Central CT Coast YMCA
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	95	104	-9%	
	Admits	11	10	10%	
	Discharges	11	14	-21%	▼
	Service Hours	968	1,346	-28%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		95	100.0%

Consumer Satisfaction Survey   (Based on 82 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		96%	80%	92%
✓	Quality and Appropriateness		96%	80%	93%
✓	General Satisfaction		95%	80%	92%
✓	Respect		94%	80%	91%
✓	Overall		94%	80%	91%
✓	Access		93%	80%	88%
✓	Outcome		82%	80%	83%
🔴	Recovery		79%	80%	79%

Legend: Satisfied % | Goal %   0-80%   80-100%   ✓ Goal Met   🔴 Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		4	4%	12%
26-34		11	12% ▼	23%
35-44		18	19%	20%
45-54		24	25%	22%
55-64		31	33% ▲	18%
65+		7	7%	6%

Gender

Gender		#	%	State Avg
Male		58	61%	59%
Female		37	39%	41%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		59	62% ▼	74%
Hisp-Puerto Rican		18	19%	13%
Hispanic-Other		13	14%	7%
Unknown		5	5%	6%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%	State Avg
Black/African American		41	43% ▲	16%
White/Caucasian		38	40% ▼	65%
Other		12	13%	13%
Unknown		2	2%	3%
Am. Indian/Native Alaskan		1	1%	1%
Asian		1	1%	1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

Legend: 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	2	1	100%	▲
Discharges	3	3	0%	
Service Hours	283	228	24%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		20	95%	85%	90%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		18	100%	90%	93%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						▪	17%
Discharges				▪		▪	33%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 52 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 2017 - December 2017 (Data as of Mar 21, 2018)
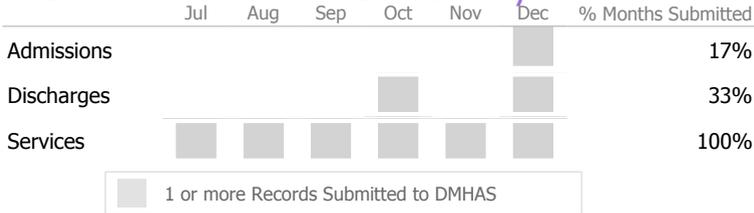
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	1	1	0%
Discharges	1	-	
Service Hours	205	209	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	89%	85%	90%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	93%	10%

Data Submission Quality

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

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	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 52 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 2017 - December 2017 (Data as of Mar 21, 2018)
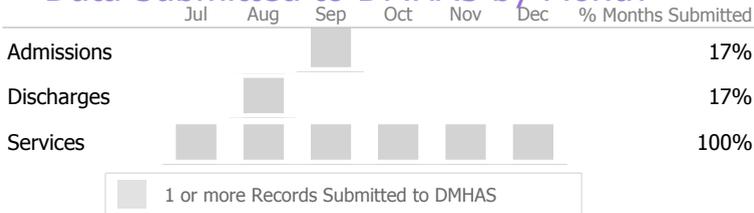
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	24	13%	▲
Admits	3	-		
Discharges	3	1	200%	▲
Service Hours	228	542	-58%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		23	85%	85%	90%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		24	100%	90%	93%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		86%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪	▪	33%
Discharges				▪	▪		33%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 52 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 2017 - December 2017 (Data as of Mar 21, 2018)
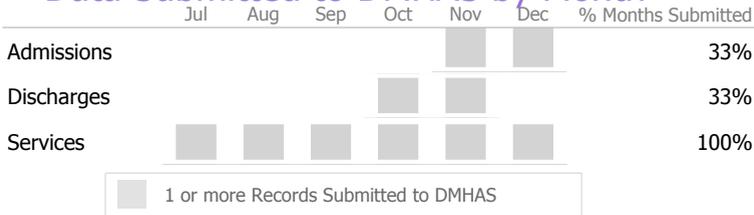
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	21	-24%	▼
Admits	-	-		
Discharges	-	4	-100%	▼
Service Hours	92	145	-37%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		15	94%	85%	90%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	100%	90%	93%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual	❘ Goal	✔ Goal Met	● Below Goal

* State Avg based on 52 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 2017 - December 2017 (Data as of Mar 21, 2018)
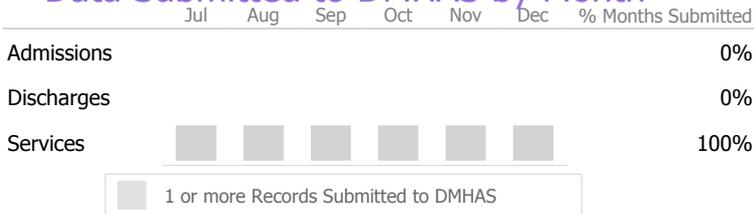
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	19	-32%	▼
Admits	5	8	-38%	▼
Discharges	4	6	-33%	▼
Service Hours	160	223	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	92%	85%	86%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢	▢	▢	▢	67%
Discharges	▢		▢		▢		50%
Services	▢	▢	▢	▢	▢	▢	100%

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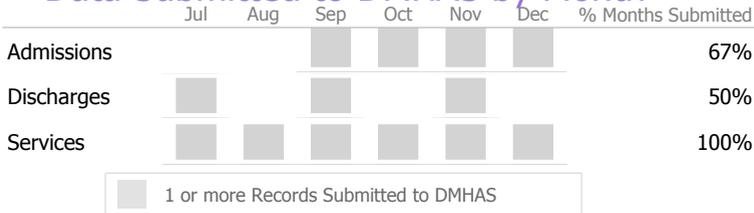
▲ > 10% Over	▼ < 10% Under

▬ Actual	│ Goal	✓ Goal Met	● Below Goal

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