Laurel House
Stamford, 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	333	378	-12%	▼
	Admits	87	161	-46%	▼
	Discharges	85	135	-37%	▼
	Service Hours	4,885	4,071	20%	▲
	S.Rehab/PHP/IOP	4,772	4,715	1%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	326	66.5%
	Employment Services	62	12.7%
	Education Support	50	10.2%
	Community Support	27	5.5%
	Case Management	25	5.1%

Consumer Satisfaction Survey   (Based on 218 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		96%	80%	92%
✓	Access		95%	80%	88%
✓	Overall		94%	80%	91%
✓	Respect		91%	80%	91%
✓	Quality and Appropriateness		91%	80%	93%
✓	Participation in Treatment		91%	80%	92%
✓	Recovery		89%	80%	79%
✓	Outcome		88%	80%	83%

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

Client Demographics

Age		#	%	State Avg
18-25		39	12%	13%
26-34		49	15%	23%
35-44		49	15%	19%
45-54		90	27%	22%
55-64		85	26%	17%
65+		19	6%	5%

Gender		#	%	State Avg
Male		188	56%	59%
Female		145	44%	41%
Transgender				0%

Ethnicity		#	%	State Avg
Non-Hispanic		259	78%	74%
Hispanic-Other		26	8%	7%
Unknown		25	8%	6%
Hisp-Puerto Rican		20	6%	12%
Hispanic-Mexican		3	1%	1%
Hispanic-Cuban				0%

Race		#	%	State Avg
White/Caucasian		221	66%	65%
Black/African American		89	27% ▲	16%
Other		18	5%	13%
Unknown		3	1%	3%
Am. Indian/Native Alaskan		1	0%	1%
Asian		1	0%	1%
Multiple Races				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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	326	374	-13%	▼
Admits	48	111	-57%	▼
Discharges	54	87	-38%	▼
Service Hours	2,227	1,667	34%	▲
Social Rehab/PHP/IOP Days	4,772	4,715	1%	

Service Utilization
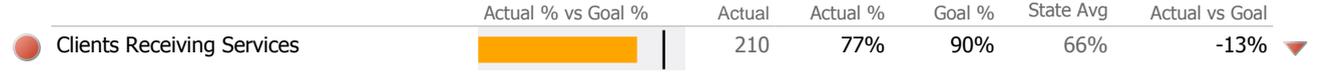
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		210	77%	90%	66%	-13%	▼

Data Submitted to DMHAS by Month

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

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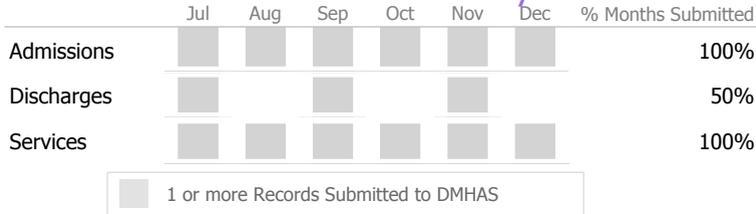
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	64	-3%	
Admits	17	23	-26%	▼
Discharges	17	27	-37%	▼
Service Hours	943	742	27%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	42%	35%	44%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	98%	90%	94%	8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		93%	89%

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
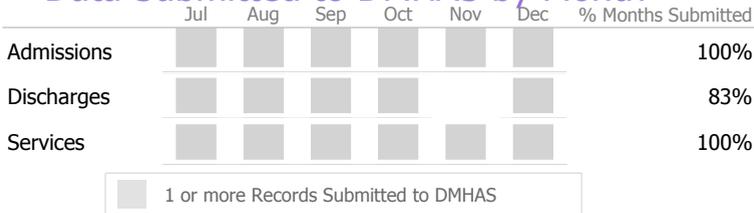
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 40 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	55	-9%	
Admits	18	17	6%	
Discharges	9	15	-40%	▼
Service Hours	658	390	69%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Enrolled in Educational Program		22	43%	35%	60%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		41	98%	90%	96%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	77%

Data Submitted to DMHAS by Month

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

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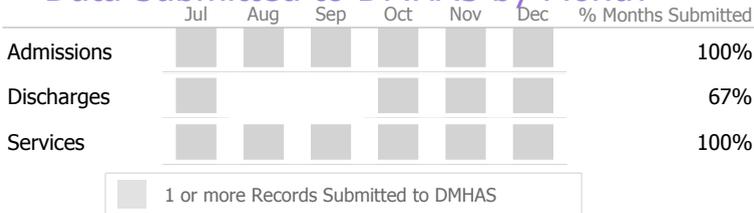
▲ > 10% Over   ▼ < 10% Under

| ▮ Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 5 Active Education Support Programs

CSP 1 - 113-250
Laurel House
Mental Health - Community Support - CSP

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	20	17	18%	▲
Admits	2	2	0%	
Discharges	1	2	-50%	▼
Service Hours	544	520	4%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		96%	90%
✔ SA Screen Complete		96%	88%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢		▢			33%
Discharges		▢					17%
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		1	100%	65%	68%	35%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		17	85%	60%	80%	25%	▲
✔ Stable Living Situation		20	100%	80%	92%	20%	▲
✔ Employed		7	35%	20%	12%	15%	▲
✔ Improved/Maintained Axis V GAF Score		18	100%	95%	61%	5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		19	100%	90%	98%	10%	
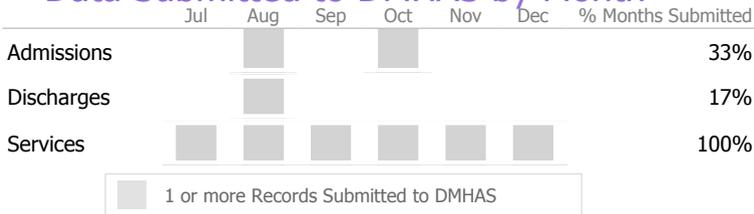
▲ > 10% Over	▼ < 10% Under

▮ Actual	▏Goal	✔ Goal Met	● Below Goal

* State Avg based on 47 Active CSP Programs

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

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	8	9	-11%	▼
Admits	1	-		
Discharges	1	1	0%	
Service Hours	101	169	-40%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	88%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▦			17%
Discharges		▦					17%
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		1	100%	65%	68%	35%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		5	62%	20%	12%	42%	▲
✔	Social Support		8	100%	60%	80%	40%	▲
✔	Stable Living Situation		8	100%	80%	92%	20%	▲
✔	Improved/Maintained Axis V GAF Score		7	100%	95%	61%	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		6	86%	90%	98%	-4%
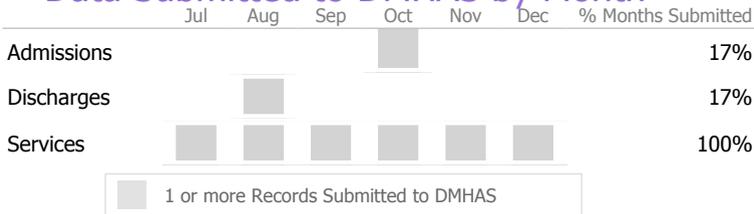
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 47 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	-	7	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	68	62	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		6	100%	85%	84%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		6	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		100%	67%

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 54 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Service Hours	75	128	-42%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		8	100%	85%	80%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		5	71%	90%	96%	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	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							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 71 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	12	-8%	
Admits	1	-		
Discharges	2	1	100%	▲
Service Hours	271	395	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		11	100%	85%	80%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	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					▪		17%
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 71 Active Supportive Housing – Scattered Site Programs