Actual vs Goal

Data Submission Quality



Data Submitted to DMHAS by Month





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

20

100%

BOS 193 Units Meriden

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

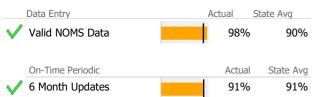
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	15	-13% 🔻
Admits	-	-	
Discharges	2	2	0%
Service Hours	613	980	-37% 🔻

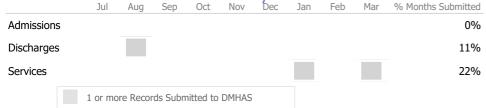
Recovery

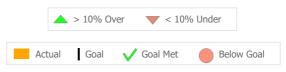
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		13	100%	85%	89%	15%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		11	100%	90%	96%	10%	
	Stable Living Situation Service Utilization	Stable Living Situation Service Utilization Actual % vs Goal %	Stable Living Situation 13 Service Utilization Actual % vs Goal % Actual	Stable Living Situation 13 100% Service Utilization Actual % vs Goal % Actual % Actual %	Stable Living Situation 13 100% 85% Service Utilization Actual % vs Goal % Actual % doal % Goal %	Stable Living Situation 13 100% 85% 89% Service Utilization Actual % vs Goal % Actual % Goal % State Avg	Stable Living Situation 13 100% 85% 89% 15% Service Utilization Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal

Data Submission Quality



Data Submitted to DMHAS by Month





BOS 193 Units New Britian

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

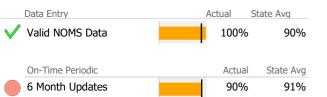
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	32	-19% 🔻	
Admits	-	2	-100% 🔻	
Discharges	6	5	20% 🔺	
Service Hours	2,698	3,869	-30% 🔻	

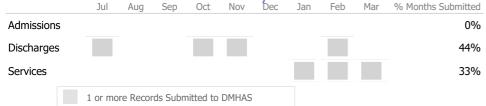
Recovery

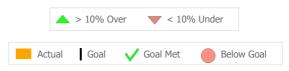
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Stable Living Situation		23	88%	85%	89%	3%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Clients Receiving Services		20	100%	90%	96%	10%

Data Submission Quality



Data Submitted to DMHAS by Month





Community Integration Services

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

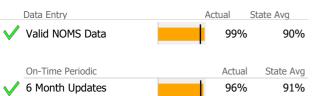
Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

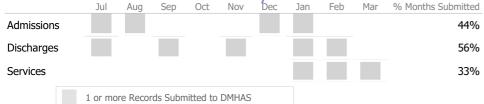
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	33	6%	
Admits	6	4	50%	
Discharges	5	3	67%	
Service Hours	2,296	2,335	-2%	

Data Submission Quality

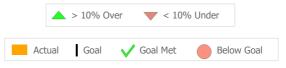


Data Submitted to DMHAS by Month



Recovery

	/						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Stable Living Situation		32	91%	85%	89%	6%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Clients Receiving Services		30	100%	90%	96%	10%



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	179	-2%
Admits	33	51	-35% 🔻
Discharges	37	50	-26% 🔻
Service Hours	7,370	6,593	12% 🔺

Data Submission Quality

Valid Axis I Diagnosis

Valid Axis V GAF Score

Data Entry	Actual S	State Avg
Valid NOMS Data	99%	70%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	85%
•		
Co. occurring	Actual	State Ava
Co-occurring		State Avg
V MH Screen Complete	99%	30%
V SA Screen Complete	100%	30%
*		
Diagnosis	Actual	State Avg

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		23	62%	65%	63%	-3%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		169	97%	60%	82%	37%	
\checkmark	Stable Living Situation		163	93%	80%	86%	13%	
\checkmark	Improved/Maintained Axis V GAF Score		128	82%	65%	66%	17%	
\checkmark	Employed		39	22%	20%	13%	2%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		137	99%	90%	99%	9%	

Data Submitted to DMHAS by Month

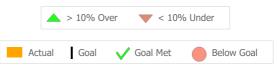
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										67%
	1 or more Records Submitted to DMHAS									

100%

98%

98%

96%



* State Avg based on 36 Active CSP Programs

Cosgrove Commons 294

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

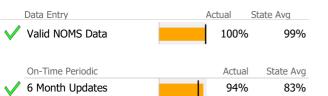
Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	25	12%	
Admits	6	5	20%	
Discharges	6	4	50%	
Service Hours	641	881	-27%	•

Data Submission Quality

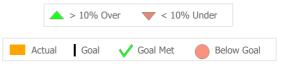


Data Submitted to DMHAS by Month



Recovery

	/							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		28	100%	85%	90%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		22	100%	90%	96%	10%	



FUSE 602557

Chrysalis Center Inc. Mental Health - Case Management - Supportive Housing – Scattered Site Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

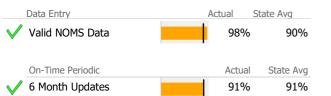
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	49	-18% 🔻
Admits	2	-	
Discharges	5	11	-55% 🔻
Service Hours	954	846	13% 🔺

Recovery

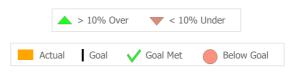
	· ·							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		39	98%	85%	89%	13%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		35	100%	90%	96%	10%	

Data Submission Quality



Data Submitted to DMHAS by Month





Hudson View Commons

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

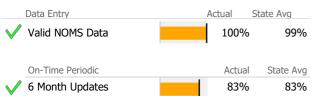
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	4	4	0%
Discharges	2	2	0%
Service Hours	143	964	-85%

Recovery

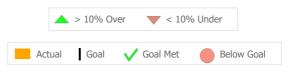
	,							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		17	100%	85%	90%	15% 🖌	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		13	87%	90%	96%	-3%	

Data Submission Quality



Data Submitted to DMHAS by Month





Legion Court

Chrysalis Center Inc. Mental Health - Case Management - Supportive Housing – Development Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

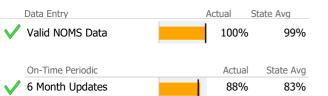
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	3	-	
Discharges	3	2	50% 🔺
Service Hours	78	222	-65% 🔻

Recovery

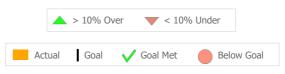
	,							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		12	100%	85%	90%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		9	100%	90%	96%	10%	

Data Submission Quality



Data Submitted to DMHAS by Month





Liberty Gardens

Chrysalis Center Inc. Mental Health - Case Management - Supportive Housing – Development Connecticut Dept of Mental Health and Addiction Services

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Quality Dashboard

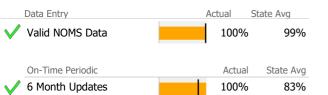
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	11	18%	
Admits	5	2	150%	
Discharges	3	2	50%	
Service Hours	601	633	-5%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		13	100%	85%	90%	15% 🔺	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		10	100%	90%	96%	10%	

Data Submission Quality



Data Submitted to DMHAS by Month





Next Steps Supp. Housing602552

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

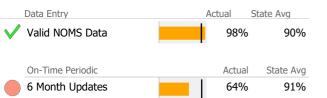
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	16	-19% 🔻
Admits	-	-	
Discharges	2	2	0%
Service Hours	163	226	-28% 🔻

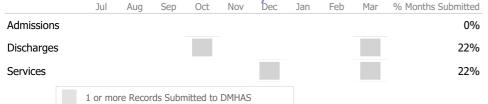
Recovery

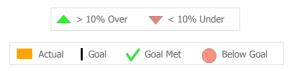
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		13	100%	85%	89%	15% 🔺	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		11	100%	90%	96%	10%	

Data Submission Quality



Data Submitted to DMHAS by Month





Patriot's Landing 553

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

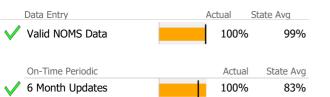
Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	
Admits	3	1	200%	
Discharges	4	2	100%	
Service Hours	217	440	-51%	▼

Data Submission Quality

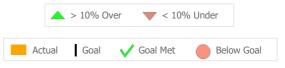


Data Submitted to DMHAS by Month



Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		8	100%	85%	90%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		4	100%	90%	96%	10%	



Pilots-Soro Mundi Common602554

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

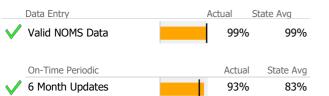
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	2	1	100% 🔺	
Discharges	1	1	0%	
Service Hours	354	594	-40% 🔻	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		17	100%	85%	90%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		16	100%	90%	96%	10%	

Data Submission Quality



Data Submitted to DMHAS by Month





Project EARN Employ Svs 602271

Chrysalis Center Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	211	209	1%
Admits	68	127	-46% 🔻
Discharges	93	87	7%
Service Hours	11,662	9,045	29% 🔺

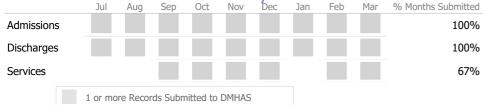
Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Employed		85	40%	35%	43%	5%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Clients Receiving Services		111	94%	90%	96%	4%

Data Submission Quality



Data Submitted to DMHAS by Month





* State Avg based on 42 Active Employment Services Programs

Project HEARRT 602551

Chrysalis Center Inc. Mental Health - Case Management - Supportive Housing - Scattered Site

Recovery

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

7%

4%

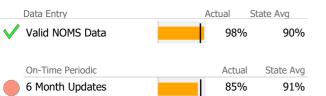
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

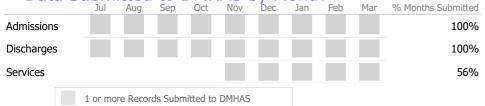
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	159	1%	
Admits	23	15	53%	
Discharges	18	19	-5%	
Service Hours	4,910	4,721	4%	

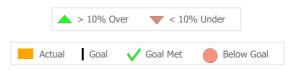
National Recovery Measures (NOMS) Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal Actual 148 92% 85% 89% Stable Living Situation Service Utilization State Avg Actual % vs Goal % Actual Actual % Goal % Actual vs Goal **Clients Receiving Services** 133 94% 90% 96% \checkmark

Data Submission Quality



Data Submitted to DMHAS by Month





Recovery Empowerment Svs602284

Chrysalis Center Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	355	367	-3%
Admits	55	85	-35% 🔻
Discharges	53	59	-10%
Social Rehab/PHP/IOP Days	8,784	9,423	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		244	81%	90%	73%	-9%

 Data Submitted to DMHAS by Month

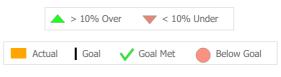
 Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

 Admissions
 100%

 Discharges
 89%

 Services
 10 Mar 66%

 1 or more Records Submitted to DMHAS



* State Avg based on 33 Active Social Rehabilitation Programs

SHP VSS 602555

Chrysalis Center Inc. Mental Health - Case Management - Supportive Housing – Scattered Site Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

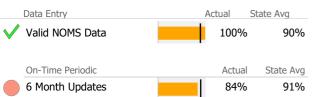
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	57	-21%	•
Admits	3	33	-91%	•
Discharges	5	15	-67%	•
Service Hours	2,037	1,929	6%	

Recovery

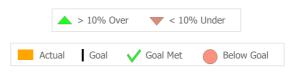
/							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		44	98%	85%	89%	13%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		40	100%	90%	96%	10%	
	Stable Living Situation Service Utilization	Stable Living Situation Service Utilization Actual % vs Goal %	Stable Living Situation 44 Service Utilization Actual % vs Goal % Actual	Stable Living Situation 44 98% Service Utilization Actual % vs Goal % Actual %	Stable Living Situation 44 98% 85% Service Utilization Actual % vs Goal % Actual % Goal %	Stable Living Situation 44 98% 85% 89% Service Utilization Actual % vs Goal % Actual % Goal % State Avg	Stable Living Situation 44 98% 85% 89% 13% Service Utilization Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal

Data Submission Quality



Data Submitted to DMHAS by Month





Victory Gardens 295

Chrysalis Center Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

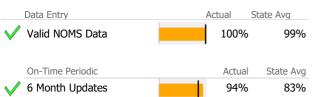
Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	36	31%	
Admits	12	2	500%	
Discharges	4	1	300%	
Service Hours	2,438	2,584	-6%	

Data Submission Quality



Data Submitted to DMHAS by Month



Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		46	98%	85%	90%	13%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		43	100%	90%	96%	10%	

▲ > 10% Over ▼ < 10% Under Actual Goal ✓ Goal Met Below Goal