

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	46	49	-6%
	Admits		1	-100% ▼
	Discharges	2	1	100% ▲
	Service Hours	1,195	1,406	-15% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	46	100.0%

### Consumer Satisfaction Survey

(Based on 55 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Access		100%	80%	88%
✓ Overall		98%	80%	91%
✓ Respect		98%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Outcome		85%	80%	83%
✓ Recovery		84%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25			▼ 11%
26-34	4	9%	▼ 22%
35-44	1	2%	▼ 19%
45-54	9	20%	22%
55-64	24	52%	▲ 19%
65+	8	17%	▲ 6%

Gender	#	%	State Avg
Male	34	74%	▲ 58%
Female	12	26%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	44	96%	▲ 74%
Hisp-Puerto Rican	2	4%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	35	76%	▲ 65%
Black/African American	11	24%	16%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 13%
Unknown			3%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Service Hours	429	419	2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	89%	15% ▲

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	89%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 53 Active Supportive Housing – Development Programs

## Next Step Supportive Hsg314551

St. Vincent DePaul Place Middletown Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	27	-7%
Admits	-	-	
Discharges	-	-	
Service Hours	766	987	-22% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	87%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	92%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

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