

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	29	22	32%	▲
	Admits	7			
	Discharges	5			
	Service Hours	986	637	55%	▲
	Bed Days	1,460	1,460	0%	

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

Consumer Satisfaction Survey (Based on 21 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Access		100%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Recovery		95%	80%	79%
✓ Respect		95%	80%	91%
✓ Outcome		80%	80%	83%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	25	86.2%
	Residential Services	4	13.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			▼ 13%	Male	18	62%	60%
26-34	5	17%	24%	Female	11	38%	40%
35-44	5	17%	20%	Transgender			0%
45-54	9	31%	21%				
55-64	9	31%	▲ 16%				
65+	1	3%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	20	69%	72%	White/Caucasian	14	48%	▼ 64%
Hisp-Puerto Rican	6	21%	12%	Black/African American	11	38%	▲ 17%
Hispanic-Other	3	10%	7%	Other	2	7%	13%
Hispanic-Cuban			0%	Multiple Races	1	3%	1%
Hispanic-Mexican			1%	Unknown	1	3%	4%
Unknown			7%	Am. Indian/Native Alaskan			1%
				Asian			1%
				Hawaiian/Other Pacific Islander			0%

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

Next Step Supportive Hsg605551

Hands on Hartford

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	1	-	
Service Hours	518	398	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	85%	15% ▲

Service Utilization

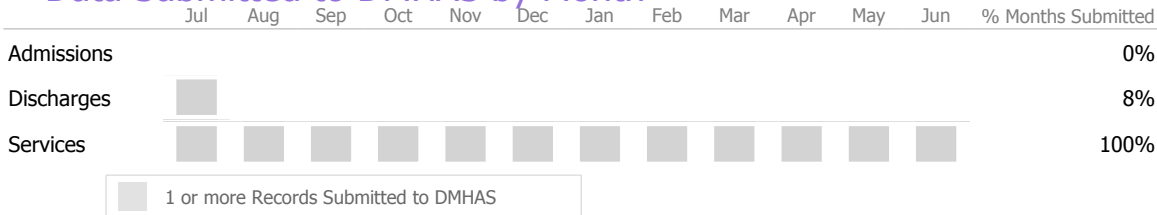
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,460	1,460	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	84%	40% ▲
Improved/Maintained Axis V GAF Score		4	100%	95%	68%	5%
Stable Living Situation		4	100%	95%	96%	5%
Employed		1	25%	25%	11%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	3,236 days	0.3	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	10	70% ▲
Admits	7	-	
Discharges	4	-	
Service Hours	468	239	96% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	85%	9%

Service Utilization

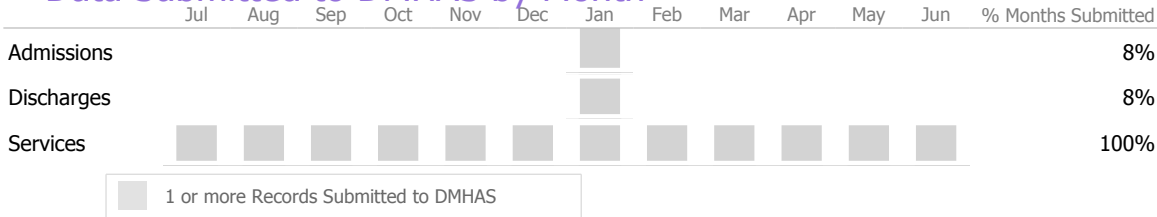
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs