

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	315	393	-20% ▼
	Admits	171	169	1%
	Discharges	89	268	-67% ▼
	Service Hours	7,250	5,938	22% ▲
	S.Rehab/PHP/IOP	1,690	975	73% ▲

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

Consumer Satisfaction Survey

(Based on 134 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		96%	80%	88%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Outcome		90%	80%	83%
✓ Recovery		89%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	273	50.3%
	Employment Services	94	17.3%
	Education Support	72	13.3%
	Community Support	32	5.9%
	Case Management	31	5.7%
Addiction			
	Employment Services	41	7.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	46	15%	10%	Male	171	54%	59%
26-34	60	19%	20%	Female	144	46%	41%
35-44	58	18%	24%	Transgender			0%
45-54	63	20%	18%				
55-64	60	19%	19%				
65+	28	9%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	239	76%	68%	White/Caucasian	167	53%	61%
Hispanic-Other	44	14%	9%	Black/African American	94	30%	▲ 17%
Hisp-Puerto Rican	20	6%	11%	Other	45	14%	13%
Unknown	6	2%	12%	Asian	6	2%	1%
Hispanic-Mexican	5	2%	1%	Multiple Races	2	1%	1%
Hispanic-Cuban	1	0%	0%	Unknown	1	0%	7%
				Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%

■ 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.

6 Washington Ct. SocRe 113-280

Laurel House

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

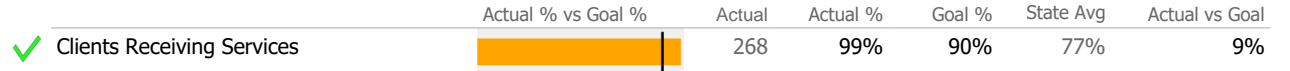
Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

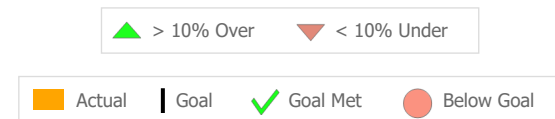
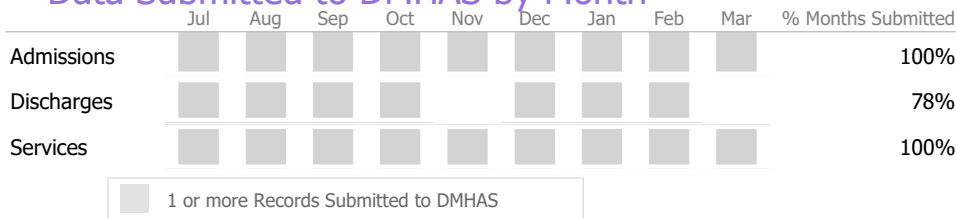
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	273	367	-26% ▼
Admits	74	75	-1%
Discharges	7	181	-96% ▼
Service Hours	2,603	2,274	14% ▲
Social Rehab/PHP/IOP Days	1,690	975	73% ▲

Service Utilization



Data Submitted to DMHAS by Month



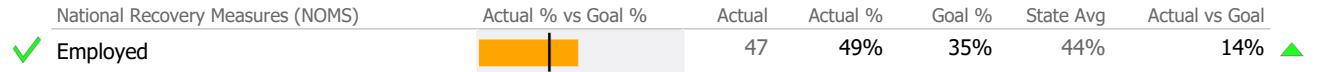
* State Avg based on 33 Active Social Rehabilitation Programs

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

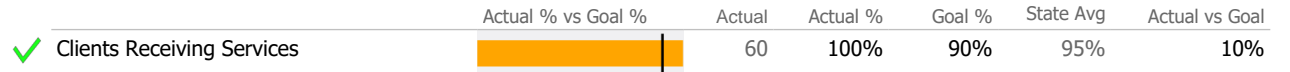
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	92	2%
Admits	45	44	2%
Discharges	35	43	-19% ▼
Service Hours	1,556	1,098	42% ▲

Recovery



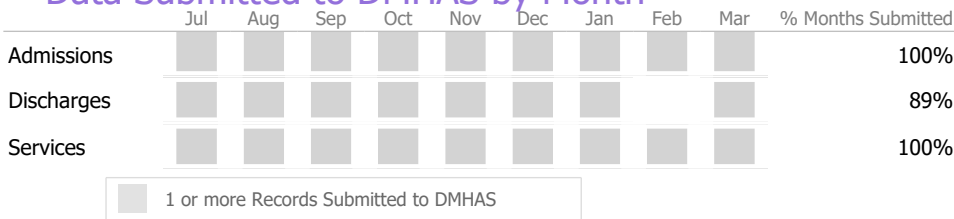
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 44 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	73	-1%
Admits	24	31	-23% ▼
Discharges	22	32	-31% ▼
Service Hours	1,043	1,103	-5%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		50	68%	35%	70%	33% ▲

Service Utilization

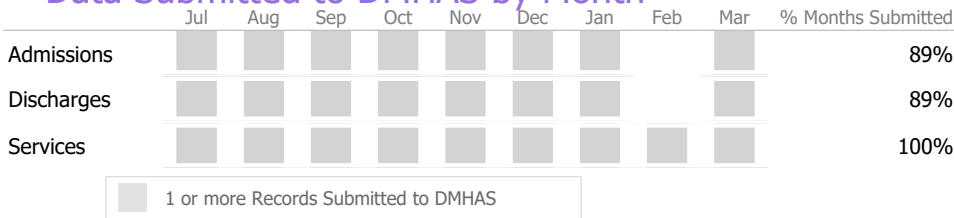
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		49	96%	90%	98%	6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	28	14% ▲
Admits	4	3	33% ▲
Discharges	1	1	0%
Service Hours	994	763	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	65%	55%	35% ▲

