ImmaCare
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	164	158	4%	
	Admits	51	23	122%	▲
	Discharges	7	2	250%	▲
	Service Hours	477	451	6%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	164	100.0%

Consumer Satisfaction Survey   (Based on 49 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		96%	80%	92%
✓	General Satisfaction		94%	80%	92%
✓	Respect		93%	80%	91%
✓	Access		92%	80%	88%
✓	Outcome		91%	80%	83%
✓	Quality and Appropriateness		90%	80%	93%
✓	Overall		88%	80%	91%
✓	Recovery		84%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		3	2%	11%
26-34		17	13%	22%
35-44		19	15%	19%
45-54		37	29%	22%
55-64		45	35% ▲	19%
65+		7	5%	6%

Gender

Gender		#	%	State Avg
Male		139	85% ▲	58%
Female		25	15% ▼	41%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Unknown		85	52% ▲	6%
Non-Hispanic		42	26% ▼	74%
Hisp-Puerto Rican		31	19%	13%
Hispanic-Other		5	3%	7%
Hispanic-Cuban		1	1%	0%
Hispanic-Mexican				1%

Race

Race		#	%	State Avg
Black/African American		80	49% ▲	16%
White/Caucasian		50	30% ▼	65%
Other		31	19%	13%
Unknown		2	1%	3%
Am. Indian/Native Alaskan		1	1%	1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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

Casa Di Francisco
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Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	26	-15%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	222	195	14%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Stable Living Situation		20	91%	85%	89%	6%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		22	100%	90%	89%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		77%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 53 Active Supportive Housing – Development Programs

CM-Homeless Outreach 629-294
ImmaCare
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	105	10%	
Admits	51	20	155%	▲
Discharges	5	1	400%	▲
Service Hours	1	24	-95%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		39	76%	50%	92%	26%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges		▢		33%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

	Actual		Goal	✔ Goal Met	● Below Goal
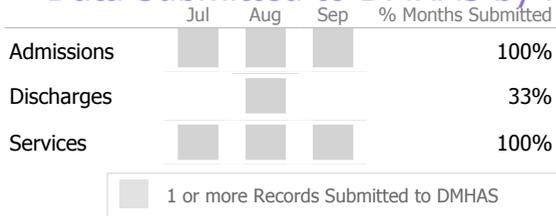
* State Avg based on 39 Active Outreach & Engagement Programs

Next Steps SuppHsgPilots629551
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Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	-	3	-100% ▼
Discharges	2	-	
Service Hours	254	232	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		27	100%	85%	87%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		25	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		80%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 69 Active Supportive Housing – Scattered Site Programs