

### Provider Activity

| Monthly Trend | Measure         | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
|               | Unique Clients  | 162    | 154      | 5%         |
|               | Admits          | 13     | 24       | -46% ▼     |
|               | Discharges      | 14     | 13       | 8%         |
|               | Service Hours   | 3,864  | 1,665    | 132% ▲     |
|               | Bed Days        | 8,152  | 7,577    | 8%         |
|               | S.Rehab/PHP/IOP | 3,137  | 180      | 1643%      |

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

### Consumer Satisfaction Survey (Based on 104 FY21 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness |                      | 99%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 98%         | 80%    | 92%       |
| ✓ Overall                     |                      | 98%         | 80%    | 91%       |
| ✓ Respect                     |                      | 98%         | 80%    | 91%       |
| ✓ General Satisfaction        |                      | 96%         | 80%    | 92%       |
| ✓ Access                      |                      | 96%         | 80%    | 88%       |
| ✓ Outcome                     |                      | 95%         | 80%    | 83%       |
| ✓ Recovery                    |                      | 89%         | 80%    | 79%       |

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

### Clients by Level of Care

| Program Type         | Level of Care Type    | #   | %     |
|----------------------|-----------------------|-----|-------|
| <b>Mental Health</b> |                       |     |       |
|                      | Social Rehabilitation | 118 | 58.1% |
|                      | Residential Services  | 31  | 15.3% |
|                      | Case Management       | 28  | 13.8% |
|                      | Community Support     | 26  | 12.8% |

### Client Demographics

| Age   | #  | %   | State Avg |
|-------|----|-----|-----------|
| 18-25 | 3  | 2%  | 10%       |
| 26-34 | 17 | 10% | 22% ▼     |
| 35-44 | 27 | 17% | 23%       |
| 45-54 | 36 | 22% | 18%       |
| 55-64 | 54 | 33% | 18% ▲     |
| 65+   | 25 | 15% | 8%        |

| Gender      | #  | %   | State Avg |
|-------------|----|-----|-----------|
| Male        | 85 | 52% | 59%       |
| Female      | 77 | 48% | 41%       |
| Transgender |    |     | 0%        |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic      | 142 | 88% | 68% ▲     |
| Hispanic-Other    | 8   | 5%  | 9%        |
| Hisp-Puerto Rican | 8   | 5%  | 11%       |
| Unknown           | 4   | 2%  | 12%       |
| Hispanic-Cuban    |     |     | 0%        |
| Hispanic-Mexican  |     |     | 1%        |

| Race                            | #  | %   | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian                 | 91 | 56% | 61%       |
| Black/African American          | 56 | 35% | 17% ▲     |
| Other                           | 9  | 6%  | 13%       |
| Asian                           | 2  | 1%  | 1%        |
| Am. Indian/Native Alaskan       | 1  | 1%  | 0%        |
| Multiple Races                  | 1  | 1%  | 1%        |
| Hawaiian/Other Pacific Islander | 1  | 1%  | 0%        |
| Unknown                         | 1  | 1%  | 6%        |

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

**141 East Ave. Soc.Res 112-280**

Keystone House Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

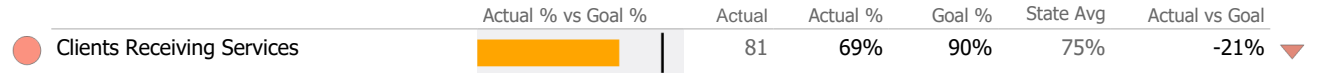
Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

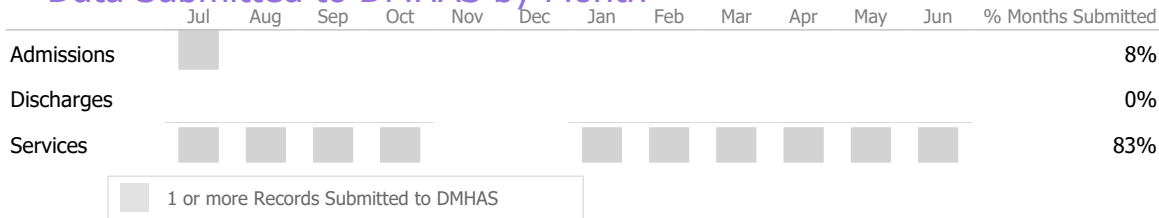
**Program Activity**

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 118    | 116      | 2%         |
| Admits                    | 2      | 6        | -67% ▼     |
| Discharges                | -      | -        |            |
| Service Hours             | 3,120  | 913      |            |
| Social Rehab/PHP/IOP Days | 3,137  | 180      | 1643% ▲    |

**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

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 26     | 31       | -16% ▼     |
| Admits         | -      | 3        | -100% ▼    |
| Discharges     | 2      | 5        | -60% ▼     |
| Service Hours  | 403    | 449      | -10%       |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 85%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 83%       |
| Co-occurring           |        |           |
| MH Screen Complete     | N/A    | 95%       |
| SA Screen Complete     | N/A    | 94%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 1      | 50%      | 65%    | 56%       | -15% ▼         |

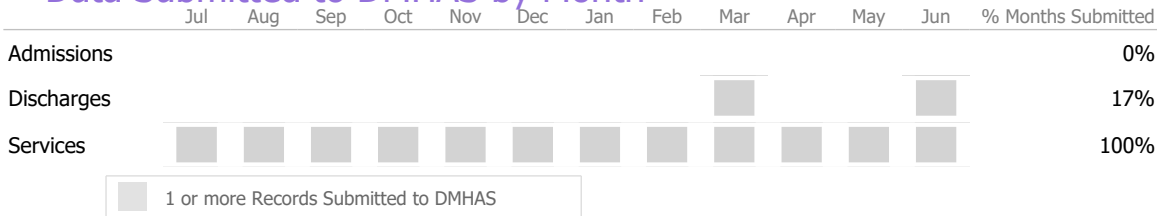
### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 26     | 100%     | 60%    | 80%       | 40% ▲          |
| Employed                          |                    | 11     | 42%      | 20%    | 14%       | 22% ▲          |
| Stable Living Situation           |                    | 26     | 100%     | 80%    | 87%       | 20% ▲          |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 24     | 100%     | 90%    | 98%       | 10%            |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 38 Active CSP Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16     | 16       | 0%         |
| Admits         | 5      | 9        | -44% ▼     |
| Discharges     | 5      | 5        | 0%         |
| Bed Days       | 3,476  | 2,755    | 26% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 99%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 86%       |
| Co-occurring           | Actual | State Avg |
| MH Screen Complete     | 100%   | 88%       |
| SA Screen Complete     | 100%   | 95%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully        |                    | 4      | 80%      | 80%    | 62%       | 0%             |
| ✓ No Re-admit within 30 Days of Discharge |                    | 5      | 100%     | 85%    | 90%       | 15% ▲          |
| ○ Follow-up within 30 Days of Discharge   |                    | 3      | 75%      | 90%    | 72%       | -15% ▼         |

### Recovery

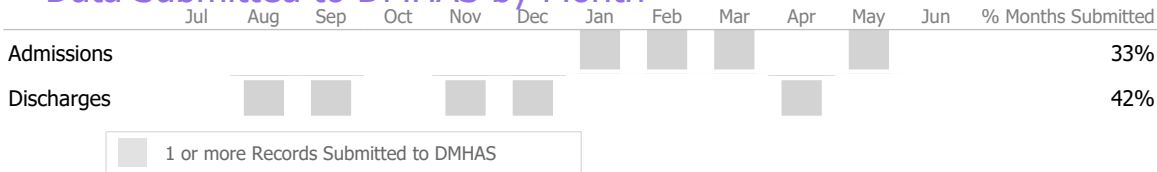
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 14     | 88%      | 60%    | 87%       | 28% ▲          |
| ✓ Stable Living Situation         |                    | 16     | 100%     | 90%    | 98%       | 10%            |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ○ Avg Utilization Rate |                 | 12   | 732 days | 0.3      | 79%      | 90%    | 93%       | -11% ▼         |

