Immaculate Conception Inc.
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	88	99	-11%	▼
	Admits	5	16	-69%	▼
	Discharges	19	17	12%	▲
	Service Hours	2,150	2,446	-12%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	88	100.0%

Consumer Satisfaction Survey   (Based on 52 FY13 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		94%	80%	92%
✓	Overall		92%	80%	91%
✓	Quality and Appropriateness		92%	80%	93%
✓	General Satisfaction		88%	80%	92%
✓	Access		88%	80%	88%
✓	Respect		87%	80%	91%
✓	Outcome		86%	80%	83%
●	Recovery		77%	80%	79%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	1	1%	▼	16%
26-34	5	6%	▼	23%
35-44	11	13%		20%
45-54	34	39%	▲	24%
55-64	31	35%	▲	14%
65+	6	7%		4%

Gender

Gender	#	%		State Avg
Male	84	95%	▲	60%
Female	4	5%	▼	40%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	66	75%	75%
Hisp-Puerto Rican	17	19%	12%
Hispanic-Other	3	3%	6%
Hispanic-Cuban	2	2%	0%
Hispanic-Mexican			0%
Unknown			6%

Race

Race	#	%		State Avg
Black/African American	46	52%	▲	17%
White/Caucasian	23	26%	▼	65%
Other	16	18%		14%
Multiple Races	2	2%		1%
Asian	1	1%		1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%
Unknown				3%

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

Casa Di Francisco
Immaculate Conception Inc.
Mental Health - Case Management - Supportive Housing – Development

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	28	31	-10%	
Admits	3	7	-57%	▼
Discharges	-	6	-100%	▼
Service Hours	1,073	1,069	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	89%	85%	90%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		85%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢											▢	17%
Discharges													0%
Services	▢		▢	▢		▢	▢		▢	▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

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

CM-Homeless Outreach 629-294
Immaculate Conception Inc.
Mental Health - Case Management - Outreach & Engagement

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	31	36	-14%	▼
Admits	2	6	-67%	▼
Discharges	17	7	143%	▲
Service Hours	250	369	-32%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		2	100%	50%	86%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢											17%
Discharges		▢		▢									17%
Services	▢	▢	▢	▢			▢						42%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual		Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 41 Active Outreach & Engagement Programs

Next Steps SuppHsgPilots629551
Immaculate Conception 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	29	33	-12%	▼
Admits	-	3	-100%	▼
Discharges	2	4	-50%	▼
Service Hours	827	1,008	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		26	90%	85%	89%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		27	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		89%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges					▢		▢						17%
Services	▢		▢	▢		▢	▢		▢	▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under
▮ Actual | Goal   ✔ Goal Met   ● Below Goal
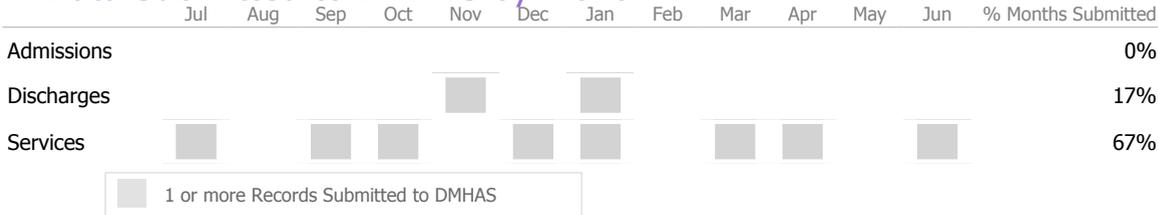
* State Avg based on 67 Active Supportive Housing – Scattered Site Programs