Shelter for the Homeless Inc.
Stamford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Admits			
	Discharges			

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

Clients by Level of Care

Program Type	Level of Care Type	#	%

Consumer Satisfaction Survey   (Based on 77 FY13 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		91%	80%	92%
✔	Overall		90%	80%	91%
✔	Respect		88%	80%	91%
✔	Quality and Appropriateness		86%	80%	93%
✔	Participation in Treatment		86%	80%	92%
✔	Outcome		84%	80%	83%
✔	Access		83%	80%	88%
🔴	Recovery		79%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25			16%
26-34			23%
35-44			20%
45-54			24%
55-64			14%
65+			4%

Gender

	#	%	State Avg
Female			40%
Male			60%

Race

	#	%	State Avg
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			17%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			14%
Unknown			3%
White/Caucasian			65%

Ethnicity

	#	%	State Avg
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			6%
Hisp-Puerto Rican			12%
Non-Hispanic			75%
Unknown			6%

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