Central CT Coast YMCA
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	105	101	4%	
	Admits	20	18	11%	▲
	Discharges	13	20	-35%	▼
	Service Hours	1,384	1,464	-5%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		105	100.0%

Consumer Satisfaction Survey   (Based on 71 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		91%	80%	93%
✓	Respect		88%	80%	91%
✓	General Satisfaction		86%	80%	92%
✓	Overall		86%	80%	91%
✓	Participation in Treatment		85%	80%	92%
✓	Access		82%	80%	88%
●	Outcome		76%	80%	83%
●	Recovery		73%	80%	79%

▮ Satisfied %	│ Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	4	4%	12%
26-34	11	10% ▼	24%
35-44	23	22%	21%
45-54	31	30%	20%
55-64	29	28% ▲	17%
65+	7	7%	6%

Gender

	#	%	State Avg
Male	64	61%	60%
Female	41	39%	40%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	57	54% ▼	71%
Hispanic-Other	22	21% ▲	7%
Hisp-Puerto Rican	22	21%	13%
Unknown	4	4%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

	#	%	State Avg
White/Caucasian	54	51% ▼	63%
Black/African American	34	32% ▲	16%
Other	13	12%	14%
Unknown	2	2%	5%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

▮ 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	2	4	-50%	▼
Discharges	2	5	-60%	▼
Service Hours	336	402	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		17	81%	85%	92%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▨								11%
Discharges	▨	▨								22%
Services	▨		▨	▨	▨	▨	▨	▨	▨	89%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 66 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 2018 - March 2019 (Data as of Jun 19, 2019)
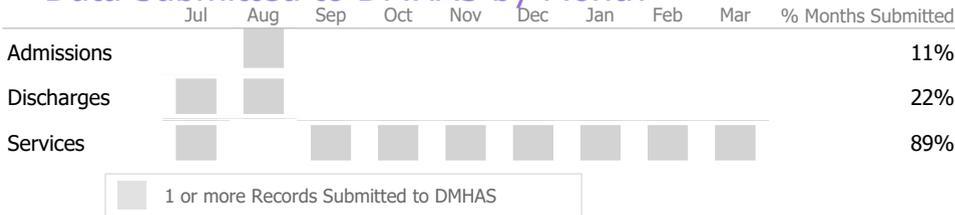
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	18	11%	▲
Admits	3	1	200%	▲
Discharges	3	1	200%	▲
Service Hours	279	297	-6%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		17	85%	85%	92%	0%

Service Utilization

		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		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪					▪	▪		33%
Discharges	▪				▪					22%
Services	▪		▪	▪	▪	▪	▪	▪		89%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 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 2018 - March 2019 (Data as of Jun 19, 2019)
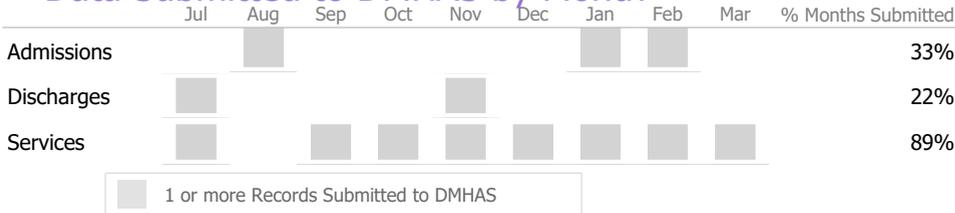
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	27	-11%	▼
Admits	2	3	-33%	▼
Discharges	-	4	-100%	▼
Service Hours	349	349	0%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		24	100%	85%	92%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		24	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	83%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪							11%
Discharges										0%
Services	▪	▪	▪		▪	▪	▪	▪	▪	89%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 66 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 2018 - March 2019 (Data as of Jun 19, 2019)
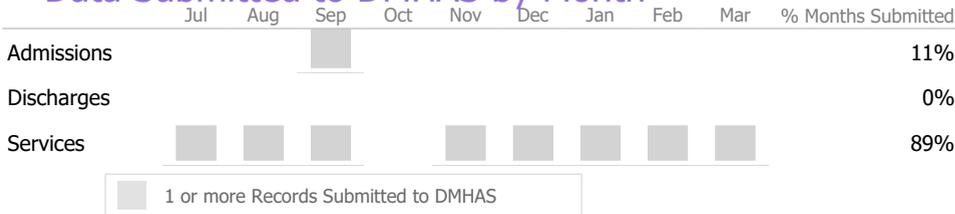
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	163	157	3%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	[bar]	14	93%	85%	92%	8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services	[bar]	13	87%	90%	95%	-3%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data	[bar]	100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates	[bar]	73%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services	▢	▢	▢	▢	▢	▢	▢		▢	89%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 66 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 2018 - March 2019 (Data as of Jun 19, 2019)
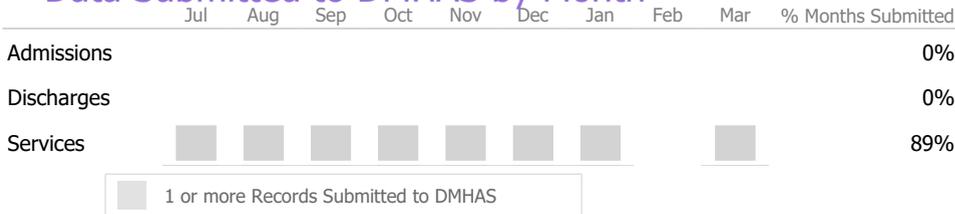
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	17	47%	▲
Admits	13	9	44%	▲
Discharges	8	9	-11%	▼
Service Hours	257	258	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		20	80%	85%	86%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢		▢	▢	89%
Discharges	▢		▢	▢	▢	▢			▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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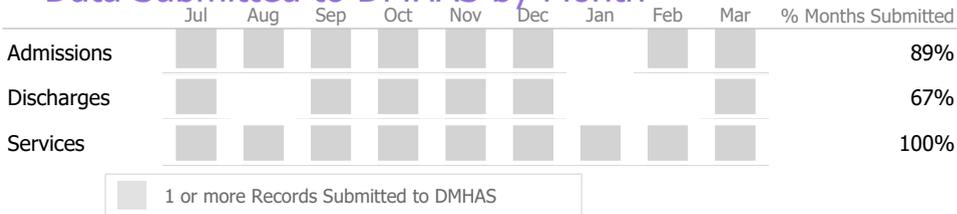
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs