Sound Community Services Inc.

New London, CT

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)



Program Type	Level of Care Type	#	%
Mental Healt	h		
	Outpatient	822	60.6%
	Social Rehabilitation	191	14.1%
	Community Support	154	11.3%
	Employment Services	73	5.4%
	Residential Services	52	3.8%
	Case Management	38	2.8%
	Other	27	2.0%

Consumer Satisfaction Survey (Based on 259 FY21 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	90	9%	9%	Female	505	51%	42%
26-34	150	15%	20%	Male 🗾	491	49%	58%
35-44	155	16%	23%	Transgender			0%
45-54	194	19%	19%				
55-64	292	29%	20%				
65+	116	12%	9%	Race	#	%	State Avg
				White/Caucasian	674	68%	63%
Ethnicity	#	%	State Avg	Black/African American	196	20%	17%
Non-Hispanic	832	83%	▲ 69%	Am. Indian/Native Alaskan	33	3%	1%
Hispanic-Other	96	10%	8%	Unknown	31	3%	5%
Unknown	34	3%	11%	Other	28	3%	13%
Hisp-Puerto Rican	32	3%	12%	Hawaiian/Other Pacific Islander	24	2%	0%
· ·				Asian	11	1%	1%
Hispanic-Mexican	3	0%	0%	Multiple Races			1%
Hispanic-Cuban			0%				
	Unique C	lients	State Avg	▲ > 10% Over State Avg	í > 10% l	Jnder St	ate Avg

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

AXS Center -211

Sound Community Services Inc. Mental Health - Social Rehabilitation - Social Rehabilitation Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	28	32%	
Admits	3	1	200%	
Discharges	-	1	-100%	▼
Service Hours	1,067	30		
Social Rehab/PHP/IOP Days	93	5	1760%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		19	51%	90%	61%	-39%	

Data Submitted to DMHAS by Month





* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% 🔻
Admits	4	5	-20% 🔻
Discharges	5	5	0%
Bed Days	1,038	1,090	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	75%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%
Co-occurring	Actual	State Avg
V MH Screen Complete	100%	98%
V SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Data Submitted to DMHAS by Month



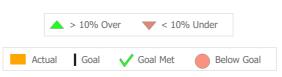
Valid Axis I Diagnosis

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	60%	60%	66%	0%	
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge		3	100%	90%	82%	10%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		16	100%	60%	84%	40%	
Stable Living Situation		14	88%	95%	96%	-7%	
Employed		1	6%	25%	11%	-19%	

Bed Utilization

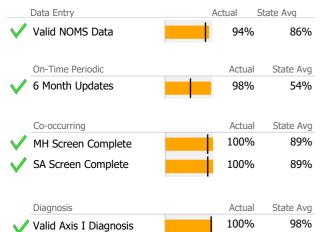
		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization F	Rate		14	257 days	0.9	81%	90%	94%	-9%
	< 90%	90-110%		>110%					



* State Avg based on 80 Active Supervised Apartments Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	309	322	-4%
Admits	11	11	0%
Discharges	32	7	357% 🔺
Service Hours	301	234	28% 🔺

Data Submission Quality



Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		27	84%	50%	40%	34%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		286	93%	60%	57%	33%	
\checkmark	Stable Living Situation		305	99%	95%	66%	4%	
	Employed		73	24%	30%	21%	-6%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		226	82%	90%	74%	-8%	
	Service Engagement							
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	2 or more Services within 30 days		10	91%	75%	79%	16%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

	× > 10% O	ver 🔻 < 10	% Under	
Actual	Goal	🗸 Goal Met	Belov	w Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	154	156	-1%
Admits	3	9	-67% 🔻
Discharges	10	19	-47% 🔻
Service Hours	1,250	966	29% 🔺

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	6 82%
I I I I I I I I I I I I I I I I I I I		
On-Time Periodic	Actua	al State Avg
V 6 Month Updates	100%	6 86%
Co-occurring	Actua	al State Avg
V MH Screen Complete	100%	% 96%
V SA Screen Complete	100%	6 96%
·		
Diagnosis	Actua	al State Avg
Valid Axis I Diagnosis	100%	6 98%

Data Submitted to DMHAS by Month

	67%
	100%
	100%
	e Records Subn

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	60%	65%	56%	-5%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V Social Support		141	92%	60%	79%	32% 🔺
Stable Living Situation		149	97%	80%	86%	17% 🔺
Employed		27	18%	20%	13%	-2%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		143	99%	90%	95%	9%



* State Avg based on 36 Active CSP Programs

Employment Services 406-270

Sound Community Services Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	94	-22% 🔻	
Admits	11	28	-61% 🔻	
Discharges	6	20	-70% 🔻	
Service Hours	516	591	-13% 🔻	

Data Submission Quality

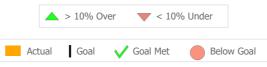


Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted			
Admissions				100%			
Discharges				100%			
Services				100%			
	1 or more Records Submitted to DMHAS						

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Employed		43	59%	35%	47%	24%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		63	94%	90%	91%	4%	



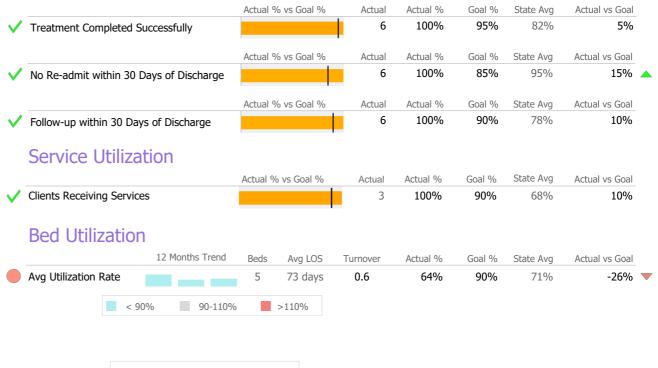
* State Avg based on 39 Active Employment Services Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	6	7	-14% 🔻
Discharges	6	7	-14% 🔻
Service Hours	383	308	24% 🔺
Bed Days	295	239	23% 🔺

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	88%

Discharge Outcomes



Data Submitted to DMHAS by Month

	Jui	Aug	JCP	70 FIOTILIS Submitted
Admissions				100%
Discharges				67%
Services				100%
	1 or mo	re Reco	rds Subr	nitted to DMHAS

	> 1	0% Over	▼ < 10%	Under
Actu	ial (Goal 🗸	Goal Met	Below Goal

* State Avg based on 7 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	24	63% 🔺	
Admits	4	3	33% 🔺	
Discharges	5	-		
Service Hours	123	30		
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	97%	90%	61%	7%



	> 10% Ov	er	▼ <	10% (Under	
Actual	Goal	\checkmark	Goal Me	et	Belo	ow Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Next Step 406-552

Sound Community Services Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	
Admits	5	-		
Discharges	2	-		
Service Hours	85	26		

Recovery

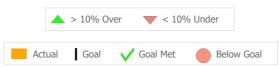
	/							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		9	100%	85%	88%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		7	100%	90%	90%	10%	

Data Submission Quality

Actual S	tate Avg
94%	96%
Actual	State Avg
N/A	81%
	94% Actual

Data Submitted to DMHAS by Month

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



* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	253	-19% 🔻
Admits	-	18	-100% 🔻
Discharges	70	16	338% 🔺
Service Hours	336	705	-52% 🔻

Data Submission Quality

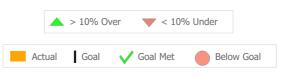
Data Entry	Actual	State Avg
Valid NOMS Data	90%	6 86%
On-Time Periodic	Actua	al State Avg
✓ 6 Month Updates	87%	6 54%
Co-occurring	Actua	al State Avg
MH Screen Complete	N//	89%
SA Screen Complete	N//	89%
Discussio	A shure	Chake Ave
Diagnosis	Actua	al State Avg
Valid Axis I Diagnosis	100%	6 98%

Data Submitted to DMHAS by Month

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

Discharge Outcomes

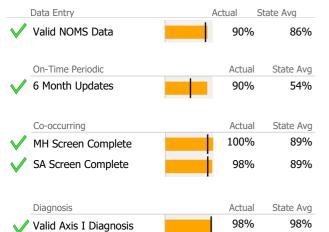
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		56	80%	50%	40%	30%	
	_							
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		189	91%	60%	57%	31%	
\checkmark	Stable Living Situation		204	99%	95%	66%	4%	
	Employed		51	25%	30%	21%	-5%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		140	96%	90%	74%	6%	
	Service Engagement							
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	2 or more Services within 30 days		0	0%	75%	79%	-75%	



* State Avg based on 74 Active Standard Outpatient Programs

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	573	629	-9%	
Admits	96	33	191% 🔺	
Discharges	51	79	-35% 🔻	,
Service Hours	1,377	1,429	-4%	

Data Submission Quality

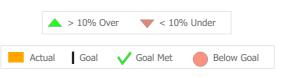


Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%
	1 or mo	ore Recor	ds Subr	nitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		26	51%	50%	40%	1%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		504	88%	60%	57%	28%	
\checkmark	Stable Living Situation	· · · · ·	545	95%	95%	66%	0%	
	Employed	<u> </u>	151	26%	30%	21%	-4%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		498	95%	90%	74%	5%	
	Service Engagement							
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	2 or more Services within 30 days		75	78%	75%	79%	3%	



* State Avg based on 74 Active Standard Outpatient Programs

PILOTS 406-551

Sound Community Services Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services

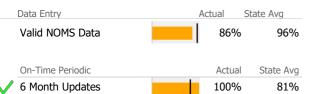
Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	26	-8%
Admits	-	2	-100% 🔻
Discharges	7	1	600% 🔺
Service Hours	187	225	-17% 🔻

Data Submission Quality



Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admission	S				0%
Discharge	5				67%
Services					100%

Recovery

	· ·							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Stable Living Situation		24	100%	85%	88%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		17	100%	90%	90%	10%	

	> 10% 0	ver 🔻 < 10	% Under	
Actual	Goal	V Goal Met	Below	Goal

* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

PILOTS Development 406-554

Sound Community Services Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

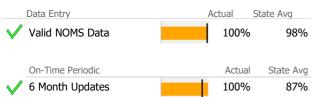
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	1	0%
Discharges	-	-	
Service Hours	105	34	

Recovery

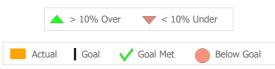
	/						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Stable Living Situation		7	78%	85%	93%	-7%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Clients Receiving Services		9	100%	90%	91%	10%

Data Submission Quality



Data Submitted to DMHAS by Month

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



* State Avg based on 65 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	5	-40% 🔻
Admits	1	1	0%
Discharges	-	1	-100% 🔻
Bed Days	215	334	-36% 🔻

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	% 75%
On-Time Periodic	Actua	al State Avg
V 6 Month Updates	100%	% 93%
·		
Co-occurring	Actua	al State Avg
V MH Screen Complete	100%	6 98%
🗸 SA Screen Complete	100%	% 87%
Diagnosis	Actua	al State Avg
Valid Axis I Diagnosis	100%	6 99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discha	arge	N/A	N/A	90%	82%	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%	96%	5%
Employed		0	0%	25%	11%	-25%
Bed Utilization						
12 Mont	as Trend Rode Avg LOS	Turnovor	Actual 0/	Cool 0/	State Ava	Actual ve Coal

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization I	Rate		4	290 days	1.3	58%	90%	94%	-32%	▼
	< 90%	90-110%		>110%						

Data	Submi	itted	to	DMHAS by Month	
	1.1	Aug	Son	0/2 Monthe Submitted	

	Jui	Aug	JCP	70 PIONUIS Submitted		
Admissions				33%		
Discharges				0%		
1 or more Records Submitted to DMHAS						



* State Avg based on 80 Active Supervised Apartments Programs

SocialRehab-TheOasisCntr406280

Sound Community Services Inc. Mental Health - Social Rehabilitation - Social Rehabilitation Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	153	145	6%
Admits	11	4	175% 🔺
Discharges	22	3	633% 🔺
Service Hours	1,451	216	
Social Rehab/PHP/IOP Days	1,424	0	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		130	98%	90%	61%	8%



	> 10% Ove	er	▼	< 10%	Unde	er		
Actual	Goal	\checkmark	Goal	Met		Belo	w Goa	I

* State Avg based on 34 Active Social Rehabilitation Programs

Mental Health - Residential Services - Supervised Apartments

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	4	5	-20% 🔻
Discharges	4	4	0%
Bed Days	1,830	1,905	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	75%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	100%	93%
Co-occurring	Actual	State Avg
MH Screen Complete	75%	98%
SA Screen Complete	75%	87%
Diagnosis	Actual	State Avg
Valid Avis I Diagnosis	100%	99%

Discharge Outcomes

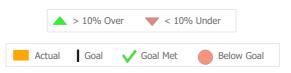
		Actual of	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Succe	essfully			4	100%	60%	66%	40%
		Actual of	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of	Discharge			4	100%	90%	82%	10%
Recovery								
National Recovery Measures (NC	OMS)	Actual %	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support				23	92%	60%	84%	32%
Employed				8	32%	25%	11%	7%
Stable Living Situation				25	100%	95%	96%	5%
Bed Utilization								
1	2 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🖊 Ava Utilization Rate 🛛 📩		22	420 davs	0.9	90%	90%	94%	0%

< 90%	90-110%	>110%

Valid Axis I Diagnosis	100%	99%

Data Submitted to DMHAS by Month

	Ju	I Aug	Sep	% Months Submitted				
Admissions				67%				
Discharges				67%				
	1 or more Records Submitted to DMHAS							



* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	7	-29% 🔻
Admits	1	1	0%
Discharges	2	-	
Service Hours	393	898	-56% 🔻

Data Submission Quality

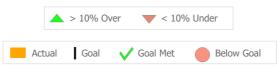
Data Entry	Actual State Avg		
Valid NOMS Data	93%	97%	
On-Time Periodic	Actual	State Avg	
V 6 Month Updates	100%	95%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		2	100%	50%	88%	50%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		5	100%	60%	83%	40%	
\checkmark	Stable Living Situation		5	100%	85%	96%	15%	
	Employed		1	20%	25%	13%	-5%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		3	100%	90%	97%	10%	



* State Avg based on 24 Active Residential Support Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

	> 10% 0	ver 🔻 < 10	% Under	
Actual	Goal	V Goal Met	Belo	w Goal

* State Avg based on 5 Active Fiduciary Programs