

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
—	Unique Clients	4	5	-20% ▼
	Admits			
↘	Discharges		1	-100% ▼
	Service Hours	29	27	8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	4	100.0%

Consumer Satisfaction Survey

(Based on 3 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Respect		100%	80%	91%
● Quality and Appropriateness		67%	80%	93%
● General Satisfaction		67%	80%	92%
● Overall		67%	80%	91%
● Access		67%	80%	88%
● Outcome		67%	80%	83%
● Recovery		67%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			9%
26-34			20% ▼
35-44			23% ▼
45-54	1	25%	19%
55-64	2	50%	20% ▲
65+	1	25%	9% ▲

Gender	#	%	State Avg
Female	3	75%	42% ▲
Male	1	25%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3	75%	69%
Hisp-Puerto Rican	1	25%	12% ▲
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	3	75%	63% ▲
Black/African American	1	25%	17%
Am. Indian/Native Alaskan			1%
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

Next Steps Supportive Housing - Pilots

Beth El Center Inc.

Mental Health - Case Management - Supportive Housing – Development

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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	29	27	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	93%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

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 65 Active Supportive Housing – Development Programs

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