**Human Resource Development Agency**
Naugatuck, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013    (Data as of Dec 16, 2013)

## Provider Activity

| 12 Month Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 312 | 436 | -28% | ▼ |
| | Admits | 80 | 121 | -34% | ▼ |
| | Discharges | 133 | 216 | -38% | ▼ |
| | Service Hours | 297 | 538 | -45% | ▼ |
| | S.Rehab/PHP/IOP | 3,203 | 8,571 | -63% | ▼ |

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

## Unique Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Mental Health** | | | |
| | Social Rehabilitation | 293 | 93.9% |
| | Employment Services | 19 | 6.1% |

## Consumer Satisfaction Survey    (Based on 131 FY12 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|
| ✔ Respect | | 92% | 80% | 91% |
| ✔ Overall | | 92% | 80% | 91% |
| ✔ Participation in Treatment | | 90% | 80% | 92% |
| ✔ Access | | 90% | 80% | 88% |
| ✔ Quality and Appropriateness | | 89% | 80% | 93% |
| ✔ General Satisfaction | | 89% | 80% | 92% |
| ✔ Outcome | | 88% | 80% | 83% |
| ✔ Recovery | | 88% | 80% | 79% |

Satisfied %  |  Goal %  ▨ 0-80%  ▨ 80-100%  ✔ Goal Met  ⬤ Under Goal

## Client Demographics

### Age

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 37 | 12% | 17% |
| 26-34 | 39 | 13% | 22% |
| 35-44 | 62 | 20% | 20% |
| 45-54 | 98 | 32% | 24% |
| 55-64 | 61 | 20% | 13% |
| 65+ | 11 | 4% | 4% |

### Gender

| Gender | # | % | State Avg |
|---|---|---|---|
| Male | 182 | 58% | 60% |
| Female | 130 | 42% | 40% |

### Ethnicity

| Ethnicity | # | % | | State Avg |
|---|---|---|---|---|
| Non-Hispanic | 266 | 85% | ▲ | 74% |
| Hisp-Puerto Rican | 24 | 8% | | 12% |
| Hispanic-Other | 17 | 5% | | 7% |
| Unknown | 4 | 1% | | 7% |
| Hispanic-Cuban | 1 | 0% | | 0% |
| Hispanic-Mexican | | | | 0% |

### Race

| Race | # | % | | State Avg |
|---|---|---|---|---|
| White/Caucasian | 224 | 72% | | 64% |
| Black/African American | 77 | 25% | | 17% |
| Other | 8 | 3% | ▼ | 15% |
| Multiple Races | 2 | 1% | | 1% |
| Unknown | 1 | 0% | | 2% |
| Am. Indian/Native Alaskan | | | | 1% |
| Asian | | | | 1% |
| Hawaiian/Other Pacific Islander | | | | 0% |

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

**Homeless wksvcs VocRe 511-271**
Human Resource Development Agency
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 19 | 32 | -41% | ▼ |
| Admits | 8 | 15 | -47% | ▼ |
| Discharges | 16 | 21 | -24% | ▼ |
| Service Hours | 297 | 538 | -45% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Employed | | 4 | 21% | 35% | 31% | -14% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 3 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 99% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 0% | 73% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | | ▪ | | ▪ | ▪ | ▪ | ▪ | | | | | 50% |
| Discharges | ▪ | | | | ▪ | | ▪ | | | | ▪ | | 33% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | | 92% |

☐ 1 or more Records Submitted to DMHAS
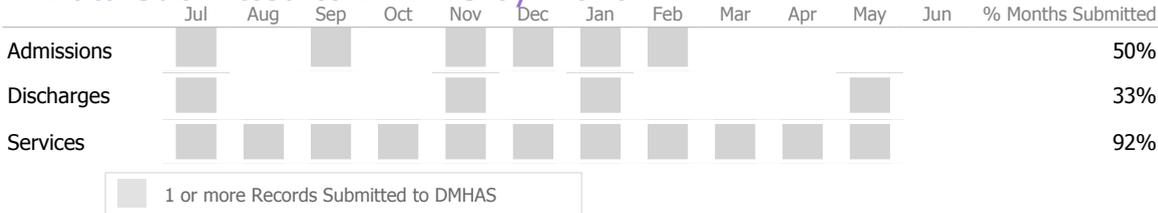
▲ > 10% Over   ▼ < 10% Under

🟧 Actual   | Goal   ✔ Goal Met   🔴 Below Goal

\* State Avg based on 40 Active Employment Services Programs

**Rubber Ave Drop In Ctr 511-280**
Human Resource Development Agency
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 293 | 406 | -28% | ▼ |
| Admits | 72 | 106 | -32% | ▼ |
| Discharges | 117 | 195 | -40% | ▼ |
| Service Hours | - | - | | |
| Social Rehab/PHP/IOP Days | 3,203 | 8,571 | -63% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Clients Receiving Services | | 104 | 57% | 90% | 82% | -33% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | | 92% |
| Discharges | ▪ | ▪ | | | | | ▪ | ▪ | | | ▪ | ▪ | 50% |
| Services | ▪ | ▪ | | | ▪ | | | | | | | | 25% |

| | 1 or more Records Submitted to DMHAS |
|---|---|

| ▲ | > 10% Over | ▼ | < 10% Under |
|---|---|---|---|

| 🟧 Actual | │ Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|
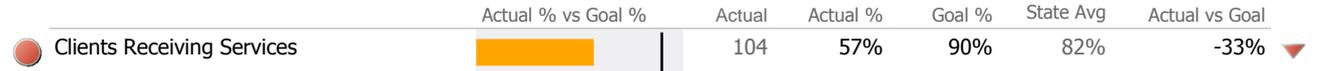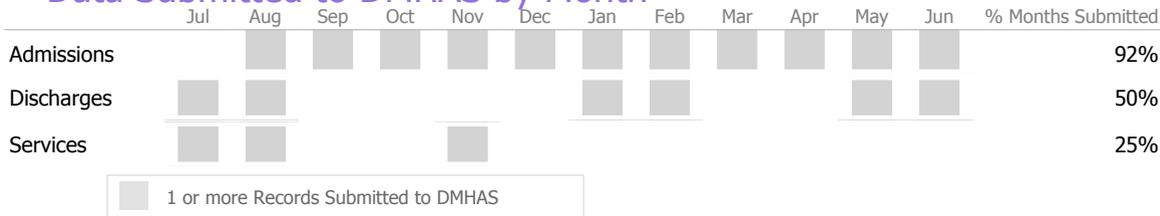
* State Avg based on 38 Active Social Rehabilitation Programs