New London Homeless Hospitality Center
New London, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	36	37	-3%	
	Admits		1	-100%	▼
	Discharges		2	-100%	▼
	Service Hours	466	457	2%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		36	100.0%

Consumer Satisfaction Survey   (Based on 16 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		100%	80%	93%
✔	Participation in Treatment		100%	80%	92%
✔	General Satisfaction		100%	80%	92%
✔	Respect		100%	80%	91%
✔	Access		100%	80%	88%
✔	Overall		94%	80%	91%
●	Recovery		73%	80%	79%
●	Outcome		71%	80%	83%

▬ Satisfied %	│ Goal %	▒ 0-80%	░ 80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

		#	%		State Avg
18-25				▼	11%
26-34		5	14%		22%
35-44		3	8%	▼	19%
45-54		18	50%	▲	22%
55-64		10	28%		19%
65+					6%

Gender

		#	%		State Avg
Male		25	69%	▲	58%
Female		11	31%		41%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		31	86%	▲	74%
Hisp-Puerto Rican		4	11%		13%
Unknown		1	3%		6%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hispanic-Other					7%

Race

		#	%		State Avg
White/Caucasian		30	83%	▲	65%
Black/African American		3	8%		16%
Other		2	6%		13%
Multiple Races		1	3%		1%
Am. Indian/Native Alaskan					1%
Asian					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

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

BOS 193 Units New London
New London Homeless Hospitality Center
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
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	10	10	0%	
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	174	132	32%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		10	100%	85%	87%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		10	100%	90%	92%	10%

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✔	6 Month Updates		100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 69 Active Supportive Housing – Scattered Site Programs

FUSE - 19 Jay St
New London Homeless Hospitality Center
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
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	11	13	-15%	▼
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	70	136	-49%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		11	100%	85%	87%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		9	82%	90%	92%	-8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		91%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 69 Active Supportive Housing – Scattered Site Programs

Social Innovation Fund
New London Homeless Hospitality Center
Mental Health - Case Management - Supportive Housing – Scattered Site

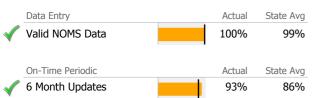Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	14	7%	
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	222	190	17%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Stable Living Situation		14	93%	85%	87%	8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		13	87%	90%	92%	-3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 69 Active Supportive Housing – Scattered Site Programs