Hands on Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
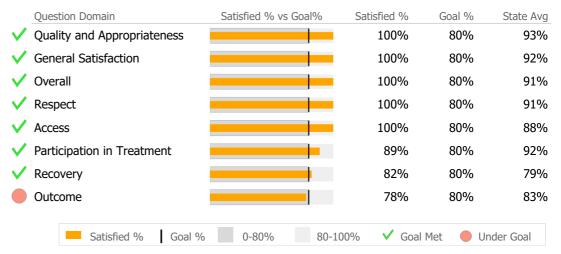Reporting Period: July 2019 - June 2020   (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	23	25	-8%	
	Admits	2	1	100%	▲
	Discharges	2	4	-50%	▼
	Service Hours	726	786	-8%	
	Bed Days	1,464	1,460	0%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	19	82.6%
	Residential Services	4	17.4%

Consumer Satisfaction Survey   (Based on 18 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	General Satisfaction		100%	80%	92%
✓	Overall		100%	80%	91%
✓	Respect		100%	80%	91%
✓	Access		100%	80%	88%
✓	Participation in Treatment		89%	80%	92%
✓	Recovery		82%	80%	79%
●	Outcome		78%	80%	83%

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

Client Demographics

Age

Age		#	%		State Avg
18-25				▼	11%
26-34		2	9%	▼	23%
35-44		1	4%	▼	22%
45-54		10	43%	▲	20%
55-64		9	39%	▲	18%
65+		1	4%		6%

Gender

Gender		#	%	State Avg
Male		14	61%	60%
Female		9	39%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		16	70%		69%
Hisp-Puerto Rican		5	22%	▲	11%
Hispanic-Other		2	9%		8%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Unknown				▼	11%

Race

Race		#	%		State Avg
Black/African American		10	43%	▲	17%
White/Caucasian		9	39%	▼	62%
Other		2	9%		13%
Multiple Races		1	4%		1%
Unknown		1	4%		6%
Am. Indian/Native Alaskan					1%
Asian					1%
Hawaiian/Other Pacific Islander					0%

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

Next Step Supportive Hsg605551
Hands on Hartford
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)
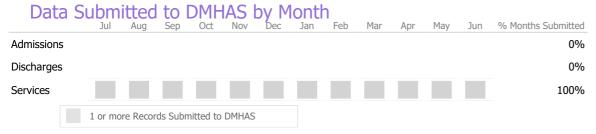
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	322	430	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		6	100%	85%	89%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		6	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	90%

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

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													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 99 Active Supportive Housing – Scattered Site Programs

Peter's Retreat 605241
Hands on Hartford
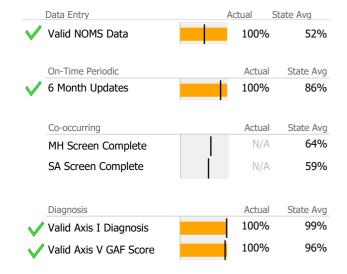Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,464	1,460	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	72%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	86%	40% ▲
✓ Improved/Maintained Axis V GAF Score		4	100%	95%	64%	5%
✓ Stable Living Situation		4	100%	95%	94%	5%
● Employed		0	0%	25%	9%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	52%

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

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	64%
SA Screen Complete	N/A	59%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	3,967 days	0.3	100%	90%	97%	10%

☐ < 90%	▨ 90-110%	▦ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Social Innovation Funded
Hands on Hartford
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	14	-7%	
Admits	2	1	100%	▲
Discharges	2	3	-33%	▼
Service Hours	404	355	14%	▲

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%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	90%

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

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		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▬ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 99 Active Supportive Housing – Scattered Site Programs