

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
| | Unique Clients | 1,201 | 1,137 | 6% |
| | Admits | 645 | 318 | 103% ▲ |
| | Discharges | 599 | 408 | 47% ▲ |
| | Service Hours | 22,226 | 18,186 | 22% ▲ |
| | Bed Days | 10,336 | 10,864 | -5% |
| | S.Rehab/PHP/IOP | 5,165 | 160 | 3128% |

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

Consumer Satisfaction Survey

(Based on 259 FY21 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | | 96% | 80% | 93% |
| ✓ Overall | | 96% | 80% | 91% |
| ✓ General Satisfaction | | 95% | 80% | 92% |
| ✓ Respect | | 94% | 80% | 91% |
| ✓ Access | | 94% | 80% | 88% |
| ✓ Participation in Treatment | | 93% | 80% | 92% |
| ✓ Recovery | | 80% | 80% | 79% |
| ● Outcome | | 77% | 80% | 83% |

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|-----------------------|-------|-------|
| Mental Health | Outpatient | 1,004 | 60.0% |
| | Social Rehabilitation | 234 | 14.0% |
| | Community Support | 182 | 10.9% |
| | Employment Services | 103 | 6.2% |
| | Residential Services | 82 | 4.9% |
| | Case Management | 42 | 2.5% |
| | Other | 27 | 1.6% |

Client Demographics

| Age | # | % | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 138 | 11% | 10% |
| 26-34 | 202 | 17% | 22% |
| 35-44 | 193 | 16% | 23% |
| 45-54 | 228 | 19% | 19% |
| 55-64 | 315 | 26% | 19% |
| 65+ | 125 | 10% | 8% |

| Gender | # | % | State Avg |
|-------------|-----|-----|-----------|
| Female | 605 | 50% | 41% |
| Male | 595 | 50% | 59% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic | 969 | 81% | ▲ 68% |
| Hispanic-Other | 112 | 9% | 8% |
| Unknown | 71 | 6% | 12% |
| Hisp-Puerto Rican | 46 | 4% | 11% |
| Hispanic-Mexican | 3 | 0% | 1% |
| Hispanic-Cuban | | | 0% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian | 824 | 69% | 62% |
| Black/African American | 235 | 20% | 17% |
| Unknown | 37 | 3% | 6% |
| Am. Indian/Native Alaskan | 36 | 3% | 0% |
| Other | 29 | 2% | ▼ 13% |
| Hawaiian/Other Pacific Islander | 28 | 2% | 0% |
| Asian | 12 | 1% | 1% |
| Multiple Races | | | 1% |

Variations 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

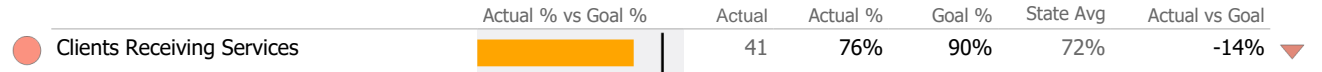
Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

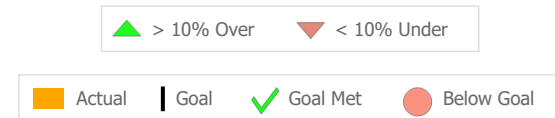
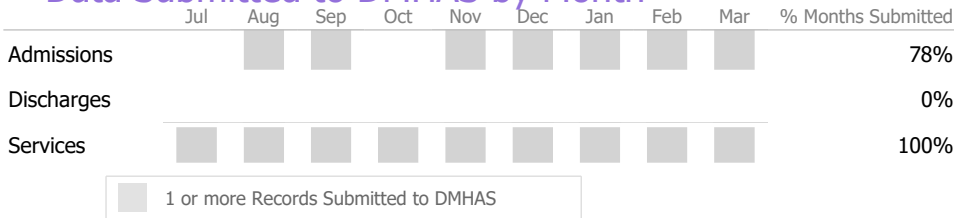
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 54 | 39 | 38% ▲ |
| Admits | 21 | 13 | 62% ▲ |
| Discharges | - | 7 | -100% ▼ |
| Service Hours | 2,772 | 116 | |
| Social Rehab/PHP/IOP Days | 499 | 5 | 9880% ▲ |

