Liberty Community Services
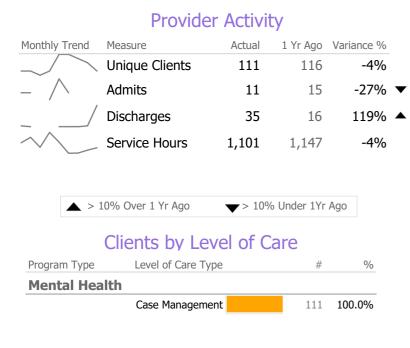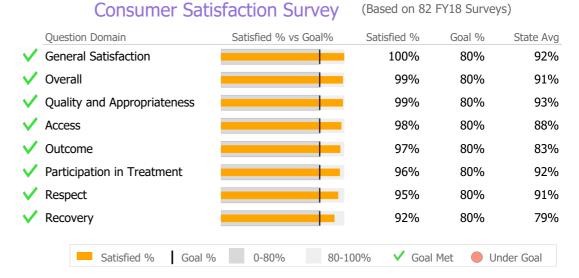New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 25, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	111	116	-4%	
	Admits	11	15	-27%	▼
	Discharges	35	16	119%	▲
	Service Hours	1,101	1,147	-4%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		111	100.0%

Consumer Satisfaction Survey   (Based on 82 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		98%	80%	88%
✓ Outcome		97%	80%	83%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		95%	80%	91%
✓ Recovery		92%	80%	79%

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

Client Demographics

Age

		#	%		State Avg
18-25				▼	12%
26-34		7	6%	▼	24%
35-44		13	12%		21%
45-54		36	32%	▲	20%
55-64		45	41%	▲	17%
65+		10	9%		6%

Gender

		#	%	State Avg
Male		74	67%	60%
Female		37	33%	40%
Transgender				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		83	75%	71%
Hisp-Puerto Rican		19	17%	13%
Hispanic-Other		8	7%	7%
Unknown		1	1%	9%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

		#	%		State Avg
White/Caucasian		48	43%	▼	63%
Black/African American		43	39%	▲	16%
Other		18	16%		14%
Multiple Races		2	2%		1%
Am. Indian/Native Alaskan					1%
Asian					1%
Hawaiian/Other Pacific Islander					0%
Unknown					5%

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

BOS - 134
Liberty Community Services
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		N/A	N/A	85%	86%	-85%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	97%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

BOS 193 Units New Haven
Liberty Community Services
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	20	-15%	▼
Admits	1	4	-75%	▼
Discharges	1	4	-75%	▼
Service Hours	361	345	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	86%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■								11%
Discharges		■								11%
Services	■	■	■	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Cannon House
Liberty Community Services
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
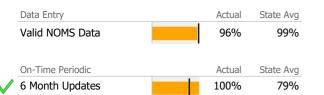Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	20	-5%	
Admits	4	3	33%	▲
Discharges	2	6	-67%	▼
Service Hours	196	221	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	89%	85%	92%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪				▪				33%
Discharges	▪				▪					22%
Services				▪		▪		▪		33%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Liberty SAMSHA Apartments
Liberty Community Services
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	57	2%	
Admits	5	5	0%	
Discharges	29	5	480%	▲
Service Hours	202	187	8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		41	71%	85%	86%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	97%	7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		81%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪				▪					22%
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 96 Active Supportive Housing – Scattered Site Programs

Liberty Supportive Housing Programs
Liberty Community Services
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
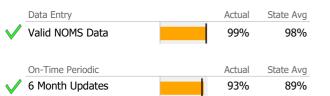Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	19	-5%	
Admits	1	3	-67%	▼
Discharges	3	1	200%	▲
Service Hours	342	395	-13%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		17	94%	85%	86%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▢						11%
Discharges	▢						▢	▢		33%
Services			▢					▢		22%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs