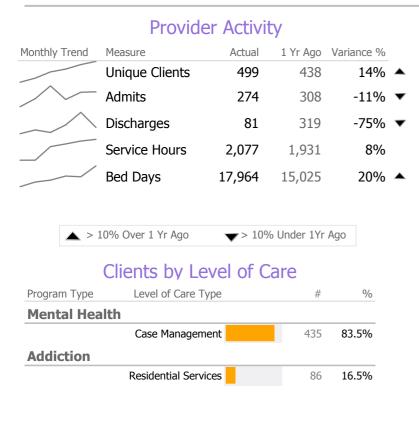
Columbus House

New Haven, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)



Consumer Satisfaction Survey (Based on 137 FY15 Surveys) Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg Quality and Appropriateness \checkmark 92% 80% 93% Participation in Treatment 91% 80% 92% Overall 91% 80% 91% 90% 80% 91% Respect General Satisfaction 80% 92% 90% Access 85% 80% 88% 79% Recovery 80% 80% Outcome 78% 80% 83% Satisfied % Goal % 0-80% 80-100% 🖌 Goal Met Under Goal

Client Demographics

Age

Ethnicity Non-Hispanic Hispanic-Other Hisp-Puerto Rican

Unknown Hispanic-Cuban Hispanic-Mexican

18-25

26-34 35-44 45-54 55-64 65+

	#	%	State Avg	Gender	#	%	Sta	ate Avg
	21	4%	13%	Male	306	61%		59%
	58	12%	▼ 23%	Female	193	39%		41%
	102	21%	19%	Transgender				0%
	171	35%	▲ 23%					
-	114	23%	16%					
	20	4%	5%	Race	#	%	Sta	ate Avg
				White/Caucasian	242	48%	▼	65%
	#	%	State Avg	Black/African American	233	47%		17%
	409	82%	75%	Other	13	3%		13%
	76	15%	6%	Multiple Races	6	1%		1%
	9	2%	12%	Asian	3	1%		1%
	4	1%	6%	Am. Indian/Native Alaskan	2	0%		0%
				Hawaiian/Other Pacific Islander				0%
	1	0%	0%	Unknown				3%
			1%	,				

CABHI - CM Scattered Site Housing Columbus House

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Actual vs Goal

Actual vs Goal

-47% 💗

3%

State Avg

80%

Mental Health - Case Management - Supportive Housing - Scattered Site

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	9	667%	
Admits	26	-		
Discharges	2	-		
Service Hours	466	-		

Recovery Actual Normal Recovery Measures (NOMS) Actual Normal Norma

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	
Clients Receiving Services		62	93%	90%	88%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	62%	81%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	5							100%
Discharges	5							33%
Services								17%

	> 10% 0\	ver	V < 10	1% Under	
Actual	Goal	«	Goal Met	Belo	w Goal

Cedar Hill-CM 901-291

Columbus House

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Quality Dashboard

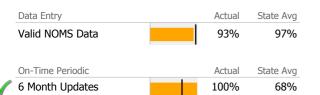
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	1	-	
Discharges	1	-	
Service Hours	54	124	-56% 🔻

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Stable Living Situation		13	87%	85%	89%	2%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Clients Receiving Services		14	100%	90%	88%	10%

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%
Services							17%
1 or more Records Submitted to DMHAS							

	> 10% 0	ver 🔻 < 100	% Under
Actual	Goal	🞻 Goal Met	Below Goal

Columbus Val Macri Apartments

Columbus House

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

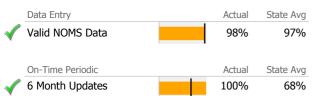
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	-	10	-100% 🔻
Discharges	-	-	
Service Hours	136	-	

Recovery

	/							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Stable Living Situation		11	100%	85%	89%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		10	91%	90%	88%	1%	

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%
	1 or mo	ore Recor	ds Subn	nitted to	DMHAS		

		> 10% Ove	er	▼ <	10%	Unde	r	
Ac	tual	Goal	<	Goal Me	et		Belo	w Goal

FUSE - Waterbury Site

Columbus House

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

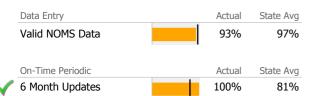
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	6	-33% 🔻	
Admits	-	-		
Discharges	-	1	-100% 🔻	
Service Hours	48	57	-15% 🔻	

Recovery

	,							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Stable Living Situation		4	100%	85%	80%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		4	100%	90%	88%	10%	

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%
	1 or mo	ore Recor	ds Subr	nitted to	DMHAS		

	> 10% 0	ver 🔻 < 1	10% Under	
Actual	Goal	🧹 Goal Met	Belo	w Goal

FUSE 901557

Columbus House

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

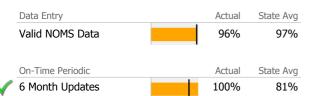
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	24	4%	
Admits	3	4	-25%	•
Discharges	6	2	200%	
Service Hours	152	378	-60%	▼

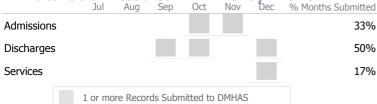
Recovery

	· ·							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Stable Living Situation		16	64%	85%	80%	-21%	•
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		18	95%	90%	88%	5%	

Data Submission Quality



Data Submitted to DMHAS by Month



	^ >	10% Ove	r	▼ < 10%	b Unde	iL
Act	ual	Goal	<	Goal Met		Below Goal

Hamden NxtStp,SuppHsg 901-551

Columbus House

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	25	8%	
Admits	1	2	-50%	▼
Discharges	-	1	-100%	▼
Service Hours	123	433	-72%	•

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		27	100%	85%	80%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		20	74%	90%	88%	-16%	-

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	69%	81%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S							17%
Discharges	5							0%
Services								17%
		1 or mo	ore Recor	ds Subn	nitted to	DMHAS		

	> 10% Ov	ver	▼ < 10	% Under	
Actual	Goal	√	Goal Met	🔵 Belo	w Goal

LegionWoodsNxtStp,SuppHs901552

Columbus House

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

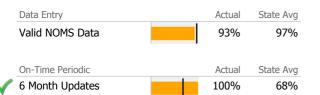
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	1	-100%	▼
Discharges	1	-		
Service Hours	84	146	-43%	•

Recovery

	/						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Stable Living Situation		7	88%	85%	89%	3%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Clients Receiving Services		7	100%	90%	88%	10%

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							17%
	1 or mo	ore Recor	ds Subr	nitted to	DMHAS		

	> 10% 0	/er	▼ < 100	% Under	
Actual	Goal	\checkmark	Goal Met	🔵 Belo	w Goal

Columbus House

Mental Health - Case Management - Standard Case Management

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	23	-17% 🔻
Admits	5	13	-62% 🔻
Discharges	6	13	-54% 🔻
Service Hours	163	216	-25% 🔻

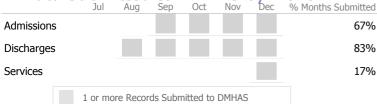
Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	97%	97%
	·	
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		5	83%	50%	51%	33%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🖉 Social Support		16	84%	60%	64%	24%	
Employed	<u> </u>	3	16%	20%	10%	-4%	
Stable Living Situation	·	1	5%	80%	81%	-75%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		11	85%	90%	63%	-5%	

Data Submitted to DMHAS by Month



	> 10% Ov	ver	V < 10 ⁰	% Under	
Actual	Goal	\checkmark	Goal Met	Belo	w Goal

* State Avg based on 31 Active Standard Case Management Programs

Columbus House

Mental Health - Case Management - Outreach & Engagement

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	17	-18% 🔻	
Admits	13	4	225% 🔺	
Discharges	4	16	-75% 🔻	
Service Hours	99	84	17% 🔺	

Service Engagement



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							17%
Services							17%
	1 or mo	ore Recor	ds Subr	nitted to	DMHAS		

	> > 10% O	ver 🔻 < 109	% Under
Actua	Goal	🞻 Goal Met	Below Goal

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

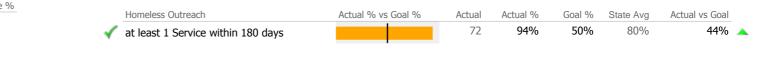
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

	> 10% 0	ver 🔻 < 10%	6 Under	
Actual	Goal	🞻 Goal Met	Below Goal	

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77		
Admits	77	-	
Discharges	11	-	
Service Hours	345	-	

Service Engagement



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							50%
Services							33%

▲ > 10% Over ▼ < 10% Under	
Actual 🛛 Goal 🖌 Goal Met 🛛 🔴 Below C	Goal

Rapid Re-Housing Program - 555

Columbus House

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

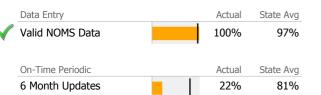
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	3	533%	
Admits	7	3	133%	
Discharges	7	-		
Service Hours	18	-		

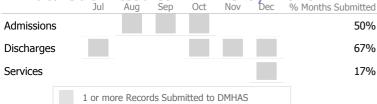
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		1	5%	85%	80%	-80%	-
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		3	25%	90%	88%	-65%	-

Data Submission Quality



Data Submitted to DMHAS by Month



		> 10% Ov	er	V < 109	% Unde	r
A	ctual	Goal	\checkmark	Goal Met		Below Goal

Rapid Rehousing Middlesex County

Columbus House

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

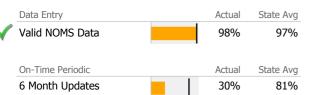
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	4	425%	
Admits	11	4	175%	
Discharges	2	-		
Service Hours	5	-		

Recovery

Clients Receiving Services		1	5%	90%	88%	-85%	•
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Service Utilization							
Stable Living Situation		9	43%	85%	80%	-42%	•
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	

Data Submission Quality



Data Submitted to DMHAS by Month



	> 10% Ov	rer	▼ < 109	% Under	
Actual	Goal	1	Goal Met	Belo	w Goal

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	26	29	-10%
Discharges	19	30	-37% 🔻
Bed Days	1,686	1,242	36% 🔺



▲ > 10% Over ▼ < 10% Under	
📕 Actual 🛛 Goal 🗹 Goal Met 🛛 🍏 Below	Goal

* State Avg based on 14 Active Recovery House Programs

SAMSHA Apartments

Columbus House

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86		
Admits	46	-	
Discharges	-	-	
Service Hours	136	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		34	40%	85%	80%	-45%	-
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		52	60%	90%	88%	-30%	-
	Stable Living Situation Service Utilization	Stable Living Situation Service Utilization Actual % vs Goal %	Stable Living Situation 34 Service Utilization Actual % vs Goal % Actual	Stable Living Situation 34 40% Service Utilization Actual % vs Goal % Actual %	Stable Living Situation 34 40% 85% Service Utilization Actual % vs Goal % Actual % Goal %	Stable Living Situation 34 40% 85% 80% Service Utilization Actual % vs Goal % Actual % Goal % State Avg	Stable Living Situation 34 40% 85% 80% -45% Service Utilization Actual % vs Goal % Actual % Goal % State Avg Actual vs Goal

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	15%	81%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S							100%
Discharges	5							0%
Services								17%
		1 or mo	ore Recor	ds Subm	nitted to	DMHAS		

	> 10% 0	ver 🔻 < 109	% Under
Actual	Goal	🧹 Goal Met	Below Goal

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	257	-79% 🔻
Admits	-	200	-100% 🔻
Discharges	-	210	-100% 🔻
Bed Days	9,936	9,974	0%

Data Submitted to DMHAS by Month

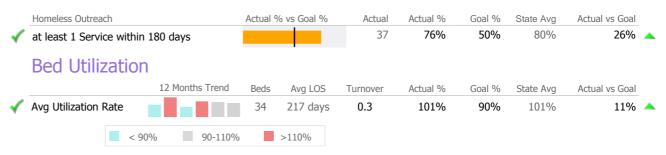
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
	1 or mo	ore Recor	ds Subn	nitted to	DMHAS		

	> 10% 0	ver 🔻 < 109	6 Under
Actual	Goal	🞻 Goal Met	Below Goal

* State Avg based on 7 Active Shelter Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	54	35% 🔺
Admits	49	28	75% 🔺
Discharges	21	28	-25% 🔻
Bed Days	6,342	3,809	67% 🔺

Service Engagement





	> 10% 0	ver 🛛 🔻 < 10%	6 Under
Actual	Goal	🞻 Goal Met	Below Goal

Sojourner's Place-SHP 901-264

Columbus House

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% 🔻
Admits	1	2	-50% 🔻
Discharges	1	1	0%
Service Hours	29	163	-82% 🔻

Recovery

	'							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Stable Living Situation		12	100%	85%	89%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		5	45%	90%	88%	-45%	-

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	30%	68%

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S							17%
Discharge	S							17%
Services								0%
		1 or mo	ore Recor	ds Subn	nitted to	DMHAS		

	> 10% 0	/er	▼ < 10	% Under	
Actual	Goal	-	Goal Met	Belo	w Goal

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	5							0%
Discharges	6							0%
	1	or mo	re Record	ds Subm	itted to	DMHAS		

	> 10% 0	ver 🔻 < 10%	6 Under	
Actual	Goal	🞻 Goal Met	Below Goa	al

* State Avg based on 1 Active Transportation Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	32	-6%
Admits	8	8	0%
Discharges	-	16	-100% 🔻
Service Hours	176	234	-25% 🔻

Service Engagement





	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							0%
Services							17%
	1 or m	ore Record	ls Subm	itted to	DMHAS		

▲ >	10% Over	▼ < 10% L	Inder
Actual	Goal 🗹	Goal Met	Below Goal

Whalley Terr.PILOTS Dev.901554

Columbus House

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	7	-29%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	45	97	-54%	•

Recovery

	· · · · · · · · · · · · · · · · · · ·							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		5	100%	85%	89%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		5	100%	90%	88%	10%	

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%
1 or more Records Submitted to DMHAS							

		> 10% Ov	rer	V < 10 ⁰	% Under	
Α	ctual	Goal		Goal Met	Belo	w Goal