

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	23	12	92%	▲
	Admits	11	1	1000%	
	Discharges	2			
	Service Hours	481	302	59%	▲
	Bed Days	1,489	1,460	2%	

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

### Consumer Satisfaction Survey (Based on 10 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ General Satisfaction		90%	80%	92%
✓ Recovery		90%	80%	79%

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	18	78.3%
	Residential Services	5	21.7%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	4%	▼ 15%	Male	14	61%	60%
26-34	3	13%	▼ 24%	Female	9	39%	40%
35-44	3	13%	19%	Transgender			0%
45-54	10	43%	▲ 22%				
55-64	5	22%	15%				
65+	1	4%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	16	70%	75%	Black/African American	10	43%	▲ 16%
Hisp-Puerto Rican	5	22%	12%	White/Caucasian	9	39%	▼ 65%
Hispanic-Other	2	9%	7%	Other	2	9%	13%
Hispanic-Cuban		0%		Multiple Races	1	4%	1%
Hispanic-Mexican		1%		Unknown	1	4%	3%
Unknown		6%		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 2015 - June 2016 (Data as of Sep 12, 2016)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	1	1	0%
Discharges	1	-	
Service Hours	362	302	20% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	79%	4%

## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⚪ Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	1,489	1,460	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	68%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	81%	-90% ▼

### Recovery

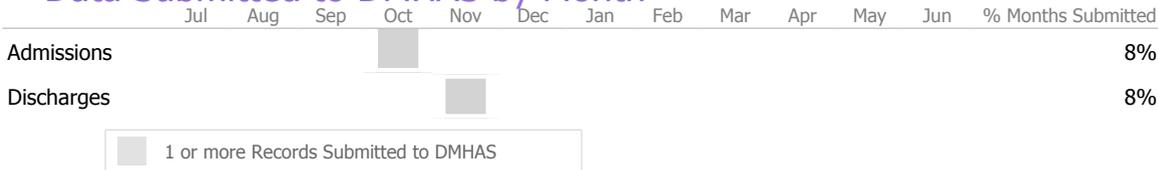
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	100%	60%	86%	40% ▲
Improved/Maintained Axis V GAF Score		5	100%	95%	69%	5%
Stable Living Situation		5	100%	95%	96%	5%
Employed		1	20%	25%	8%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	2,667 days	0.2	102%	90%	93%	12% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 74 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	9	-	
Discharges	-	-	
Service Hours	119	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	79%	15% ▲

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

### Data Submission Quality

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

### Data Submitted to DMHAS by Month



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Actual    | Goal    Goal Met    Below Goal

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