Laurel House
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - December 2018   (Data as of Mar 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	338	376	-10%	
	Admits	78	86	-9%	
	Discharges	69	110	-37%	▼
	Service Hours	5,911	6,993	-15%	▼
	S.Rehab/PHP/IOP	2,632	4,478	-41%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Social Rehabilitation		330	64.0%
	Employment Services		72	14.0%
	Education Support		51	9.9%
	Community Support		32	6.2%
	Case Management		31	6.0%

Consumer Satisfaction Survey   (Based on 297 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		98%	80%	92%
✓	Overall		97%	80%	91%
✓	Quality and Appropriateness		96%	80%	93%
✓	Participation in Treatment		95%	80%	92%
✓	Respect		95%	80%	91%
✓	Access		94%	80%	88%
✓	Recovery		84%	80%	79%
✓	Outcome		83%	80%	83%

▭ Satisfied %	│ Goal %	▭ 0-80%	▭ 80-100%	✓ Goal Met	⬤ Under Goal

Client Demographics

Age		#	%	State Avg
18-25		51	15%	11%
26-34		52	15%	23%
35-44		51	15%	21%
45-54		79	24%	21%
55-64		79	24%	18%
65+		24	7%	6%

Gender		#	%	State Avg
Male		199	59%	59%
Female		138	41%	41%
Transgender				0%

Ethnicity		#	%		State Avg
Non-Hispanic		276	82%	▲	71%
Hispanic-Other		37	11%		7%
Hisp-Puerto Rican		16	5%		13%
Unknown		8	2%		9%
Hispanic-Mexican		1	0%		1%
Hispanic-Cuban					0%

Race		#	%	State Avg
White/Caucasian		204	60%	63%
Black/African American		84	25%	16%
Other		38	11%	13%
Unknown		7	2%	5%
Asian		3	1%	1%
Am. Indian/Native Alaskan		1	0%	1%
Multiple Races		1	0%	1%
Hawaiian/Other Pacific Islander				0%

▭ Unique Clients	│ State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

6 Washington Ct. SocRe 113-280
Laurel House
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	330	368	-10%	▼
Admits	43	53	-19%	▼
Discharges	34	67	-49%	▼
Service Hours	3,233	4,285	-25%	▼
Social Rehab/PHP/IOP Days	2,632	4,478	-41%	▼

Service Utilization
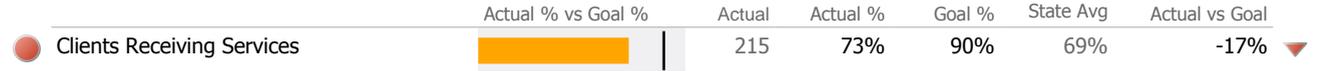
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services	▭	215	73%	90%	69%	-17%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▭	▭	▭	▭	▭	▭	100%
Discharges	▭	▭	▭	▭	▭		83%
Services	▭	▭	▭	▭	▭	▭	100%

▭ 1 or more Records Submitted to DMHAS
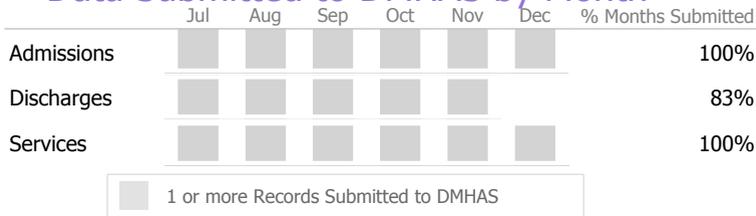
▲ > 10% Over   ▼ < 10% Under

▭ Actual | Goal   ✓ Goal Met   🔴 Below Goal

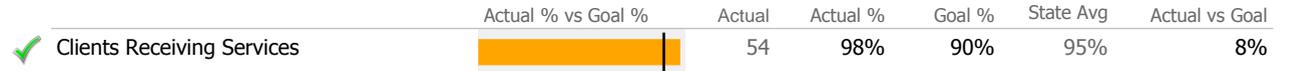* State Avg based on 36 Active Social Rehabilitation Programs

6 Washington Ct. VocRe 113-270
Laurel House
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	73	-1%	
Admits	19	18	6%	
Discharges	17	21	-19%	▼
Service Hours	892	980	-9%	

