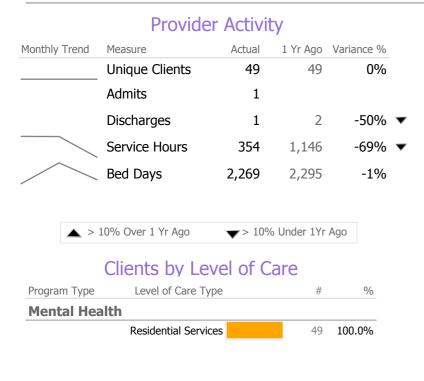
#### Supportive Environmental Living Facility Inc-SELF Waterbury, CT

#### Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)



#### **Consumer Satisfaction Survey** (Based on 41 FY17 Surveys) Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg 100% Access 80% 88% $\checkmark$ Overall 98% 80% 91% 92% Participation in Treatment 97% 80% Quality and Appropriateness 97% 80% 93% Respect 80% 91% 94% Outcome 80% 83% 91% General Satisfaction 81% 80% 92% Recovery 59% 80% 79% 🖌 Goal Met Goal % 0-80% 80-100% Satisfied % Under Goal

#### **Client Demographics**

Age	#	%	St	ate Avg	Gender	#	%	Sta	te Avg
18-25			▼	11%	Male 🗾	31	63%		58%
26-34	3	6%	$\mathbf{v}$	22%	Female	18	37%		41%
35-44	11	22%		19%	Transgender				0%
45-54	13	27%		22%					
55-64	18	37%		19%					
65+	4	8%		6%	Race	#	%	Sta	te Avg
					White/Caucasian	32	65%		65%
Ethnicity	#	%	Stat	e Avg	Black/African American	16	33%		16%
Non-Hispanic	46	94%		74%	Other	1	2%	$\mathbf{v}$	13%
Hispanic-Other	2	4%		7%	Am. Indian/Native Alaskan				1%
Unknown	1	2%		6%	Asian				1%
Hispanic-Cuban				0%	Multiple Races				1%
					Hawaiian/Other Pacific Islander				0%
Hispanic-Mexican				1%	Unknown				3%
Hisp-Puerto Rican			▼	13%					
	Unique C	lients	Sta	ate Avg	▲ > 10% Over State Avg ▼	> 10% U	Inder S	tate A	vg

Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	-	-	
Discharges	1	1	0%
Service Hours	354	1,146	-69% 🔻

# Data Submission Quality

	Data Entry		Actual	State Avg
$\checkmark$	Valid NOMS Data		99%	99%
*				
	On-Time Periodic		Actual	State Avg
	6 Month Updates		100%	99%
¥				
				<u>.</u>
	Cooccurring		Actual	State Avg
	MH Screen Complete		N/A	95%
	SA Screen Complete	i	N/A	93%
	F		,	
	Diagnosis		Actual	State Avg

Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

# Data Submitted to DMHAS by Month



## **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
<	Treatment Completed Successfully		1	100%	50%	84%	50%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		21	88%	60%	91%	28%	
$\checkmark$	Stable Living Situation		24	100%	85%	96%	15%	
	Improved/Maintained Axis V GAF Score		22	92%	95%	82%	-3%	
	Employed	·   '	1	4%	25%	11%	-21%	•
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		23	100%	90%	98%	10%	

	> 10% 0\	ver 🔻 < 10%	6 Under	
Actual	Goal	🗹 Goal Met	Below	w Goal

\* State Avg based on 38 Active Residential Support Programs

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	1	-	
Discharges	-	1	-100% 🔻
Bed Days	1,165	1,191	-2%

# Data Submission Quality

Data Entry	Actual	State Avg
🖌 Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
🖌 6 Month Updates	100%	81%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	85%
SA Screen Complete	0%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

# **Discharge Outcomes**

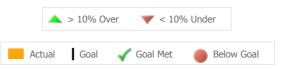
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Treatment Completed Successfully		N/A	N/A	60%	77%	N/A
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Social Support		10	77%	60%	85%	17% 🔺
$\checkmark$	Stable Living Situation		13	100%	95%	98%	5%
	Improved/Maintained Axis V GAF Score		10	91%	95%	66%	-4%
	Employed		0	0%	25%	6%	-25% 🔻

## **Bed Utilization**

		12	Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization R	Rate		13	1,659 days	1.0	97%	90%	95%	7%
		< 90%	90-110%		>110%					

# Data Submitted to DMHAS by Month

	Jui	Aug	JCP	70 PIONUIS Submitted
Admissions				33%
Discharges				0%
	1 or mo	re Recoi	rds Subr	nitted to DMHAS



\* State Avg based on 70 Active Supervised Apartments Programs

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,104	1,104	0%

# Data Submission Quality

	Data Entry		Actual	State Avg
$\checkmark$	Valid NOMS Data		100%	99%
	On-Time Periodic		Actual	State Avg
$\checkmark$	6 Month Updates		100%	81%
	Cooccurring	-	Actual	State Avg
	MH Screen Complete		N/A	85%
	SA Screen Complete		N/A	83%
	Diagnosis		Actual	State Avg
$\checkmark$	Valid Axis I Diagnosis		100%	99%
1	Valid Axis V GAF Score		100%	96%

# Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Treatment Completed Successfully		N/A	N/A	60%	77%	N/A
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Social Support		10	83%	60%	85%	23% 🔺
$\checkmark$	Stable Living Situation		12	100%	95%	98%	5%
$\checkmark$	Improved/Maintained Axis V GAF Score		11	100%	95%	66%	5%
	Employed		0	0%	25%	6%	-25% 🔻

## **Bed Utilization**

		12	Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization F	Rate		12	1,886 days	1.0	100%	90%	95%	10%
		< 90%	90-110%		>110%					

# Data Submitted to DMHAS by Month

	Jui	Aug	Sep	% Montris Submitted
Admissions				0%
Discharges				0%
	1 or mo	ore Recor	ds Subr	nitted to DMHAS

	> 10% 0	ver 🔻 < 10º	% Under	
Actual	Goal	🞻 Goal Met	Belo	w Goal

\* State Avg based on 70 Active Supervised Apartments Programs