Shelter for the Homeless Inc.
Stamford, 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	350	438	-20%	▼
	Admits	265	270	-2%	
	Discharges	93	360	-74%	▼
	S.Rehab/PHP/IOP	6,470	6,180	5%	

▲ > 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		350	100.0%

Consumer Satisfaction Survey   (Based on 82 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
🔴	Quality and Appropriateness		77%	80%	93%
🔴	Participation in Treatment		76%	80%	92%
🔴	Overall		76%	80%	91%
🔴	General Satisfaction		74%	80%	92%
🔴	Access		74%	80%	88%
🔴	Respect		66%	80%	91%
🔴	Recovery		66%	80%	79%
🔴	Outcome		64%	80%	83%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		37	11%	17%
26-34		62	18%	22%
35-44		81	23%	20%
45-54		101	29%	24%
55-64		63	18%	13%
65+		6	2%	4%

Gender

Gender		#	%		State Avg
Male		346	99%	▲	60%
Female		3	1%	▼	40%

Race

Race		#	%		State Avg
Black/African American		147	42%	▲	17%
White/Caucasian		110	31%	▼	64%
Other		88	25%		15%
Asian		5	1%		1%
Am. Indian/Native Alaskan					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					2%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		228	65%		74%
Hispanic-Other		74	21%	▲	7%
Hisp-Puerto Rican		30	9%		12%
Hispanic-Mexican		11	3%		0%
Unknown		4	1%		7%
Hispanic-Cuban		3	1%		0%

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

597 S.Pacific St SocRe 118-284
Shelter for the Homeless Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
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Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	350	438	-20%	▼
Admits	265	270	-2%	
Discharges	93	360	-74%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	6,470	6,180	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		268	95%	90%	82%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪		100%
Discharges	▪	▪	▪	▪	▪							▪	50%
Services	▪		▪	▪	▪	▪	▪			▪			58%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal
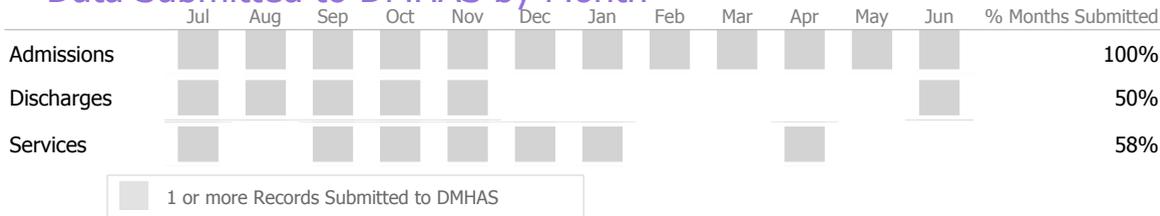
* State Avg based on 38 Active Social Rehabilitation Programs