Recovery
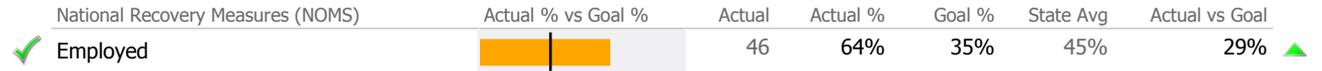
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		46	64%	35%	45%	29%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		54	98%	90%	95%	8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢		▢	▢	83%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
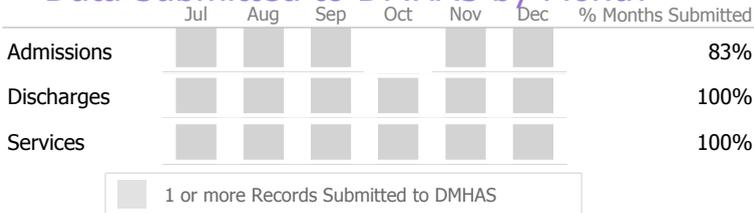
▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 41 Active Employment Services Programs

6 WashingtonCT.SuppED 113-272
Laurel House
Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	59	-14%	▼
Admits	13	7	86%	▲
Discharges	11	17	-35%	▼
Service Hours	807	705	14%	▲

Recovery
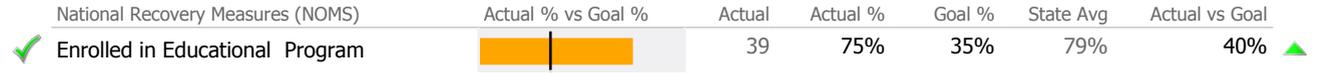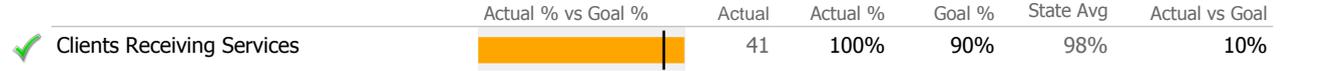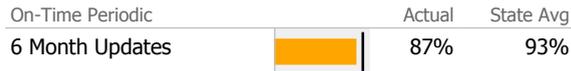
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Enrolled in Educational Program		39	75%	35%	79%	40%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	100%	90%	98%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		87%	93%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS
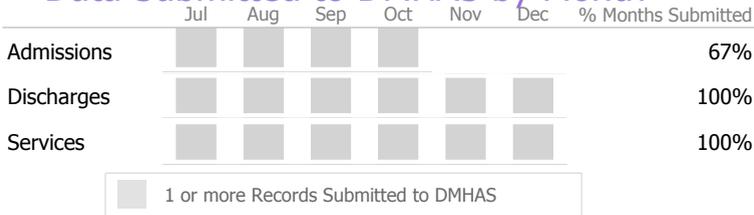
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 5 Active Education Support Programs

CSP - 251
Laurel House
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	32	0%
Admits	3	3	0%
Discharges	4	4	0%
Service Hours	609	630	-3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	93%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	91%	91%
✓	SA Screen Complete	91%	90%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	97%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢	▢			33%
Discharges				▢	▢		33%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		2	50%	65%	67%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		26	81%	60%	82%	21% ▲
✓ Improved/Maintained Axis V GAF Score		27	93%	65%	63%	28% ▲
✓ Stable Living Situation		31	97%	80%	93%	17% ▲
✓ Employed		9	28%	20%	13%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	99%	10%
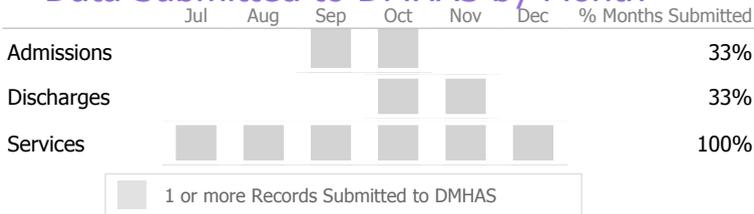
▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 48 Active CSP Programs

Fairfield Commons 552
Laurel House
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	37	48	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	93%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS
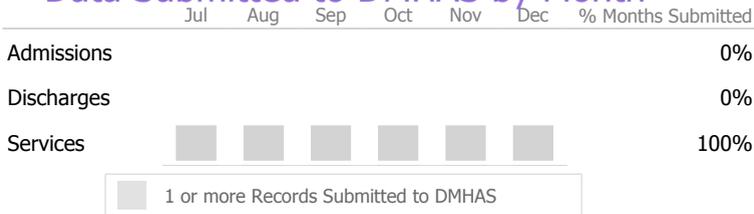
▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Next Steps SupportiveHsg113551

Laurel House

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	-	2	-100%	▼
Discharges	1	-		
Service Hours	68	76	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		7	78%	85%	85%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		6	75%	90%	95%	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	88%

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 74 Active Supportive Housing – Scattered Site Programs

Supp Housing Pilots 113-260
Laurel House
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	16	0%	
Admits	-	3	-100%	▼
Discharges	2	1	100%	▲
Service Hours	265	269	-1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		16	100%	85%	85%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges					▪	▪	33%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   ❘ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs