

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 515 | 492 | 5% |
| | Admits | 129 | 194 | -34% ▼ |
| | Discharges | 51 | 195 | -74% ▼ |
| | Service Hours | 3,893 | 4,798 | -19% ▼ |
| | Bed Days | 20,759 | 13,897 | 49% ▲ |

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

Consumer Satisfaction Survey

(Based on 273 FY20 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Respect | | 95% | 80% | 91% |
| ✓ Overall | | 92% | 80% | 91% |
| ✓ Participation in Treatment | | 92% | 80% | 92% |
| ✓ Access | | 89% | 80% | 88% |
| ✓ Quality and Appropriateness | | 89% | 80% | 93% |
| ✓ General Satisfaction | | 87% | 80% | 92% |
| ✓ Outcome | | 86% | 80% | 83% |
| ✓ Recovery | | 86% | 80% | 79% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|----------------------|-----|-------|
| Mental Health | Case Management | 159 | 27.2% |
| | Residential Services | 149 | 25.5% |
| | Crisis Services | 132 | 22.6% |
| | Community Support | 114 | 19.5% |
| | Housing Services | 23 | 3.9% |
| Forensic MH | Crisis Services | 5 | 0.9% |
| | Residential Services | 3 | 0.5% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-----|-----|-----------|---------------------------------|-----|-----|-----------|
| 18-25 | 36 | 7% | 8% | Male | 359 | 70% | ▲ 58% |
| 26-34 | 93 | 18% | 21% | Female | 156 | 30% | ▼ 42% |
| 35-44 | 112 | 22% | 22% | Transgender | | | 0% |
| 45-54 | 109 | 21% | 20% | | | | |
| 55-64 | 112 | 22% | 20% | | | | |
| 65+ | 53 | 10% | 9% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 421 | 82% | ▲ 69% | White/Caucasian | 257 | 50% | ▼ 63% |
| Hisp-Puerto Rican | 50 | 10% | 12% | Black/African American | 198 | 38% | ▲ 16% |
| Hispanic-Other | 27 | 5% | 8% | Other | 36 | 7% | 13% |
| Unknown | 16 | 3% | 11% | Unknown | 8 | 2% | 5% |
| Hispanic-Cuban | 1 | 0% | 0% | Multiple Races | 7 | 1% | 1% |
| Hispanic-Mexican | | | 1% | Am. Indian/Native Alaskan | 4 | 1% | 1% |
| | | | | Hawaiian/Other Pacific Islander | 3 | 1% | 0% |
| | | | | Asian | 2 | 0% | 1% |

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

40 South Main St Norwalk Programs

Continuum of Care

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 21 | 21 | 0% |
| Admits | 1 | 2 | -50% ▼ |
| Discharges | 1 | 2 | -50% ▼ |
| Service Hours | 200 | 225 | -11% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 21 | 100% | 85% | 93% | 15% ▲ |

Service Utilization

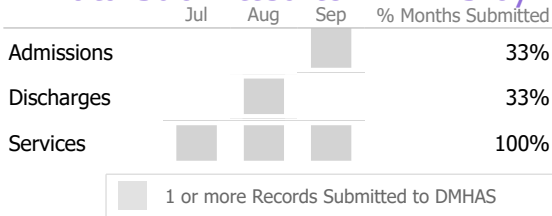
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 19 | 95% | 90% | 96% | 5% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 99% |

| 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 66 Active Supportive Housing – Development Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9 | 8 | 13% ▲ |
| Admits | 1 | 2 | -50% ▼ |
| Discharges | 3 | 1 | 200% ▲ |
| Bed Days | 2,384 | 2,076 | 15% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 74% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 87% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 100% | 82% |
| SA Screen Complete | 100% | 67% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 3 | 100% | 60% | 84% | 40% ▲ |
| ● Follow-up within 30 Days of Discharge | | 2 | 67% | 90% | 76% | -23% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 9 | 100% | 60% | 84% | 40% ▲ |
| ✓ Stable Living Situation | | 9 | 100% | 95% | 92% | 5% |
| ✓ Improved/Maintained Axis V GAF Score | | 7 | 100% | 95% | 58% | 5% |
| ● Employed | | 0 | 0% | 25% | 8% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 15 | 311 days | 1.7 | 173% | 90% | 101% | 83% ▲ |

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

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 100% |

Legend: 1 or more Records Submitted to DMHAS (grey bar)

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 4 | 0% |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | - | |
| Bed Days | 368 | 357 | 3% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 96% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 100% | 80% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 67% | 94% |
| SA Screen Complete | 33% | 91% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | 100% | 97% |
| ✓ Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 85% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 54% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 73% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Improved/Maintained Axis V GAF Score | | 4 | 100% | 75% | 52% | 25% ▲ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 4 | 1,289 days | 1.0 | 100% | 90% | 97% | 10% |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |

▲ > 10% Over ▼ < 10% Under

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

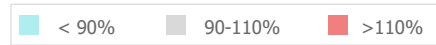
| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1 | 1 | 0% |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | - | |
| Bed Days | 92 | 55 | 67% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 100% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 100% | N/A |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 1 | 420 days | 1.0 | 100% | 90% | 79% | 10% |



* State Avg based on 4 Active Respite Bed Programs

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |

1 or more Records Submitted to DMHAS

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 2 | 1 | 100% ▲ |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | - | 304 | -100% ▼ |
| Bed Days | 736 | 368 | 100% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | N/A | 74% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 87% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | N/A | 82% |
| SA Screen Complete | N/A | 67% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 84% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 76% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 2 | 100% | 60% | 84% | 40% ▲ |
| ✓ Improved/Maintained Axis V GAF Score | | 2 | 100% | 95% | 58% | 5% |
| ✓ Stable Living Situation | | 2 | 100% | 95% | 92% | 5% |
| ● Employed | | 0 | 0% | 25% | 8% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 3 | 538 days | 1.5 | 267% | 90% | 101% | 177% ▲ |

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | | | | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

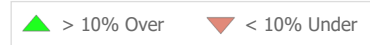
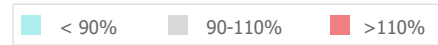
| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 60 | 77 | -22% ▼ |
| Admits | 42 | 71 | -41% ▼ |
| Discharges | 19 | 74 | -74% ▼ |
| Bed Days | 2,939 | 812 | 262% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● No Re-admit within 30 Days of Discharge | | 15 | 79% | 85% | 90% | -6% |
| ● Follow-up within 30 Days of Discharge | | 16 | 89% | 90% | 71% | -1% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 10 | 79 days | 0.2 | 319% | 90% | 108% | 229% ▲ |



* State Avg based on 10 Active Respite Bed Programs

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 100% |
| Discharges | | | | 100% |

1 or more Records Submitted to DMHAS

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14 | 16 | -13% ▼ |
| Admits | 1 | 2 | -50% ▼ |
| Discharges | - | 2 | -100% ▼ |
| Service Hours | 540 | 140 | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 99% |
| On-Time Periodic | | |
| 6 Month Updates | 83% | 95% |
| Co-occurring | | |
| MH Screen Complete | 100% | 90% |
| SA Screen Complete | 100% | 85% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 94% |
| Valid Axis V GAF Score | 100% | 94% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 75% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 11 | 79% | 60% | 84% | 19% ▲ |
| ✓ Stable Living Situation | | 14 | 100% | 85% | 98% | 15% ▲ |
| ● Improved/Maintained Axis V GAF Score | | 11 | 92% | 95% | 55% | -3% |
| ● Employed | | 1 | 7% | 25% | 11% | -18% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 14 | 100% | 90% | 98% | 10% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| 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 25 Active Residential Support Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5 | 6 | -17% ▼ |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | 1 | -100% ▼ |
| Bed Days | 460 | 441 | 4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | N/A | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 80% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | N/A | 94% |
| SA Screen Complete | N/A | 91% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 85% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 54% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 73% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score | | 5 | 100% | 75% | 52% | 25% ▲ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 5 | 1,848 days | 1.0 | 100% | 90% | 97% | 10% |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 4 | 0% |
| Admits | 1 | 1 | 0% |
| Discharges | 1 | 2 | -50% ▼ |
| Service Hours | 53 | 66 | -19% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 100% | 95% |
| On-Time Periodic | | |
| 6 Month Updates | 50% | 56% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 50% | 69% | -50% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 1 | 25% | 20% | 10% | 5% |
| Stable Living Situation | | 2 | 50% | 80% | 77% | -30% ▼ |
| Social Support | | 1 | 25% | 60% | 70% | -35% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 2 | 67% | 90% | 61% | -23% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 33% |
| Services | | | | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 23 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 3 | 3 | 0% |
| Admits | 2 | 1 | 100% ▲ |
| Discharges | - | 1 | -100% ▼ |
| Bed Days | 251 | 195 | 29% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 97% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 100% |
| Co-occurring | | |
| MH Screen Complete | 100% | 100% |
| SA Screen Complete | 100% | 100% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 43% |
| Valid Axis V GAF Score | 100% | 43% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | █ | | | 33% |
| Discharges | | | | 0% |

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Transitional Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 73 | 69 | 6% |
| Admits | 50 | 68 | -26% ▼ |
| Discharges | 21 | 68 | -69% ▼ |
| Bed Days | 3,115 | 916 | 240% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ No Re-admit within 30 Days of Discharge | | 20 | 95% | 85% | 90% | 10% |
| ○ Follow-up within 30 Days of Discharge | | 13 | 76% | 90% | 71% | -14% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 9 | 68 days | 0.1 | 376% | 90% | 108% | 286% ▲ |

■ < 90%
 ■ 90-110%
 ■ >110%

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ○ Below Goal

* State Avg based on 10 Active Respite Bed Programs

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 100% |
| Discharges | | | | 100% |

1 or more Records Submitted to DMHAS

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 114 | 125 | -9% |
| Admits | 9 | 11 | -18% ▼ |
| Discharges | - | 10 | -100% ▼ |
| Service Hours | 926 | 1,415 | -35% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 80% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 92% | 85% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 100% | 78% |
| SA Screen Complete | 97% | 61% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 99% | 98% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 65% | 61% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 92 | 81% | 60% | 81% | 21% ▲ |
| ✓ Stable Living Situation | | 112 | 98% | 80% | 89% | 18% ▲ |
| ✓ Improved/Maintained Axis V GAF Score | | 88 | 91% | 65% | 56% | 26% ▲ |
| ● Employed | | 7 | 6% | 20% | 13% | -14% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 108 | 95% | 90% | 94% | 5% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 100% |
| Discharges | | | | 0% |
| Services | | | | 100% |

▲ > 10% Over ▼ < 10% Under

* State Avg based on 36 Active CSP Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9 | 7 | 29% ▲ |
| Admits | - | 2 | -100% ▼ |
| Discharges | - | - | |
| Bed Days | 828 | 468 | 77% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 74% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 87% |
| Co-occurring | | |
| MH Screen Complete | 100% | 82% |
| SA Screen Complete | 100% | 67% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 84% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 76% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 9 | 100% | 60% | 84% | 40% ▲ |
| ✓ Stable Living Situation | | 9 | 100% | 95% | 92% | 5% |
| ✓ Improved/Maintained Axis V GAF Score | | 7 | 100% | 95% | 58% | 5% |
| ● Employed | | 0 | 0% | 25% | 8% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 4 | 694 days | 0.4 | 225% | 90% | 101% | 135% ▲ |

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

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |

Legend: 1 or more Records Submitted to DMHAS (grey box)

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 41 | 44 | -7% |
| Admits | 1 | 6 | -83% ▼ |
| Discharges | - | 10 | -100% ▼ |
| Service Hours | 1,338 | 1,924 | -30% ▼ |
| Bed Days | 3,760 | 3,498 | 7% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 97% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 97% | 95% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 75% | N/A |

Recovery

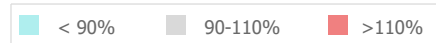
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 35 | 85% | 60% | 84% | 25% ▲ |
| ✓ Stable Living Situation | | 41 | 100% | 85% | 98% | 15% ▲ |
| ● Employed | | 5 | 12% | 25% | 11% | -13% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 40 | 98% | 90% | 98% | 8% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 40 | 722 days | 1.0 | 102% | 90% | 82% | 12% ▲ |



