

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,690	1,773	-5%
	Admits	991	860	15% ▲
	Discharges	664	1,230	-46% ▼
	Service Hours	29,097	31,135	-7%
	Bed Days	14,139	14,526	-3%
	S.Rehab/PHP/IOP	16,702	7,957	110% ▲

### Consumer Satisfaction Survey (Based on 186 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		89%	80%	91%
✓ Access		86%	80%	88%
✓ Overall		85%	80%	91%
● Outcome		73%	80%	83%
● Recovery		69%	80%	79%

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

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,600	68.7%
	Social Rehabilitation	286	12.3%
	Community Support	212	9.1%
	Employment Services	93	4.0%
	Residential Services	89	3.8%
	Case Management	46	2.0%
	Housing Services	2	0.1%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	171	10%	16%	Female	848	50%	40%
26-34	264	16%	23%	Male	842	50%	60%
35-44	322	19%	20%				
45-54	540	32%	24%				
55-64	323	19%	14%				
65+	70	4%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,424	84%	75%	White/Caucasian	1,235	73%	65%
Hispanic-Other	110	7%	6%	Black/African American	273	16%	17%
Unknown	77	5%	6%	Other	94	6%	14%
Hisp-Puerto Rican	76	4%	12%	Am. Indian/Native Alaskan	39	2%	1%
Hispanic-Mexican	2	0%	0%	Hawaiian/Other Pacific Islander	34	2%	0%
Hispanic-Cuban	1	0%	0%	Asian	12	1%	1%
				Unknown	3	0%	3%
				Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	34	-15% ▼
Admits	20	21	-5%
Discharges	19	26	-27% ▼
Bed Days	4,083	5,091	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	58%	76%
SA Screen Complete	58%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	58%	60%	66%	-2%

### Recovery

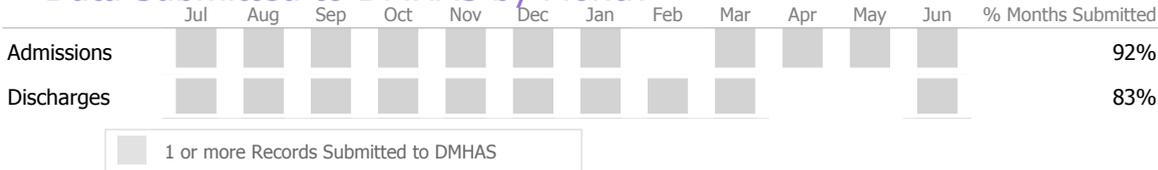
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		26	90%	60%	81%	30% ▲
Stable Living Situation		25	86%	95%	96%	-9%
Employed		1	3%	25%	8%	-22% ▼
Improved/Maintained Axis V GAF Score		19	76%	95%	68%	-19% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	302 days	0.5	80%	90%	95%	-10%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 72 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	212	231	-8%
Admits	43	167	-74% ▼
Discharges	69	70	-1%
Service Hours	4,889	5,021	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	60%	62%
SA Screen Complete	59%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		46	72%	65%	54%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		188	88%	60%	68%	28% ▲
Stable Living Situation		200	94%	80%	91%	14% ▲
Employed		20	9%	20%	10%	-11% ▼
Improved/Maintained Axis V GAF Score		153	80%	95%	58%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		145	99%	90%	97%	9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■			■	■	■	■	■	■	83%
Discharges		■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■		■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	74	26% ▲
Admits	57	31	84% ▲
Discharges	41	38	8%
Service Hours	760	950	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		31	33%	35%	37%	-2%

### Service Utilization

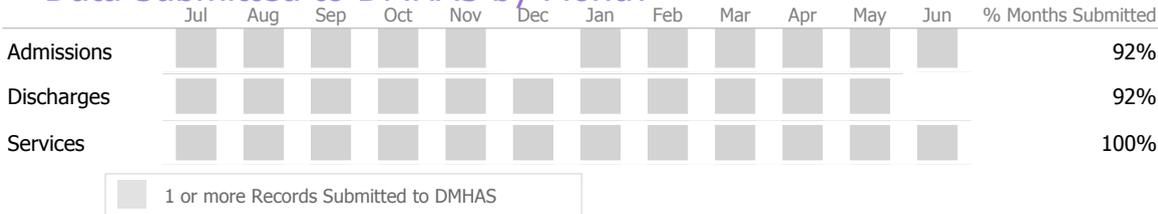
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	98%	90%	94%	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
6 Month Updates		90%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 40 Active Employment Services Programs

## Housing Developer 406-295

Sound Community Services Inc.

Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 5 Active Housing Coordination Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	44	-41% ▼
Admits	22	44	-50% ▼
Discharges	21	45	-53% ▼
Service Hours	587	1,154	-49% ▼
Bed Days	1,760	1,578	12% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	67%	95%	76%	-28% ▼
✓ No Re-admit within 30 Days of Discharge		19	90%	85%	87%	5%
● Follow-up within 30 Days of Discharge		11	79%	90%	92%	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	69%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	134 days	0.2	96%	90%	89%	6%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■	■		■	■	■	83%
Discharges	■	■	■	■		■	■	■	■	■	■	■	92%
Services	■	■	■	■	■		■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS



\* State Avg based on 10 Active Transitional Programs

# Modified IntensRehabPrgm406281

Sound Community Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	39	97% ▲
Admits	57	24	138% ▲
Discharges	33	21	57% ▲
Service Hours	48	10	361% ▲
Social Rehab/PHP/IOP Days	1,007	408	147% ▲

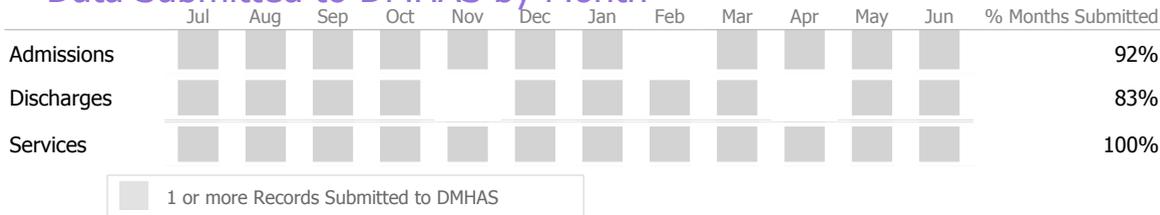
## Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	42	95%	90%	81%	5%

## Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% ▼
Admits	2	5	-60% ▼
Discharges	1	4	-75% ▼
Service Hours	785	524	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	89%	15% ▲

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,600	1,707	-6%
Admits	624	422	48% ▲
Discharges	359	743	-52% ▼
Service Hours	8,519	8,971	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	88%
On-Time Periodic 6 Month Updates	21%	56%
Cooccurring	Actual	State Avg
MH Screen Complete	84%	70%
SA Screen Complete	84%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		103	29%	50%	45%	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,290	79%	60%	55%	19% ▲
Improved/Maintained Axis V GAF Score		1,068	78%	75%	51%	3%
Stable Living Situation		1,343	82%	95%	81%	-13% ▼
Employed		265	16%	30%	19%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,255	99%	90%	87%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		334	55%	75%	67%	-20% ▼

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	5	4	25% ▲
Discharges	6	3	100% ▲
Service Hours	1,029	1,070	-4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	89%	5%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	713	884	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	90%	15% ▲

### Service Utilization

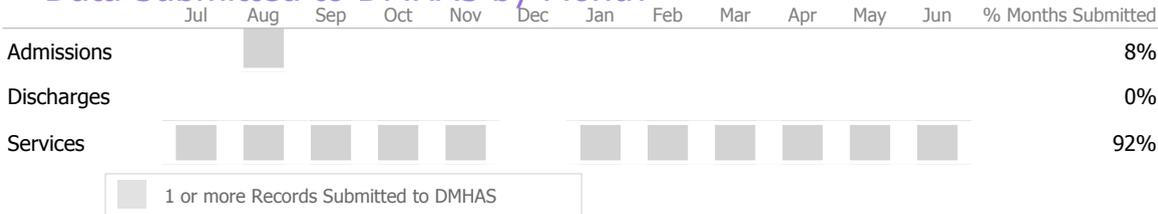
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	92%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 53 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	1	2	-50% ▼
Discharges	1	-	
Bed Days	901	605	49% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	98%
On-Time Periodic		
6 Month Updates	100%	85%
Cooccurring		
MH Screen Complete	50%	76%
SA Screen Complete	17%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	66%	40% ▲

