Liberty Community Services
New Haven, 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	112	138	-19% ▼
	Admits	15	18	-17% ▼
	Discharges	14	43	-67% ▼
	Service Hours	1,500	1,495	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	112	100.0%

Consumer Satisfaction Survey

(Based on 67 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
● Recovery		78%	80%	79%
● Outcome		75%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25			11% ▼
26-34	6	5%	23% ▼
35-44	14	13%	22%
45-54	37	33%	20% ▲
55-64	43	38%	18% ▲
65+	12	11%	6%

Gender	#	%	State Avg
Male	72	65%	60%
Female	39	35%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	83	74%	69%
Hispanic-Other	25	22%	8% ▲
Hisp-Puerto Rican	4	4%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			11% ▼

Race	#	%	State Avg
Black/African American	53	47%	17% ▲
White/Caucasian	48	43%	62% ▼
Other	8	7%	13%
Multiple Races	2	2%	1%
Am. Indian/Native Alaskan	1	1%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	1	2	-50%	▼
Discharges	-	2	-100%	▼
Service Hours	266	65		

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		17	100%	85%	89%	15%	▲

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		93%	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													8%
Discharges													0%
Services													75%

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

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 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	18	-6%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Service Hours	332	477	-30%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		16	94%	85%	89%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	97%	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	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									■				8%
Discharges								■					8%
Services	■	■	■	■	■	■	■	■	■		■	■	83%

■ 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

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 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	19	16%	▲
Admits	5	4	25%	▲
Discharges	5	2	150%	▲
Service Hours	228	259	-12%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		19	86%	85%	91%	1%

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	99%	99%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■			■	■			■			33%
Discharges	■		■		■	■			■				42%
Services		■	■	■	■	■	■	■			■	■	75%

■ 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 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	66	-44%	▼
Admits	5	8	-38%	▼
Discharges	7	34	-79%	▼
Service Hours	219	226	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		20	53%	85%	89%	-32%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	97%	90%	97%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	93%	90%

On-Time Periodic	Actual	State Avg
6 Month Updates	77%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■								33%
Discharges	■	■		■			■						33%
Services	■	■	■	■	■	■	■	■	■		■	■	92%

■ 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

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 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	20	0%	
Admits	3	2	50%	▲
Discharges	1	3	-67%	▼
Service Hours	454	469	-3%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		18	90%	85%	89%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		19	100%	90%	97%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	96%	90%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	94%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■									■	17%
Discharges						■							8%
Services		■		■		■	■	■	■	■	■	■	75%

■ 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