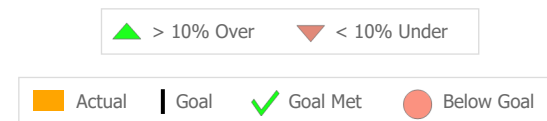
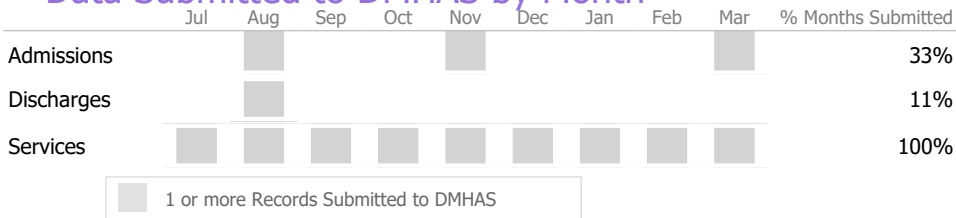
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		32	100%	60%	79%	40% ▲
✓ Stable Living Situation		31	97%	80%	88%	17% ▲
✓ Employed		9	28%	20%	15%	8%
● Improved/Maintained Function Score		1	3%	65%	30%	-62% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	98%	10%

Data Submitted to DMHAS by Month



* State Avg based on 36 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	79	82	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	94%	15% ▲

Service Utilization

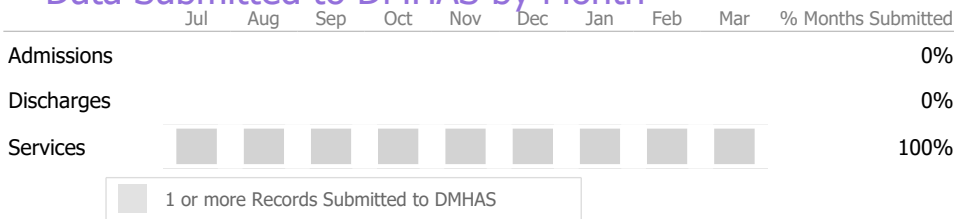
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	1	-	
Discharges	2	-	
Service Hours	145	164	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

Service Utilization

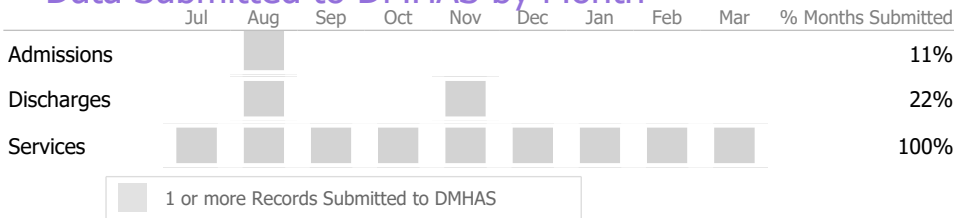
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

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

SOR - Employment

Laurel House

Addiction - Employment Services - Employment Services

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	25	64% ▲
Admits	23	16	44% ▲
Discharges	22	11	100% ▲
Service Hours	391	112	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		9	22%	35%	31%	-13% ▼

Service Utilization

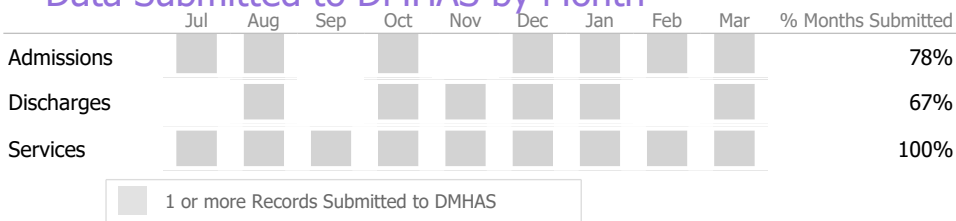
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91%

On-Time Periodic	Actual	State Avg
6 Month Updates		43%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Employment Services Programs

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

Supp Housing Pilots 113-260

Laurel House

Mental Health - Case Management - Supportive Housing – Scattered Site

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	-	-	
Service Hours	439	341	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	86%	15% ▲

Service Utilization

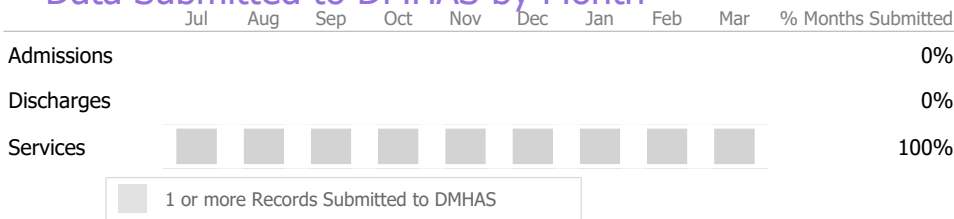
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

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