### Recovery

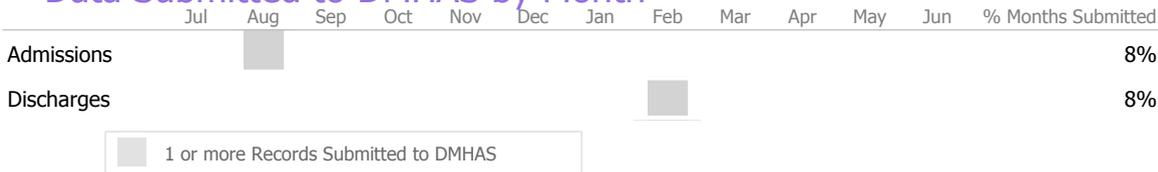
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1	33%	25%	8%	8%
✓ Social Support		2	67%	60%	81%	7%
✓ Improved/Maintained Axis V GAF Score		3	100%	95%	68%	5%
✓ Stable Living Situation		3	100%	95%	96%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	555 days	1.3	62%	90%	95%	-28% ▼

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

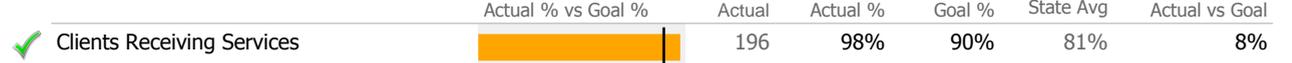
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 72 Active Supervised Apartments Programs

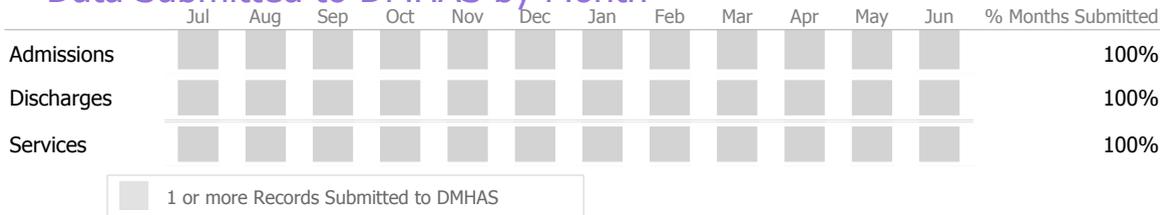
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	285	292	-2%
Admits	140	100	40% ▲
Discharges	93	145	-36% ▼
Service Hours	10,588	10,541	0%
Social Rehab/PHP/IOP Days	15,695	7,549	108% ▲

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	45	-16% ▼
Admits	17	25	-32% ▼
Discharges	18	25	-28% ▼
Bed Days	7,395	7,252	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Cooccurring	Actual	State Avg
MH Screen Complete	63%	76%
SA Screen Complete	63%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	89%	60%	66%	29% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		35	92%	60%	81%	32% ▲
✓ Stable Living Situation		36	95%	95%	96%	0%
● Employed		6	16%	25%	8%	-9%
● Improved/Maintained Axis V GAF Score		27	87%	95%	68%	-8%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	459 days	0.6	96%	90%	95%	6%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 72 Active Supervised Apartments Programs

# YAS Initiative

Sound Community Services Inc.

Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	11	-36% ▼
Admits	2	9	-78% ▼
Discharges	3	6	-50% ▼
Service Hours	1,180	1,783	-34% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	70%	-50% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	86%	60%	86%	26% ▲
Stable Living Situation		7	100%	85%	93%	15% ▲
Employed		1	14%	25%	13%	-11% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	98%	10%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 52 Active Residential Support Programs