

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	51	50	2%
	Admits	4	4	0%
	Discharges	3	4	-25% ▼
	Service Hours	3,218	3,434	-6%

▲ > 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	51	100.0%

### Consumer Satisfaction Survey

(Based on 41 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		97%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		92%	80%	88%
✓ Recovery		85%	80%	79%
✓ Outcome		84%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25			▼ 12%
26-34	5	10%	▼ 24%
35-44	1	2%	▼ 21%
45-54	11	22%	20%
55-64	23	45%	▲ 17%
65+	11	22%	▲ 6%

Gender	#	%	State Avg
Male	38	75%	▲ 60%
Female	13	25%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	49	96%	▲ 71%
Hisp-Puerto Rican	2	4%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Unknown			9%

Race	#	%	State Avg
White/Caucasian	38	75%	▲ 63%
Black/African American	13	25%	16%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 14%
Unknown			5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	24	-13% ▼
Admits	2	3	-33% ▼
Discharges	1	3	-67% ▼
Service Hours	1,149	1,180	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	92%	15% ▲

### Service Utilization

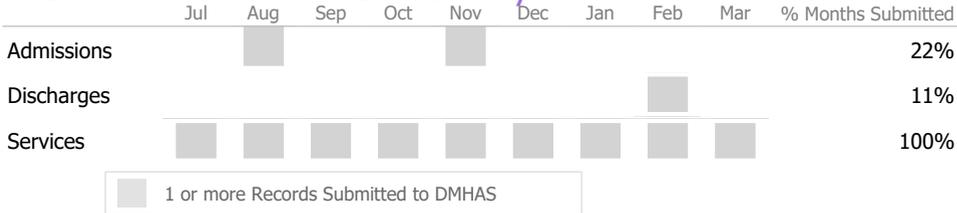
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	95%	10%

### 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 66 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 2018 - March 2019 (Data as of Jun 19, 2019)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	26	15% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Service Hours	2,070	2,254	-8%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	87%	85%	86%	2%

## Service Utilization

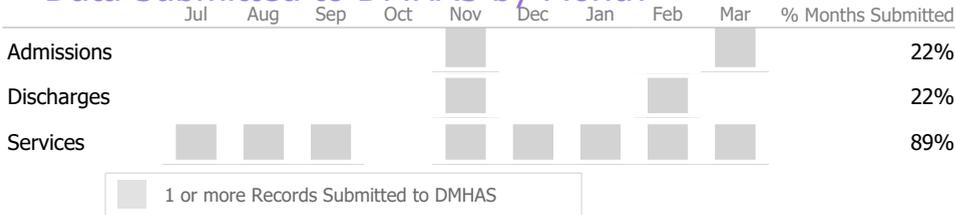
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	97%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 96 Active Supportive Housing – Scattered Site Programs