

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	131	122	7%
	Admits	52	61	-15% ▼
	Discharges	48	34	41% ▲
	Service Hours	869	1,170	-26% ▼
	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	125	85.0%
	Admission	22	15.0%
Addiction	Case Management	22	15.0%
	Admission	0	0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	1%	14% ▼	Male	91	69%	60%
26-34	7	5%	24% ▼	Female	40	31%	40%
35-44	18	14%	20%	Transgender	0	0%	0%
45-54	48	37%	22% ▲				
55-64	51	39%	16% ▲				
65+	7	5%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	100	76%	74%	White/Caucasian	60	46%	65% ▼
Hisp-Puerto Rican	19	15%	12%	Black/African American	54	41%	17% ▲
Hispanic-Other	11	8%	7%	Other	16	12%	13%
Unknown	1	1%	6%	Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Cuban	0	0%	0%	Asian	0	0%	1%
Hispanic-Mexican	0	0%	1%	Multiple Races	0	0%	1%
				Hawaiian/Other Pacific Islander	0	0%	0%
				Unknown	0	0%	3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	14	21% ▲
Admits	2	13	-85% ▼
Discharges	1	-	
Service Hours	263	77	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	83%	9%

Service Utilization

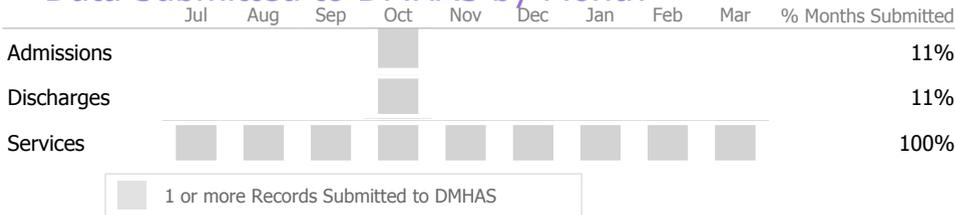
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	96%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

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	25		
Admits	25	-	
Discharges	7	-	
Service Hours	53	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	88%	85%	87%	3%

Service Utilization

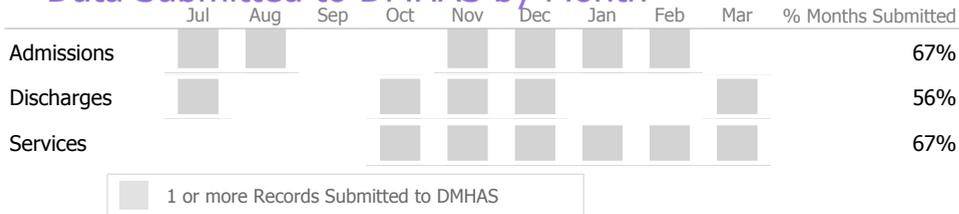
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	89%	90%	88%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	31%	69%

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	28	-21% ▼
Admits	9	14	-36% ▼
Discharges	22	14	57% ▲
Service Hours	12	320	-96% ▼
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	64	64	0%
Admits	13	32	-59% ▼
Discharges	14	14	0%
Service Hours	430	505	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		42	66%	85%	83%	-19% ▼

Service Utilization

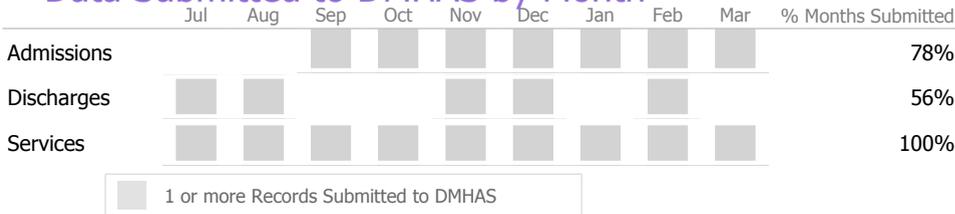
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	94%	90%	96%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	22	-9%
Admits	3	2	50% ▲
Discharges	4	6	-33% ▼
Service Hours	112	269	-58% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		16	80%	85%	83%	-5%

Service Utilization

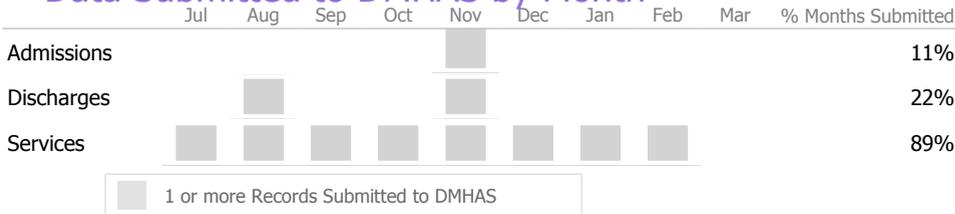
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	31%	86%

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