* State Avg based on 25 Active Residential Support Programs

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 0% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 11 | 9 | 22% ▲ |
| Admits | 2 | - | |
| Discharges | - | - | |
| Service Hours | 173 | 271 | -36% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Stable Living Situation | | 8 | 73% | 85% | 88% | -12% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 11 | 100% | 90% | 92% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 96% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates | | 87% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 67% |
| Discharges | | | | 0% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 4 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Bed Days | 368 | 368 | 0% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | N/A | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 80% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | N/A | 94% |
| SA Screen Complete | N/A | 91% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 85% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 54% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 73% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score | | 3 | 75% | 75% | 52% | 0% |

Bed Utilization

| | 12 Months Trend | | | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|--|--|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | | | 4 | 1,101 days | 1.0 | 100% | 90% | 97% | 10% |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 23 | 27 | -15% ▼ |
| Admits | - | - | |
| Discharges | - | 2 | -100% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 4 Active Housing Coordination Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6 | 3 | 100% ▲ |
| Admits | - | - | |
| Discharges | - | - | |
| Bed Days | 552 | 276 | 100% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | N/A | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 80% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | N/A | 94% |
| SA Screen Complete | N/A | 91% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| Measure | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 85% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 54% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 73% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score | | 5 | 83% | 75% | 52% | 8% |

Bed Utilization

| Measure | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 6 | 1,008 days | 1.0 | 100% | 90% | 97% | 10% |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7 | 6 | 17% ▲ |
| Admits | - | - | |
| Discharges | 1 | - | |
| Bed Days | 574 | 552 | 4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 74% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 87% |
| Co-occurring | | |
| MH Screen Complete | 100% | 82% |
| SA Screen Complete | 100% | 67% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 100% | 60% | 84% | 40% ▲ |
| Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 76% | -90% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 5 | 71% | 60% | 84% | 11% ▲ |
| Stable Living Situation | | 7 | 100% | 95% | 92% | 5% |
| Improved/Maintained Axis V GAF Score | | 6 | 86% | 95% | 58% | -9% |
| Employed | | 0 | 0% | 25% | 8% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 7 | 1,197 days | 1.0 | 89% | 90% | 101% | -1% |

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 33% |

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 1 | 300% ▲ |
| Admits | 3 | 1 | 200% ▲ |
| Discharges | 1 | 1 | 0% |
| Bed Days | 94 | 6 | 1467% ▲ |

Discharge Outcomes

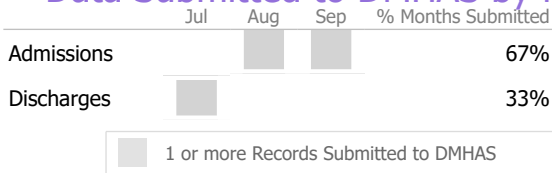
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ No Re-admit within 30 Days of Discharge | | 1 | 100% | 85% | 100% | 15% ▲ |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 100% | N/A |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 1 | 28 days | 0.3 | 102% | 90% | 79% | 12% ▲ |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 4 Active Respite Bed Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6 | 7 | -14% ▼ |
| Admits | 1 | 2 | -50% ▼ |
| Discharges | - | 2 | -100% ▼ |
| Service Hours | 184 | 37 | |
| Bed Days | 537 | 454 | 18% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 74% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 87% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 100% | 82% |
| SA Screen Complete | 100% | 67% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 84% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 76% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 5 | 83% | 60% | 84% | 23% ▲ |
| ✓ Stable Living Situation | | 6 | 100% | 95% | 92% | 5% |
| ● Employed | | 1 | 17% | 25% | 8% | -8% |
| ● Improved/Maintained Axis V GAF Score | | 3 | 75% | 95% | 58% | -20% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 6 | 479 days | 1.0 | 97% | 90% | 101% | 7% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| 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 79 Active Supervised Apartments Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 4 | 0% |
| Admits | - | - | |
| Discharges | - | 1 | -100% ▼ |
| Bed Days | 368 | 360 | 2% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | N/A | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 80% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | N/A | 94% |
| SA Screen Complete | N/A | 91% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 85% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 54% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 73% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score | | 4 | 100% | 75% | 52% | 25% ▲ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 4 | 1,116 days | 1.0 | 100% | 90% | 97% | 10% |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 71 | 56 | 27% ▲ |
| Admits | - | 6 | -100% ▼ |
| Discharges | - | 1 | -100% ▼ |
| Service Hours | - | 112 | -100% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 100% | 95% |
| On-Time Periodic | | |
| 6 Month Updates | 23% | 56% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 69% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 57 | 80% | 60% | 70% | 20% ▲ |
| ✓ Stable Living Situation | | 68 | 96% | 80% | 77% | 16% ▲ |
| ● Employed | | 0 | 0% | 20% | 10% | -20% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 0 | 0% | 90% | 61% | N/A ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | | | | 67% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 23 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6 | 6 | 0% |
| Admits | - | 2 | -100% ▼ |
| Discharges | - | 1 | -100% ▼ |
| Bed Days | 552 | 376 | 47% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 74% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 87% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | N/A | 82% |
| SA Screen Complete | N/A | 67% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 84% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 76% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 6 | 100% | 60% | 84% | 40% ▲ |
| ✓ Stable Living Situation | | 6 | 100% | 95% | 92% | 5% |
| ● Employed | | 1 | 17% | 25% | 8% | -8% |
| ● Improved/Maintained Axis V GAF Score | | 5 | 83% | 95% | 58% | -12% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 6 | 400 days | 1.0 | 100% | 90% | 101% | 10% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 79 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 13 | 14 | -7% |
| Admits | 2 | 2 | 0% |
| Discharges | 2 | 2 | 0% |
| Bed Days | 957 | 1,014 | -6% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 98% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 88% |
| Co-occurring | | |
| MH Screen Complete | 100% | 84% |
| SA Screen Complete | 100% | 84% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 99% |

Discharge Outcomes

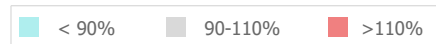
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 2 | 100% | 80% | 94% | 20% ▲ |
| No Re-admit within 30 Days of Discharge | | 2 | 100% | 85% | 94% | 15% ▲ |
| Follow-up within 30 Days of Discharge | | 1 | 50% | 90% | 94% | -40% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 11 | 85% | 60% | 88% | 25% ▲ |
| Stable Living Situation | | 12 | 92% | 90% | 99% | 2% ▲ |
| Improved/Maintained Axis V GAF Score | | 7 | 70% | 95% | 69% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 13 | 401 days | 1.0 | 80% | 90% | 89% | -10% |



Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 67% |
| Discharges | | | | 67% |

1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Group Home Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 44 | 28 | 57% ▲ |
| Admits | 8 | 7 | 14% ▲ |
| Discharges | 1 | 11 | -91% ▼ |
| Service Hours | 62 | 57 | 8% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 97% | 95% |
| On-Time Periodic | | |
| 6 Month Updates | 36% | 56% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 50% | 69% | -50% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 39 | 89% | 80% | 77% | 9% |
| Employed | | 0 | 0% | 20% | 10% | -20% ▼ |
| Social Support | | 12 | 27% | 60% | 70% | -33% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 26 | 60% | 90% | 61% | -30% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 67% |
| Discharges | | | | 33% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 23 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7 | 6 | 17% ▲ |
| Admits | - | - | |
| Discharges | - | - | |
| Bed Days | 644 | 552 | 17% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | N/A | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 80% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | N/A | 94% |
| SA Screen Complete | N/A | 91% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 85% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 54% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 73% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score | | 6 | 86% | 75% | 52% | 11% ▲ |

Bed Utilization

| | 12 Months Trend | | | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|--|--|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | | | 6 | 1,608 days | 0.9 | 117% | 90% | 97% | 27% ▲ |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10 | 7 | 43% ▲ |
| Admits | 1 | 2 | -50% ▼ |
| Discharges | - | 1 | -100% ▼ |
| Service Hours | 152 | 198 | -23% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 3 | 30% | 85% | 88% | -55% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 8 | 80% | 90% | 92% | -10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 96% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 87% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 0% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6 | 5 | 20% ▲ |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | - | |
| Service Hours | 33 | 28 | 19% ▲ |
| Bed Days | 552 | 444 | 24% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | N/A | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 80% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 75% | 85% | N/A |
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 54% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 73% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| | | | | | | |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 5 | 2,148 days | 0.8 | 120% | 90% | 97% | 30% ▲ |

Legend for Bed Utilization:

- < 90% (Light Blue)
- 90-110% (Grey)
- >110% (Red)

Legend for Performance:

- ▲ > 10% Over
- ▼ < 10% Under

Legend for Data Submission:

- Actual (Orange)
- Goal (Vertical Line)
- Goal Met (Green Checkmark)
- Below Goal (Red Circle)

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 2 | 3 | -33% ▼ |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 231 | 22 | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 99% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 95% |
| Co-occurring | | |
| MH Screen Complete | 100% | 90% |
| SA Screen Complete | 100% | 85% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 94% |
| Valid Axis V GAF Score | 100% | 94% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 75% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 2 | 100% | 60% | 84% | 40% ▲ |
| ✓ Stable Living Situation | | 2 | 100% | 85% | 98% | 15% ▲ |
| ✓ Improved/Maintained Axis V GAF Score | | 2 | 100% | 95% | 55% | 5% |
| ● Employed | | 0 | 0% | 25% | 11% | -25% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 2 | 100% | 90% | 98% | 10% |

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 25 Active Residential Support Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 1 | 300% ▲ |
| Admits | 2 | 1 | 100% ▲ |
| Discharges | - | - | |
| Bed Days | 300 | 92 | 226% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 74% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 87% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 100% | 82% |
| SA Screen Complete | 100% | 67% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 84% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 76% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 4 | 100% | 60% | 84% | 40% ▲ |
| ✓ Stable Living Situation | | 4 | 100% | 95% | 92% | 5% |
| ○ Employed | | 0 | 0% | 25% | 8% | -25% ▼ |
| ✓ Improved/Maintained Axis V GAF Score | | 2 | 100% | 95% | 58% | 5% |

Bed Utilization

| | 12 Months Trend | | | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|--|--|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | | | 2 | 256 days | 0.5 | 163% | 90% | 101% | 73% ▲ |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 0% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 3 | 2 | 50% ▲ |
| Admits | - | - | |
| Discharges | - | - | |
| Bed Days | 276 | 184 | 50% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 74% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 87% |
| Co-occurring | | |
| MH Screen Complete | N/A | 82% |
| SA Screen Complete | N/A | 67% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 84% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 76% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 3 | 100% | 60% | 84% | 40% ▲ |
| ✓ Stable Living Situation | | 3 | 100% | 95% | 92% | 5% |
| ● Employed | | 0 | 0% | 25% | 8% | -25% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 2 | 67% | 95% | 58% | -28% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 2 | 702 days | 0.7 | 150% | 90% | 101% | 60% ▲ |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |

▲ > 10% Over ▼ < 10% Under

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 3 | 1 | 200% ▲ |
| Admits | 2 | 1 | 100% ▲ |
| Discharges | 1 | 1 | 0% |
| Bed Days | 52 | 26 | 100% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ No Re-admit within 30 Days of Discharge | | 1 | 100% | 85% | 90% | 15% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 1 | 100% | 90% | 71% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------|--------|-----------|
|------------|--------|-----------|

| Co-occurring | Actual | State Avg |
|----------------------|--------|-----------|
| ✓ MH Screen Complete | 100% | 98% |
| ✓ SA Screen Complete | 100% | 98% |

| Diagnosis | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid Axis I Diagnosis | 100% | 7% |
| ✓ Valid Axis V GAF Score | 33% | 6% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 1 | 27 days | 0.3 | 57% | 90% | 108% | -33% ▼ |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 33% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 10 Active Respite Bed Programs