

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	122	114	7%
	Admits	43	53	-19% ▼
	Discharges	45	24	88% ▲
	Service Hours	627	731	-14% ▼
	Bed Days	1,219	1,025	19% ▲

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

Consumer Satisfaction Survey (Based on 77 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Outcome		90%	80%	83%
✓ Recovery		85%	80%	79%

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	116	84.1%
	Admission	22	15.9%
Addiction	Case Management	22	15.9%
	Admission	116	84.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	▼ 13%	Male	84	69%	59%
26-34	7	6%	▼ 23%	Female	38	31%	41%
35-44	17	14%	19%	Transgender			0%
45-54	42	34%	▲ 22%				
55-64	50	41%	▲ 17%				
65+	6	5%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	94	77%	74%	White/Caucasian	54	44%	▼ 65%
Hisp-Puerto Rican	19	16%	12%	Black/African American	51	42%	▲ 16%
Hispanic-Other	8	7%	7%	Other	16	13%	13%
Unknown	1	1%	6%	Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Cuban			0%	Asian			1%
Hispanic-Mexican			1%	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	13	31% ▲
Admits	2	12	-83% ▼
Discharges	1	-	
Service Hours	166	18	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	80%	3%

Service Utilization

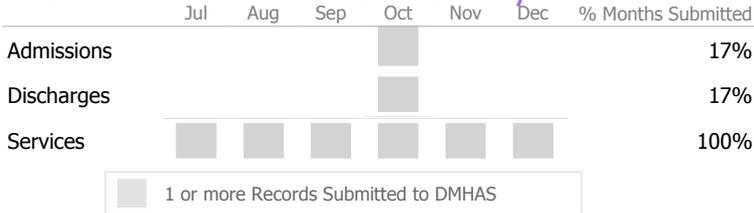
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	96%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

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	21		
Admits	21	-	
Discharges	6	-	
Service Hours	46	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	95%	85%	84%	10%

Service Utilization

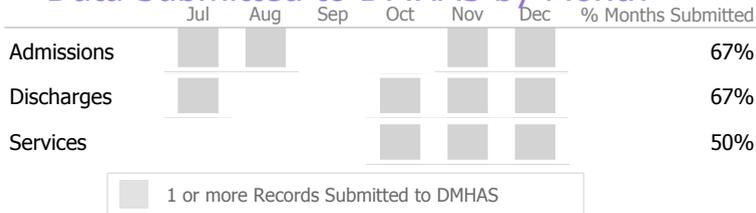
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	89%	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	67%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

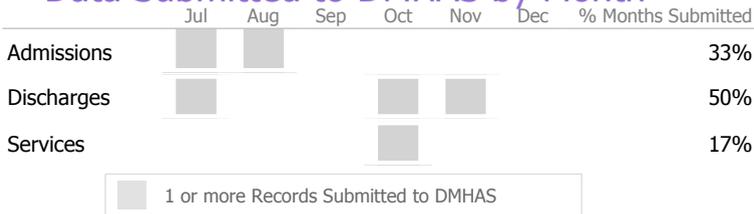
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	25	-12%	▼
Admits	9	11	-18%	▼
Discharges	22	7	214%	▲
Service Hours	12	213	-95%	▼
Bed Days	1,219	1,025	19%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	60	-2%
Admits	8	28	-71% ▼
Discharges	12	12	0%
Service Hours	318	321	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		24	41%	85%	80%	-44% ▼

Service Utilization

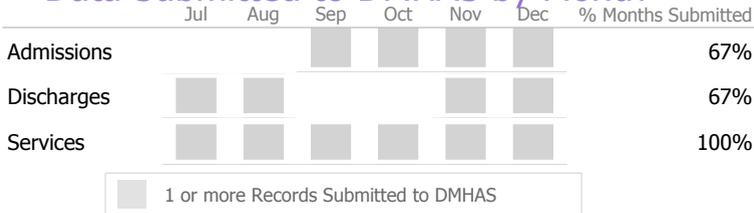
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	91%	90%	96%	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		81%

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

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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	22	-9%
Admits	3	2	50% ▲
Discharges	4	5	-20% ▼
Service Hours	86	179	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		16	80%	85%	80%	-5%

Service Utilization

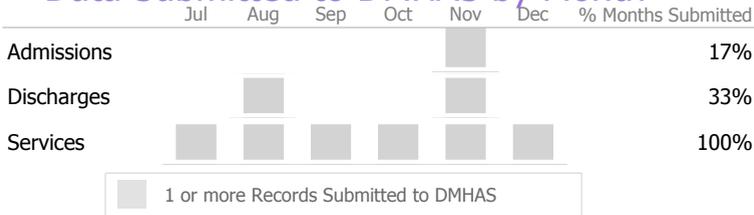
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	81%

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