

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	41	43	-5%
	Admits	2	5	-60% ▼
	Discharges	1	4	-75% ▼
	Service Hours	4,124	4,596	-10%

▲ > 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	41	100.0%

### Consumer Satisfaction Survey (Based on 50 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		98%	80%	88%
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		90%	80%	91%
● Outcome		79%	80%	83%
● Recovery		73%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25			▼ 16%
26-34	1	2%	▼ 23%
35-44	2	5%	▼ 20%
45-54	16	39%	▲ 24%
55-64	20	49%	▲ 14%
65+	2	5%	4%

Gender	#	%	State Avg
Male	29	71%	▲ 60%
Female	12	29%	▼ 40%

Ethnicity	#	%	State Avg
Non-Hispanic	40	98%	▲ 75%
Hisp-Puerto Rican	1	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			6%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	27	66%	65%
Black/African American	13	32%	▲ 17%
Other	1	2%	▼ 14%
Am. Indian/Native Alaskan			1%
Asian			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	22	22	0%
Admits	2	-	
Discharges	1	2	-50% ▼
Service Hours	1,929	1,828	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	100%	85%	90%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	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		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 2013 - June 2014 (Data as of Sep 16, 2014)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	21	-10%
Admits	-	5	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	2,195	2,767	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	89%	10%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 67 Active Supportive Housing – Scattered Site Programs