

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	130	98	33%	▲
	Admits	69	70	-1%	
	Discharges	41	35	17%	▲
	Service Hours	1,444	939	54%	▲
	Bed Days	6,041	5,301	14%	▲

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

Consumer Satisfaction Survey

(Based on 54 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Access		100%	80%	88%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Overall		96%	80%	91%
✓ Respect		96%	80%	91%
✓ Outcome		94%	80%	83%
✓ Recovery		85%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	102	78.5%
	Admission	28	21.5%
Addiction	Case Management	28	21.5%
	Admission	102	78.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	▼ 15%	Male	88	68%	60%
26-34	10	8%	▼ 24%	Female	42	32%	40%
35-44	19	15%	19%	Transgender			0%
45-54	56	43%	▲ 22%				
55-64	37	29%	▲ 15%				
65+	6	5%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	102	78%	75%	Black/African American	56	43%	▲ 16%
Hisp-Puerto Rican	23	18%	12%	White/Caucasian	56	43%	▼ 65%
Hispanic-Other	3	2%	7%	Other	17	13%	13%
Unknown	2	2%	6%	Unknown	1	1%	3%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican			1%	Asian			1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	1	1500% ▲
Admits	15	1	1400% ▲
Discharges	1	-	
Service Hours	116	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	79%	15% ▲

Service Utilization

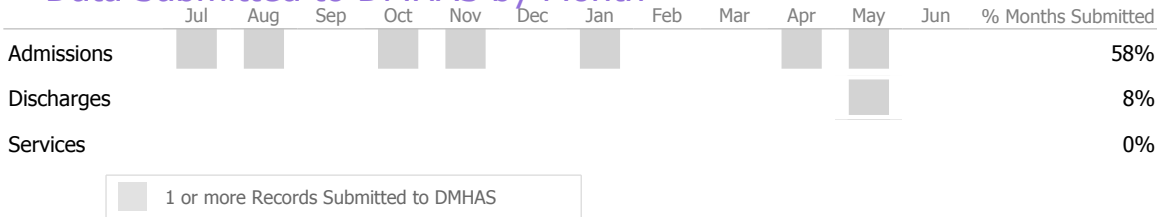
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	95%	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

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

Program Activity

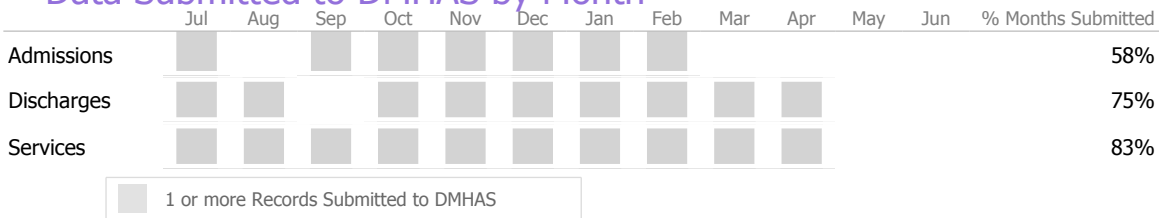
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	38	-26% ▼
Admits	14	27	-48% ▼
Discharges	16	25	-36% ▼
Service Hours	320	145	121% ▲
Bed Days	6,041	5,301	14% ▲

Data Submission Quality

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

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	33	106% ▲
Admits	36	33	9%
Discharges	17	1	1600% ▲
Service Hours	713	332	115% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		44	65%	85%	79%	-20% ▼

Service Utilization

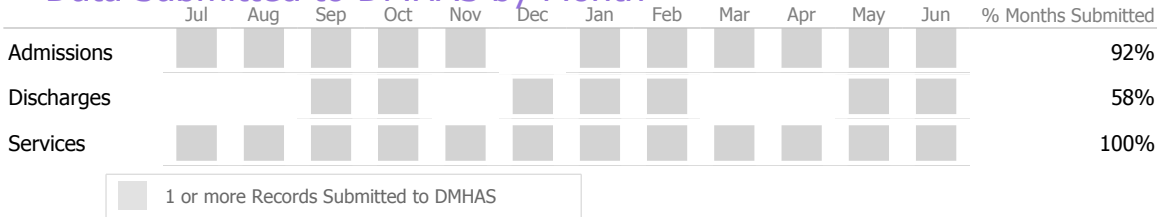
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	96%	90%	95%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

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

Liberty Supportive Housing Programs

Liberty Community Services

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	24	29	-17% ▼
Admits	4	9	-56% ▼
Discharges	7	9	-22% ▼
Service Hours	294	463	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	79%	85%	79%	-6%

Service Utilization

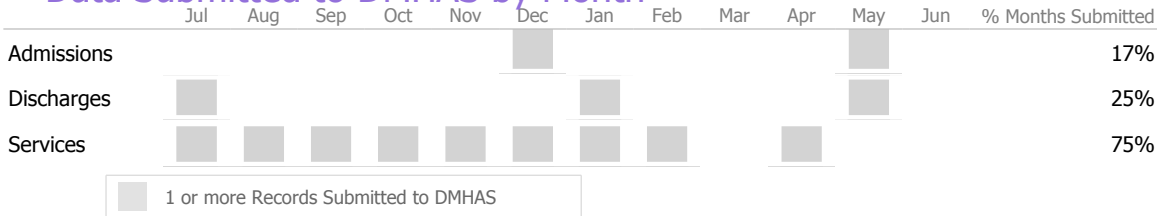
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⚪ Below Goal

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