Central CT Coast YMCA
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
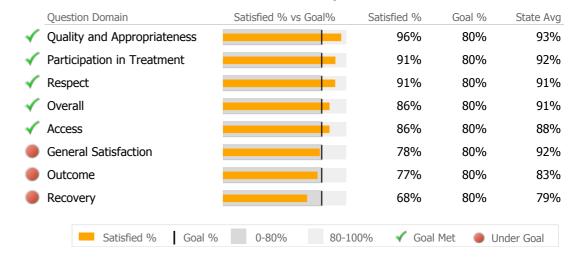Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	122	111	10%	
	Admits	19	44	-57%	▼
	Discharges	32	8	300%	▲
	Service Hours	1,926	1,472	31%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		122	100.0%

Consumer Satisfaction Survey   (Based on 51 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		96%	80%	93%
✔ Participation in Treatment		91%	80%	92%
✔ Respect		91%	80%	91%
✔ Overall		86%	80%	91%
✔ Access		86%	80%	88%
🔴 General Satisfaction		78%	80%	92%
🔴 Outcome		77%	80%	83%
🔴 Recovery		68%	80%	79%

▮ Satisfied %	┃ Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age		#	%		State Avg
18-25		3	2%	▼	15%
26-34		13	11%	▼	24%
35-44		25	20%		19%
45-54		36	30%		22%
55-64		33	27%	▲	15%
65+		12	10%		4%

Gender		#	%	State Avg
Male		78	64%	60%
Female		44	36%	40%
Transgender				0%

Ethnicity		#	%		State Avg
Non-Hispanic		73	60%	▼	75%
Hisp-Puerto Rican		34	28%	▲	12%
Hispanic-Other		9	7%		7%
Unknown		5	4%		6%
Hispanic-Cuban		1	1%		0%
Hispanic-Mexican					1%

Race		#	%		State Avg
Black/African American		48	39%	▲	16%
White/Caucasian		46	38%	▼	65%
Other		17	14%		13%
Hawaiian/Other Pacific Islander		9	7%		0%
Unknown		2	2%		3%
Am. Indian/Native Alaskan					1%
Asian					1%
Multiple Races					1%

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

Crescent Apts. -290
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
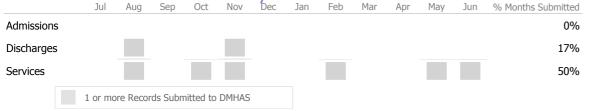Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	21	-5%	
Admits	-	-		
Discharges	2	1	100%	▲
Service Hours	237	341	-31%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		19	95%	85%	90%	10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	100%	90%	90%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges		▪			▪								17%
Services		▪		▪	▪			▪		▪	▪		50%

▪ 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

Fairfield Apts. - 291
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
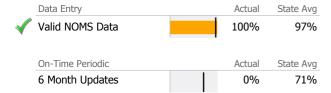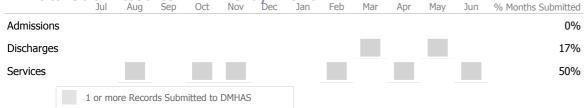Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	-	1	-100%	▼
Discharges	3	1	200%	▲
Service Hours	190	237	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	90%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	90%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges									▢	▢			17%
Services		▢		▢	▢			▢		▢		▢	50%

▢ 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

Franklin Apartments 128292
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
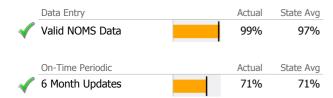Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	29	-17%	▼
Admits	1	5	-80%	▼
Discharges	-	6	-100%	▼
Service Hours	821	619	33%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		24	100%	85%	90%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	90%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		71%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%
Services													92%

☐ 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

Harrison Apartments
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)
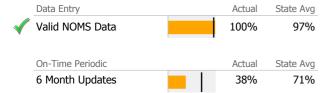
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	25	4%	
Admits	1	22	-95%	▼
Discharges	5	-		
Service Hours	286	100	185%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		25	96%	85%	90%	11%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		20	95%	90%	90%	5%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		38%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪										8%
Discharges										▪		▪	17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

SAMSHA Apartments
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	16	106%	▲
Admits	17	16	6%	
Discharges	22	-		
Service Hours	394	175	125%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		22	67%	85%	79%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢	▢		▢	▢	▢	▢	▢		▢	75%
Discharges			▢			▢	▢	▢	▢	▢			58%
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