

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
—	Unique Clients	7	9	-22% ▼
	Admits			
/	Discharges		1	-100% ▼
	Service Hours	27	30	-9%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	7	100.0%

Consumer Satisfaction Survey

(Based on 5 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		80%	80%	88%
● Outcome		75%	80%	83%
● Recovery		60%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			9%
26-34	1	14%	20%
35-44			23% ▼
45-54	1	14%	19%
55-64	2	29%	20%
65+	3	43%	9% ▲

Gender	#	%	State Avg
Female	3	50%	42%
Male	3	50%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	7	100%	69% ▲
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%
Hisp-Puerto Rican			12% ▼
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	5	71%	63%
Am. Indian/Native Alaskan	1	14%	1% ▲
Black/African American	1	14%	17%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13% ▼
Unknown			5%

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

Variations in data may be indicative of operational adjustments related to the pandemic.

BOS 193 Units New London

Alliance For Living

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

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Unique Clients	7	9	-22% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	27	30	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	88%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		81%

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 108 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.