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 26 Active Group Home Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6      | 6        | 0%         |
| Admits         | -      | -        |            |
| Discharges     | -      | -        |            |
| Bed Days       | 2,190  | 2,190    | 0%         |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 80%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 91%       |
| Co-occurring           | Actual | State Avg |
| MH Screen Complete     | N/A    | 98%       |
| SA Screen Complete     | N/A    | 89%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 97%       |

### Discharge Outcomes

|                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully      |                    | N/A    | N/A      | 60%    | 70%       | N/A            |
| Follow-up within 30 Days of Discharge |                    | N/A    | N/A      | 90%    | 80%       | 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%    | 93%       | 5%             |
| ● Employed                        |                    | 1      | 17%      | 25%    | 12%       | -8%            |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS    | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate |                 | 6    | 3,905 days | 0.3      | 100%     | 90%    | 91%       | 10%            |

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 81 Active Supervised Apartments Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 28     | 26       | 8%         |
| Admits         | 3      | 5        | -40% ▼     |
| Discharges     | 6      | 1        | 500% ▲     |
| Service Hours  | 341    | 303      | 13% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation           |                    | 23     | 82%      | 85%    | 87%       | -3%            |

### Service Utilization

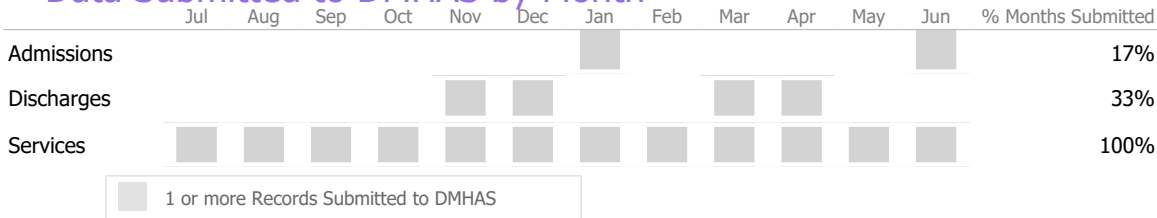
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services        |                    | 21     | 95%      | 90%    | 97%       | 5%             |

### Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates  |        | 85%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 110 Active Supportive Housing – Scattered Site 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         | 3      | 1        | 200% ▲     |
| Discharges     | 1      | 2        | -50% ▼     |
| Bed Days       | 2,486  | 2,632    | -6%        |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 99%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 86%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 100%   | 88%       |
| 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        |                    | 0      | 0%       | 80%    | 62%       | -80% ▼         |
| No Re-admit within 30 Days of Discharge |                    | 1      | 100%     | 85%    | 90%       | 15% ▲          |
| Follow-up within 30 Days of Discharge   |                    | N/A    | N/A      | 90%    | 72%       | N/A            |

### Recovery

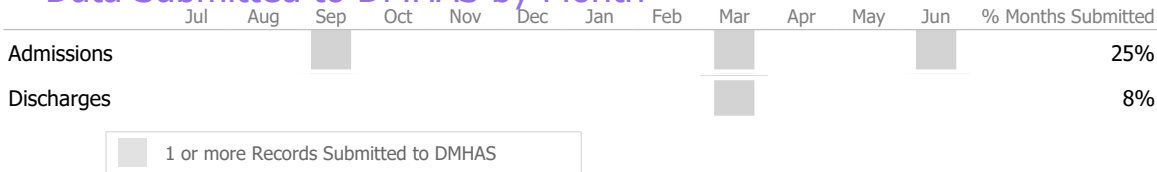
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation           |                    | 9      | 100%     | 90%    | 98%       | 10%            |
| Social Support                    |                    | 6      | 67%      | 60%    | 87%       | 7%             |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS    | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 8    | 1,288 days | 0.3      | 85%      | 90%    | 93%       | -5%            |

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

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 26 Active Group Home Programs