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 27 | 27 | 0% |
| Admits | 16 | 14 | 14% ▲ |
| Discharges | 18 | 16 | 13% ▲ |
| Bed Days | 2,999 | 3,135 | -4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 99% | 78% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 90% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 88% | 98% |
| SA Screen Complete | 76% | 88% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 12 | 67% | 60% | 72% | 7% |
| Follow-up within 30 Days of Discharge | | 9 | 75% | 90% | 79% | -15% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 27 | 96% | 60% | 85% | 36% |
| Stable Living Situation | | 23 | 82% | 95% | 95% | -13% |
| Employed | | 3 | 11% | 25% | 12% | -14% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 14 | 304 days | 0.3 | 78% | 90% | 92% | -12% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | | | | 67% |
| Discharges | | | | | | | | | | 100% |

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 80 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 | 323 | 333 | -3% |
| Admits | 24 | 24 | 0% |
| Discharges | 55 | 43 | 28% ▲ |
| Service Hours | 805 | 727 | 11% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 96% | 88% |
| On-Time Periodic | | |
| 6 Month Updates | 89% | 53% |
| Co-occurring | | |
| MH Screen Complete | 100% | 90% |
| SA Screen Complete | 100% | 90% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 43 | 78% | 50% | 41% | 28% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 299 | 93% | 60% | 61% | 33% ▲ |
| ✓ Stable Living Situation | | 319 | 99% | 95% | 72% | 4% |
| ● Employed | | 79 | 24% | 30% | 25% | -6% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 256 | 96% | 90% | 82% | 6% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ 2 or more Services within 30 days | | 23 | 96% | 75% | 78% | 21% ▲ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % 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 74 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 182 | 198 | -8% |
| Admits | 31 | 52 | -40% ▼ |
| Discharges | 22 | 46 | -52% ▼ |
| Service Hours | 3,370 | 3,561 | -5% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 99% | 84% |
| On-Time Periodic | | |
| 6 Month Updates | 98% | 84% |
| Co-occurring | | |
| MH Screen Complete | 100% | 96% |
| SA Screen Complete | 100% | 95% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 8 | 36% | 65% | 57% | -29% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 163 | 90% | 60% | 80% | 30% ▲ |
| Stable Living Situation | | 173 | 95% | 80% | 87% | 15% ▲ |
| Employed | | 30 | 16% | 20% | 14% | -4% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 160 | 100% | 90% | 98% | 10% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | ■ | ■ | | ■ | ■ | ■ | | ■ | 67% |
| Discharges | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | | 78% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

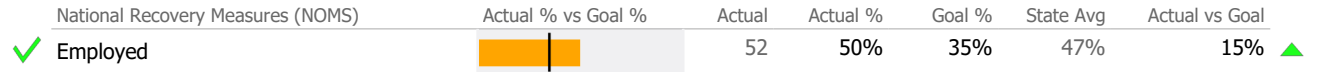
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

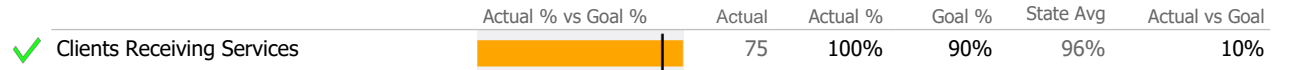
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 103 | 114 | -10% |
| Admits | 42 | 49 | -14% ▼ |
| Discharges | 29 | 46 | -37% ▼ |
| Service Hours | 1,349 | 1,341 | 1% |

Recovery



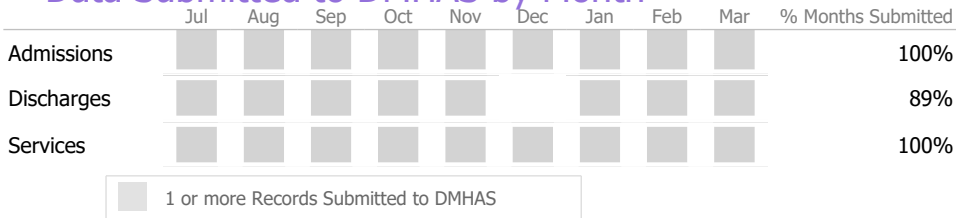
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 21 | 26 | -19% ▼ |
| Admits | 19 | 24 | -21% ▼ |
| Discharges | 17 | 21 | -19% ▼ |
| Service Hours | 984 | 1,209 | -19% ▼ |
| Bed Days | 1,046 | 881 | 19% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 16 | 94% | 95% | 88% | -1% |
| ✓ No Re-admit within 30 Days of Discharge | | 17 | 100% | 85% | 97% | 15% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 15 | 94% | 90% | 80% | 4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 95% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 92% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 5 | 100% | 90% | 74% | 10% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 5 | 73 days | 0.2 | 76% | 90% | 76% | -14% ▼ |

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |
| Discharges | ■ | | ■ | | ■ | ■ | ■ | ■ | ■ | 78% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

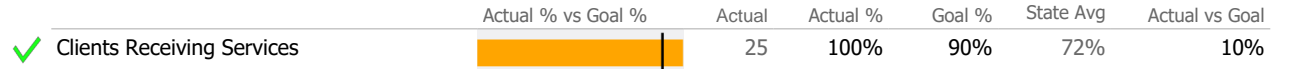
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Transitional Programs

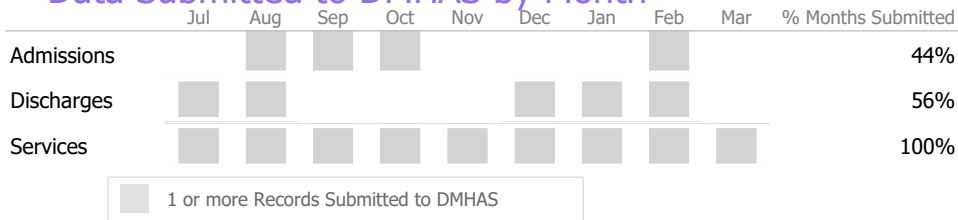
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 40 | 44 | -9% |
| Admits | 6 | 23 | -74% ▼ |
| Discharges | 17 | 9 | 89% ▲ |
| Service Hours | 447 | 353 | 27% ▲ |
| Social Rehab/PHP/IOP Days | 4 | 0 | |

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 11 | 8 | 38% ▲ |
| Admits | 7 | - | |
| Discharges | 4 | 3 | 33% ▲ |
| Service Hours | 170 | 210 | -19% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 9 | 82% | 85% | 88% | -3% |

Service Utilization

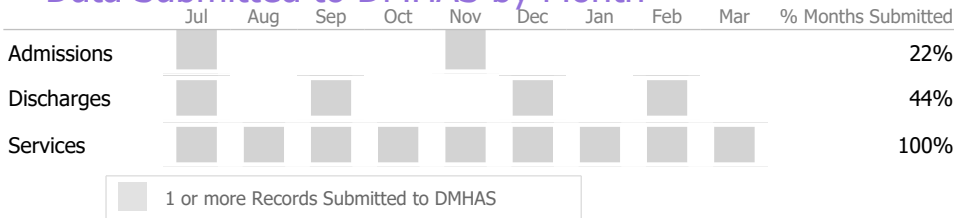
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 7 | 100% | 90% | 97% | 10% |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 83% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 206 | 262 | -21% ▼ |
| Admits | - | 27 | -100% ▼ |
| Discharges | 207 | 41 | 405% ▲ |
| Service Hours | 413 | 2,110 | -80% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 94% | 88% |
| On-Time Periodic | | |
| 6 Month Updates | N/A | 53% |
| Co-occurring | | |
| MH Screen Complete | 100% | 90% |
| SA Screen Complete | 100% | 90% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 186 | 90% | 50% | 41% | 40% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 194 | 94% | 60% | 61% | 34% ▲ |
| Stable Living Situation | | 204 | 99% | 95% | 72% | 4% |
| Employed | | 53 | 26% | 30% | 25% | -4% |

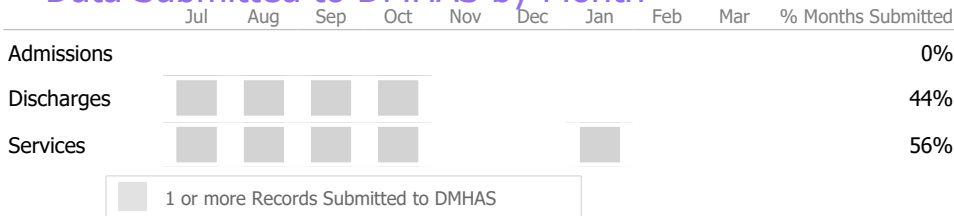
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | N/A | N/A | 90% | 82% | N/A ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 0 | 0% | 75% | 78% | -75% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 876 | 652 | 34% ▲ |
| Admits | 417 | 60 | 595% ▲ |
| Discharges | 159 | 145 | 10% |
| Service Hours | 5,252 | 3,890 | 35% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 96% | 88% |
| On-Time Periodic | | |
| 6 Month Updates | 90% | 53% |
| Co-occurring | | |
| MH Screen Complete | 98% | 90% |
| SA Screen Complete | 84% | 90% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 88 | 55% | 50% | 41% | 5% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 830 | 93% | 60% | 61% | 33% ▲ |
| ✓ Stable Living Situation | | 860 | 96% | 95% | 72% | 1% |
| ● Employed | | 259 | 29% | 30% | 25% | -1% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 727 | 99% | 90% | 82% | 9% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days | | 300 | 73% | 75% | 78% | -2% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % 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 74 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 26 | 27 | -4% |
| Admits | 2 | 3 | -33% ▼ |
| Discharges | 8 | 2 | 300% ▲ |
| Service Hours | 524 | 754 | -30% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 25 | 96% | 85% | 88% | 11% ▲ |

Service Utilization

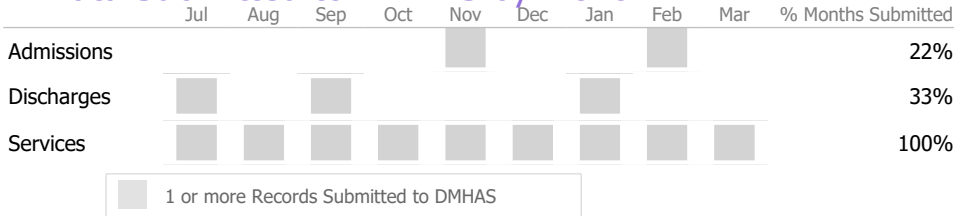
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 18 | 100% | 90% | 97% | 10% |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 83% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9 | 9 | 0% |
| Admits | 1 | 1 | 0% |
| Discharges | 2 | 1 | 100% ▲ |
| Service Hours | 329 | 200 | 65% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Stable Living Situation | | 7 | 78% | 85% | 95% | -7% |

Service Utilization

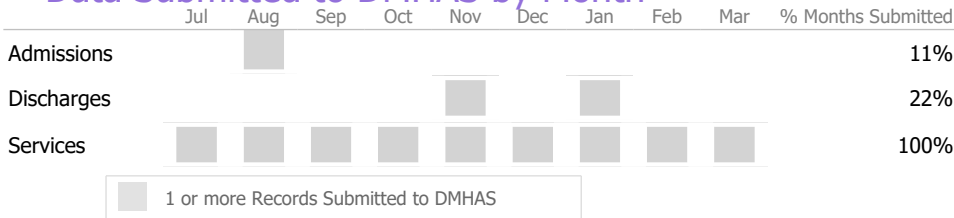
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 7 | 100% | 90% | 96% | 10% |

Data Submission Quality

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

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 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 | 5 | 5 | 0% |
| Admits | 3 | 1 | 200% ▲ |
| Discharges | 3 | 2 | 50% ▲ |
| Bed Days | 571 | 1,055 | -46% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 78% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 90% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 67% | 98% |
| SA Screen Complete | 67% | 88% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 3 | 100% | 60% | 72% | 40% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 3 | 100% | 90% | 79% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 5 | 100% | 60% | 85% | 40% ▲ |
| ✓ Stable Living Situation | | 5 | 100% | 95% | 95% | 5% |
| ○ Employed | | 1 | 20% | 25% | 12% | -5% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ○ Avg Utilization Rate | | 4 | 372 days | 0.4 | 52% | 90% | 92% | -38% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | ■ | | | | | | ■ | ■ | 33% |
| Discharges | | | | | ■ | | | ■ | ■ | 33% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

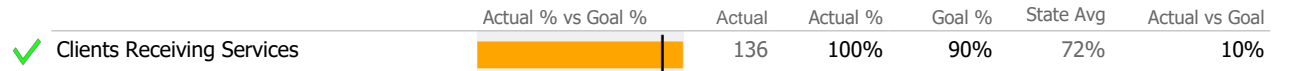
* State Avg based on 80 Active Supervised Apartments Programs

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

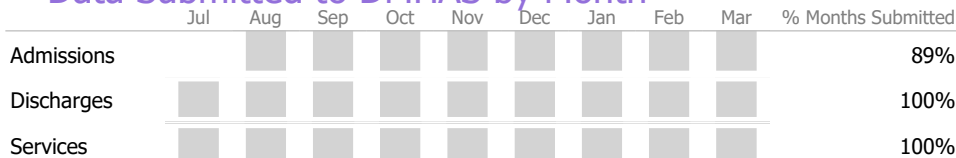
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 179 | 157 | 14% ▲ |
| Admits | 39 | 16 | 144% ▲ |
| Discharges | 46 | 18 | 156% ▲ |
| Service Hours | 4,696 | 1,379 | |
| Social Rehab/PHP/IOP Days | 4,662 | 155 | 2908% ▲ |

Service Utilization



Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 28 | 29 | -3% |
| Admits | 7 | 9 | -22% ▼ |
| Discharges | 7 | 7 | 0% |
| Bed Days | 5,720 | 5,793 | -1% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 99% | 78% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 90% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 86% | 98% |
| SA Screen Complete | 57% | 88% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 7 | 100% | 60% | 72% | 40% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 7 | 100% | 90% | 79% | 10% |

Recovery

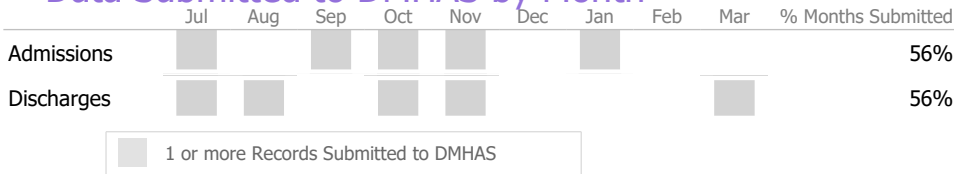
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 28 | 100% | 60% | 85% | 40% ▲ |
| ✓ Stable Living Situation | | 28 | 100% | 95% | 95% | 5% |
| ○ Employed | | 6 | 21% | 25% | 12% | -4% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 22 | 532 days | 0.3 | 95% | 90% | 92% | 5% |

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 80 Active Supervised Apartments Programs

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

YAS - Scattered Sites

Sound Community Services Inc.

Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 13 | 8 | 63% ▲ |
| Admits | 10 | 2 | 400% ▲ |
| Discharges | 5 | 1 | 400% ▲ |
| Service Hours | 1,115 | 2,335 | -52% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 97% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 4 | 80% | 50% | 80% | 30% ▲ |

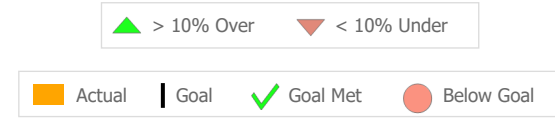
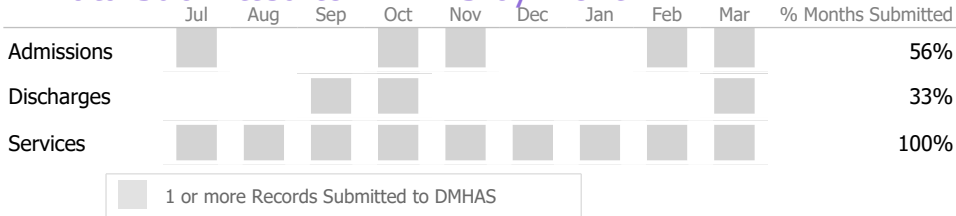
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 13 | 93% | 60% | 85% | 33% ▲ |
| ✓ Stable Living Situation | | 14 | 100% | 85% | 96% | 15% ▲ |
| ● Employed | | 3 | 21% | 25% | 15% | -4% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 8 | 89% | 90% | 98% | -1% |

Data Submitted to DMHAS by Month



* 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 | 27 | 27 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | - | - | |

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

