Immaculate Conception Inc.
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	98	99	-1%	
	Admits	16	49	-67%	▼
	Discharges	17	43	-60%	▼
	Service Hours	2,446	2,620	-7%	

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	98	100.0%

Consumer Satisfaction Survey   (Based on 46 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		89%	80%	93%
✓	General Satisfaction		87%	80%	92%
✓	Overall		87%	80%	91%
✓	Participation in Treatment		86%	80%	92%
✓	Respect		86%	80%	91%
✓	Outcome		82%	80%	83%
🔴	Recovery		72%	80%	79%
🔴	Access		72%	80%	88%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		1	1%	▼	17%
26-34		6	6%	▼	22%
35-44		10	10%		20%
45-54		46	47%	▲	24%
55-64		31	32%	▲	13%
65+		4	4%		4%

Gender

Gender		#	%		State Avg
Male		93	96%	▲	60%
Female		4	4%	▼	40%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		73	74%	74%
Hisp-Puerto Rican		18	18%	12%
Hispanic-Other		5	5%	7%
Hispanic-Cuban		2	2%	0%
Hispanic-Mexican				0%
Unknown				7%

Race

Race		#	%		State Avg
Black/African American		52	53%	▲	17%
White/Caucasian		26	27%	▼	64%
Other		18	18%		15%
Asian		1	1%		1%
Multiple Races		1	1%		1%
Am. Indian/Native Alaskan					1%
Hawaiian/Other Pacific Islander					0%
Unknown					2%

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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	25	24%	▲
Admits	7	25	-72%	▼
Discharges	6	1	500%	▲
Service Hours	1,069	771	39%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		30	97%	85%	80%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	90%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	59%

Data Submitted to DMHAS by Month

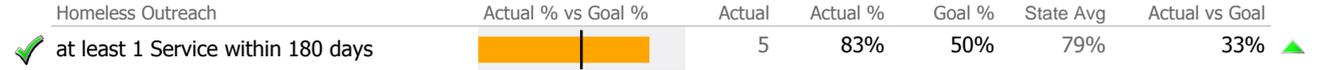|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢	▢	▢	▢		▢		▢		50%
Discharges				▢					▢		▢		25%
Services	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢		92%

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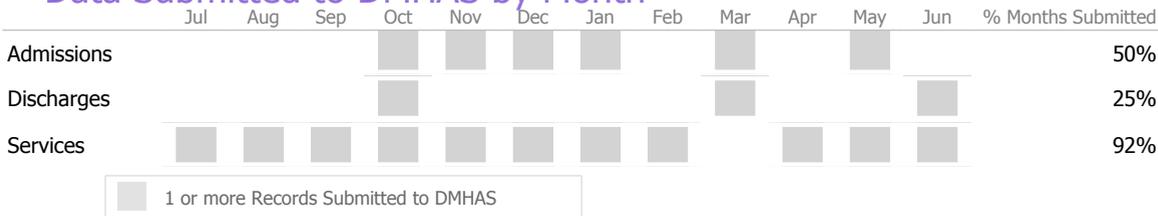
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

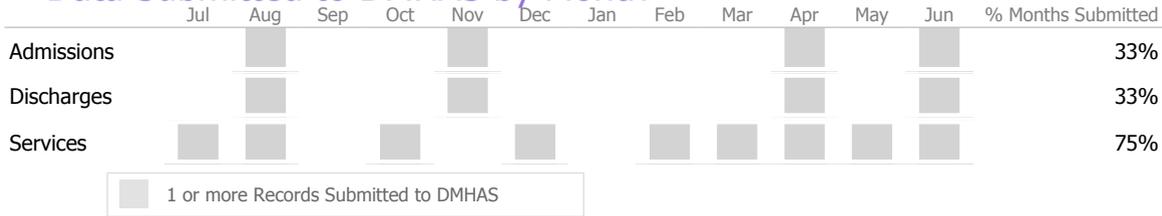* State Avg based on 52 Active Supportive Housing – Development Programs

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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	45	-20%	▼
Admits	6	16	-63%	▼
Discharges	7	15	-53%	▼
Service Hours	369	522	-29%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		5	83%	50%	79%	33%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪			▪					▪		▪	33%
Discharges		▪			▪					▪		▪	33%
Services		▪ ▪		▪		▪		▪	▪	▪	▪	▪	75%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	56	-43%	▼
Admits	3	8	-63%	▼
Discharges	4	27	-85%	▼
Service Hours	1,008	1,327	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		32	100%	85%	90%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		28	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		0%	72%

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	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪	92%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs