

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	96	54	78%	▲
	Admits	68	23	196%	▲
	Discharges	35	21	67%	▲
	Service Hours	794	568	40%	▲
	Bed Days	5,301	5,168	3%	

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

### Consumer Satisfaction Survey (Based on 31 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Access		94%	80%	88%
✓ Recovery		93%	80%	79%
✓ Outcome		87%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	58	60.4%
	Residential Services	38	39.6%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	7	7%	▼ 24%	Male	61	64%	60%	
26-34	17	18%	19%	Female	35	36%	40%	
35-44	42	44%	▲ 23%	<b>Race</b>	Black/African American	48	50%	▲ 17%
45-54	28	29%	▲ 14%		White/Caucasian	41	43%	▼ 66%
55-64	2	2%	4%		Other	7	7%	13%
65+					Am. Indian/Native Alaskan			1%
<b>Ethnicity</b>	Non-Hispanic	77	80%	75%	Asian			1%
	Hisp-Puerto Rican	15	16%	12%	Multiple Races			1%
	Unknown	3	3%	6%	Hawaiian/Other Pacific Islander			0%
	Hispanic-Cuban	1	1%	0%	Unknown			3%
Hispanic-Mexican			1%					
Hispanic-Other			6%					

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	34	12% ▲
Admits	27	21	29% ▲
Discharges	25	21	19% ▲
Bed Days	5,301	5,168	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	76%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	16%	85%	33%	-69% ▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		0	0%	90%	29%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		16	40%	60%	54%	-20% ▼
Abstinence/Reduced Drug Use		0	0%	70%	0%	-70% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	291 days	0.2	91%	90%	95%	1%

Legend: ■ < 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	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■		■	■	■		■	83%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 4 Active AIDS Residential Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32		
Admits	32	-	
Discharges	1	-	
Service Hours	331	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Stable Living Situation	<div style="width:72%;"><div style="width:85%;"></div></div>	23	72%	85%	89%	-13% <span style="color:red">▼</span>

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:green">✓</span> Clients Receiving Services	<div style="width:90%;"><div style="width:90%;"></div></div>	28	90%	90%	97%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
<span style="color:green">✓</span> Valid NOMS Data	<div style="width:99%;"><div style="width:98%;"></div></div> 99%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width:0%;"><div style="width:88%;"></div></div> 0%	88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 69 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 2014 - June 2015 (Data as of Sep 17, 2015)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	20	45% ▲
Admits	9	2	350% ▲
Discharges	9	-	
Service Hours	463	568	-18% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	72%	85%	89%	-13% ▼

## Service Utilization

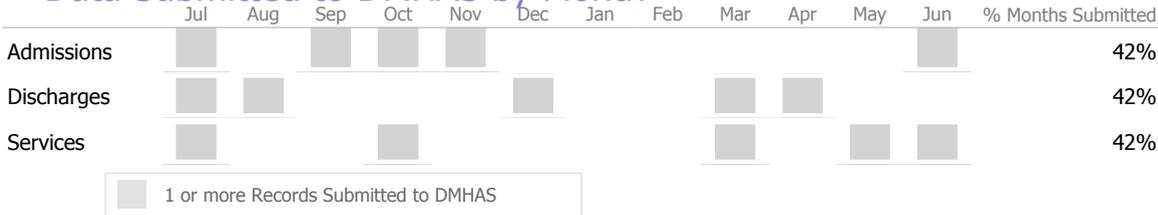
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	90%	90%	97%	0%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs