Central CT Coast YMCA
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	102	113	-10%
	Admits	8	9	-11% ▼
	Discharges	14	16	-13% ▼
	Service Hours	1,346	806	67% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	102	100.0%

Consumer Satisfaction Survey (Based on 98 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		94%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		91%	80%	88%
✓ Participation in Treatment		90%	80%	92%
✓ Recovery		86%	80%	79%
✓ Outcome		82%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	3	3%	13%
26-34	12	12% ▼	23%
35-44	18	18%	19%
45-54	26	25%	22%
55-64	36	35% ▲	17%
65+	7	7%	5%

Gender	#	%	State Avg
Male	67	66%	59%
Female	35	34%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	62	61% ▼	74%
Hisp-Puerto Rican	27	26% ▲	12%
Hispanic-Other	8	8%	7%
Unknown	5	5%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	44	43% ▲	16%
White/Caucasian	36	35% ▼	65%
Other	16	16%	13%
Hawaiian/Other Pacific Islander	4	4%	0%
Unknown	2	2%	3%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%

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

Crescent Apts. -290
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	22	5%	
Admits	1	1	0%	
Discharges	3	2	50%	▲
Service Hours	228	126	81%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Stable Living Situation		7	30%	85%	84%	-55%	▼

Service Utilization

		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	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	67%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				■			17%
Discharges	■				■	■	50%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Fairfield Apts. - 291
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11%	▼
Admits	1	-		
Discharges	-	-		
Service Hours	209	118	77%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	67%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■						17%
Discharges							0%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		0	0%	85%	84%	-85%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	89%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Franklin Apartments 128292
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	24	0%	
Admits	-	1	-100%	▼
Discharges	1	-		
Service Hours	542	263	106%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		22	92%	85%	84%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		23	100%	90%	89%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	48%	67%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges						■	17%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Harrison Apartments
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	26	-19%	▼
Admits	-	1	-100%	▼
Discharges	4	-		
Service Hours	145	128	13%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		11	52%	85%	84%	-33%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	67%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges		■			■	■	50%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

SAMSHA Apartments
Central CT Coast YMCA
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

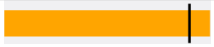
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	22	-23%	▼
Admits	6	6	0%	
Discharges	6	14	-57%	▼
Service Hours	223	170	31%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		12	71%	85%	80%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■			■	67%
Discharges	■		■		■	■	67%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs