Laurel House
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	380	316	20%	▲
	Admits	160	142	13%	▲
	Discharges	132	141	-6%	
	Service Hours	4,073	3,890	5%	
	S.Rehab/PHP/IOP	4,715	5,511	-14%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	376	68.4%
	Employment Services	64	11.6%
	Education Support	56	10.2%
	Case Management	28	5.1%
	Residential Services	26	4.7%

Consumer Satisfaction Survey   (Based on 213 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		92%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		85%	80%	83%
✓ Recovery		81%	80%	79%

Legend: ▬ Satisfied % | Goal % ▓ 0-80% ░ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	31	8%	13%
26-34	61	16%	23%
35-44	63	17%	19%
45-54	101	27%	23%
55-64	97	26%	16%
65+	24	6%	5%

Gender

Gender	#	%	State Avg
Male	218	57%	59%
Female	162	43%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	316	83%	75%
Hispanic-Other	34	9%	6%
Hisp-Puerto Rican	16	4%	12%
Unknown	11	3%	6%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban			0%

Race

Race	#	%	State Avg
White/Caucasian	269	71%	65%
Black/African American	92	24%	17%
Other	12	3%	13%
Asian	4	1%	1%
Unknown	2	1%	3%
Am. Indian/Native Alaskan	1	0%	0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

6 Washington Ct. ResSup113-250
Laurel House
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11%	▼
Admits	2	1	100%	▲
Discharges	2	4	-50%	▼
Service Hours	520	346	50%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	92%
✓ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		94%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪		▪	33%
Discharges		▪		▪			33%
Services		▪	▪	▪	▪	▪	83%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		2	100%	50%	71%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		15	88%	60%	87%	28%	▲
✓ Stable Living Situation		17	100%	85%	93%	15%	▲
🔴 Employed		4	24%	25%	13%	-1%	
🔴 Improved/Maintained Axis V GAF Score		14	93%	95%	73%	-2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		15	100%	90%	96%	10%	
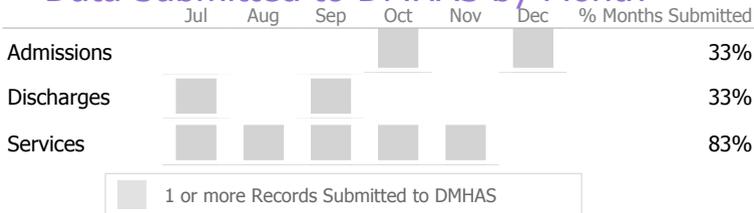
▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 51 Active Residential Support Programs

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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	376	314	20%	▲
Admits	111	99	12%	▲
Discharges	87	89	-2%	
Service Hours	1,667	1,895	-12%	▼
Social Rehab/PHP/IOP Days	4,715	5,511	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		279	93%	90%	64%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges		▢	▢	▢		▢	67%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | ● Below Goal
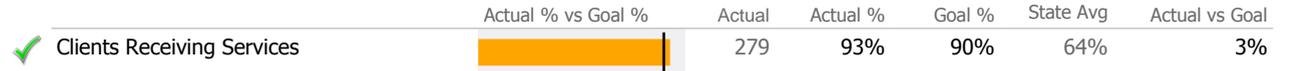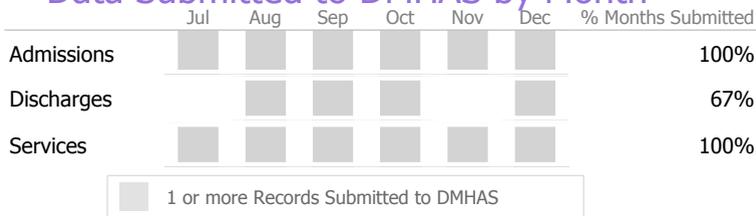
* State Avg based on 39 Active Social Rehabilitation Programs

6 Washington Ct. VocRe 113-270
Laurel House
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	56	14%	▲
Admits	23	21	10%	
Discharges	27	30	-10%	
Service Hours	742	683	9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		37	57%	35%	43%	22%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

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

6 Washington Ct.ResSupII 251
Laurel House
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	12	-25%	▼
Admits	-	1	-100%	▼
Discharges	1	2	-50%	▼
Service Hours	169	125	35%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	92%
✓ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	50%	71%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		9	100%	60%	87%	40%	▲
✓	Employed		5	56%	25%	13%	31%	▲
✓	Stable Living Situation		9	100%	85%	93%	15%	▲
✓	Improved/Maintained Axis V GAF Score		9	100%	95%	73%	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	96%	10%

Data Submitted to DMHAS by Month
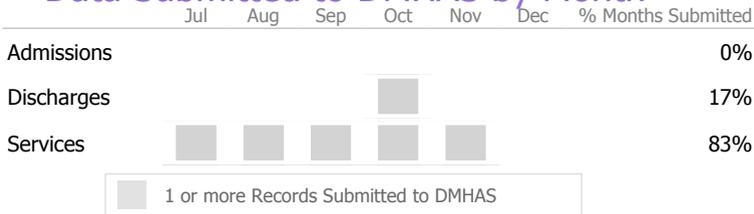
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges				▢			17%
Services	▢	▢	▢	▢	▢		83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ▢ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 51 Active Residential Support Programs

6 WashingtonCT.SuppED 113-272
Laurel House
Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	52	8%	
Admits	16	18	-11%	▼
Discharges	12	13	-8%	
Service Hours	390	505	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		22	39%	35%	51%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	91%	90%	94%	1%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		79%	75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪		83%
Discharges		▪	▪	▪	▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	100%

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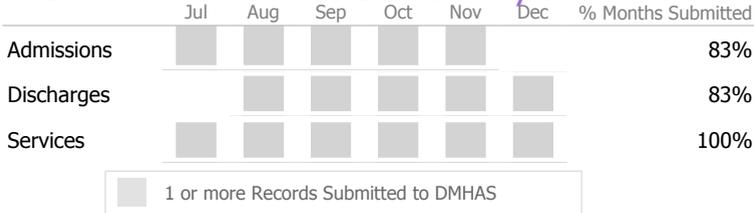
▲ > 10% Over   ▼ < 10% Under

| ▪ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 5 Active Education Support Programs

Fairfield Commons 552
Laurel House
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	7	-	
Discharges	1	-	
Service Hours	62	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		7	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	68%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							17%
Services							0%

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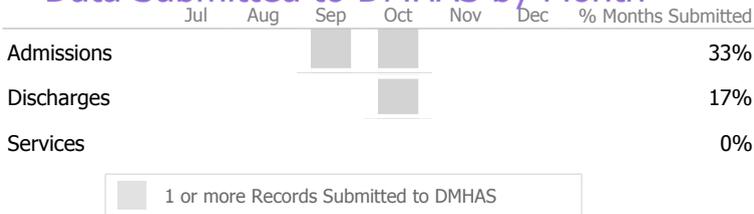
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Next Steps SupportiveHsg113551
Laurel House
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	1	-		
Discharges	1	1	0%	
Service Hours	128	62	107%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		9	100%	85%	80%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		8	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▨			17%
Discharges		▨					17%
Services	▨	▨	▨	▨	▨		83%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Supp Housing Pilots 113-260
Laurel House
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)
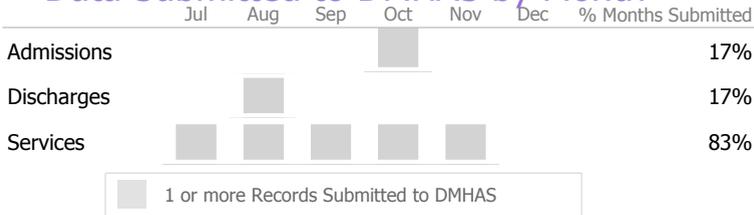
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	16	-25%	▼
Admits	-	2	-100%	▼
Discharges	1	2	-50%	▼
Service Hours	396	275	44%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		12	100%	85%	80%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges					▢		17%
Services	▢	▢	▢	▢	▢		83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs