Reliance Health Inc.
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - June 2022   (Data as of Oct 03, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	782	817	-4%	
	Admits	402	420	-4%	
	Discharges	504	400	26%	▲
	Service Hours	11,270	12,356	-9%	
	Bed Days	26,038	25,956	0%	
	S.Rehab/PHP/IOP	4,913	2,060	138%	▲

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

Consumer Satisfaction Survey   (Based on 100 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		95%	80%	91%
✓	General Satisfaction		92%	80%	92%
✓	Quality and Appropriateness		88%	80%	93%
✓	Participation in Treatment		83%	80%	92%
●	Access		78%	80%	88%
●	Outcome		68%	80%	83%
●	Recovery		54%	80%	79%

Legend: ▮ Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   Goal Met   ● Under Goal

Clients by Level of Care

Program Type / Level of Care Type		#	%
Mental Health			
	Social Rehabilitation	278	22.6%
	Community Support	272	22.1%
	Case Management	215	17.5%
	Employment Services	126	10.3%
	Residential Services	118	9.6%
	Housing Services	117	9.5%
	Recovery Support	56	4.6%
	Education Support	44	3.6%
Forensic MH			
	Case Management	2	0.2%

Client Demographics

Age

Age	#	%	State Avg	
18-25	49	6%	10%	
26-34	100	13%	22%	
35-44	149	19%	23%	
45-54	180	23%	18%	
55-64	241	31%	18%	▲
65+	63	8%	8%	

Gender

Gender	#	%	State Avg
Male	439	56%	59%
Female	341	44%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg	
Non-Hispanic	639	82%	68%	▲
Unknown	76	10%	12%	
Hisp-Puerto Rican	43	5%	11%	
Hispanic-Other	22	3%	9%	
Hispanic-Cuban	1	0%	0%	
Hispanic-Mexican	1	0%	1%	

Race

Race	#	%	State Avg	
White/Caucasian	564	72%	61%	▲
Black/African American	106	14%	17%	
Other	40	5%	13%	
Multiple Races	33	4%	1%	
Unknown	22	3%	6%	
Am. Indian/Native Alaskan	13	2%	0%	
Asian	2	0%	1%	
Hawaiian/Other Pacific Islander	2	0%	0%	

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

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

Bozrah House
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

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	7	8	-13%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	2,555	2,491	3%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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		7	100%	60%	84%	40%	▲
✓ Stable Living Situation		7	100%	95%	93%	5%	
🔴 Employed		0	0%	25%	12%	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	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%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	1,031 days	0.3	100%	90%	91%	10%
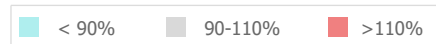
	< 90%		90-110%		>110%

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

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

Bridge and Residential
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

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	11	10	10%	
Admits	2	1	100%	▲
Discharges	2	1	100%	▲
Bed Days	2,892	3,180	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	80%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	91%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	98%
	SA Screen Complete	50%	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		1	50%	60%	70%	-10%	▼
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		9	82%	60%	84%	22%	▲
✔	Stable Living Situation		11	100%	95%	93%	5%	
🔴	Employed		0	0%	25%	12%	-25%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		5	2,610 days	0.1	158%	90%	91%	68%	▲
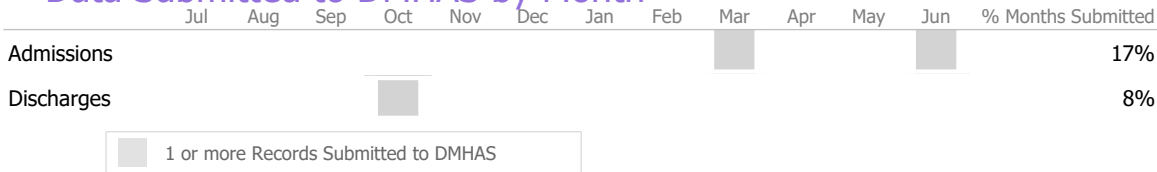
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									▪			▪	17%
Discharges			▪										8%

▪ 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

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

Career Services Inactive
Reliance Health Inc.
Mental Health - Employment Services - Employment Services

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	126	149	-15%	▼
Admits	39	56	-30%	▼
Discharges	128	64	100%	▲
Service Hours	870	1,040	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		64	50%	35%	47%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢			83%
Discharges	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢		92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		100%

▢ 1 or more Records Submitted to DMHAS
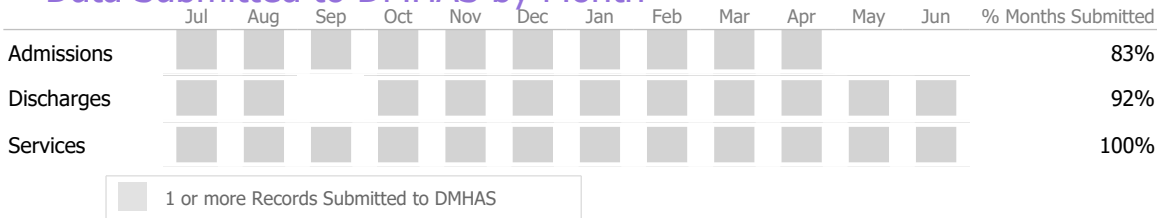
▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ▏ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 39 Active Employment Services Programs

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

Community Apartments
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

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	21	21	0%
Admits	3	5	-40% ▼
Discharges	4	4	0%
Bed Days	6,632	6,291	5%

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	100%	98%
✓	SA Screen Complete	100%	89%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢					▢				17%
Discharges			▢					▢		▢	▢		33%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		2	50%	60%	70%	-10% ▼
🔴	Follow-up within 30 Days of Discharge		1	50%	90%	80%	-40% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		19	90%	60%	84%	30% ▲
✓	Stable Living Situation		20	95%	95%	93%	0%
🔴	Employed		2	10%	25%	12%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	1,893 days	0.3	91%	90%	91%	1%

▨ < 90%   ▨ 90-110%   🟥 >110%

▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

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

Community Support RP Program
Reliance Health Inc.
Mental Health - Community Support - CSP

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	272	306	-11%	▼
Admits	45	67	-33%	▼
Discharges	80	79	1%	
Service Hours	4,516	5,617	-20%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		49	61%	65%	56%	-4%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		244	88%	60%	80%	28%	▲
✓	Stable Living Situation		263	95%	80%	87%	15%	▲
🔴	Employed		45	16%	20%	14%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		195	99%	90%	98%	9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	85%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	83%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	95%
✓	SA Screen Complete	100%	94%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 38 Active CSP Programs

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

Connecticut Collaboration ReEntry
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	10	10	0%	
Admits	-	-		
Discharges	-	-		
Service Hours	315	279	13%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		10	100%	85%	87%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▎ Goal	✓ Goal Met	● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

Doreen's Place
Reliance Health Inc.
Mental Health - Residential Services - MH Intensive Res. 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	7	8	-13%	▼
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Bed Days	2,143	2,135	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	75%	64%	-75%	▼
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	81%	15%	▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	90%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	92%
✓	SA Screen Complete	100%	90%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		6	988 days	0.3	98%	90%	91%	8%

■ < 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													8%
Discharges													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 30 Active MH Intensive Res. Rehabilitation Programs

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

Housing Service Community
Reliance Health Inc.
Mental Health - Housing Services - Housing Coordination
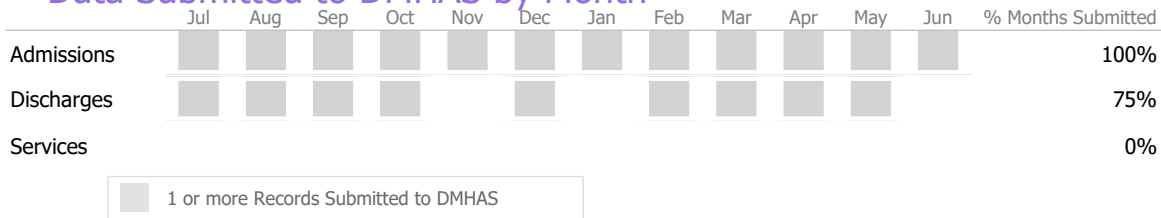
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	117	128	-9%	
Admits	46	86	-47%	▼
Discharges	67	58	16%	▲
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢		▢		▢	▢	▢	▢		75%
Services													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Housing Coordination Programs

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

HUD BOS 72
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	12	10	20%	▲
Admits	2	10	-80%	▼
Discharges	2	-		
Service Hours	465	267	74%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		11	92%	85%	87%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	96%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▦		▦				17%
Discharges					▦				▦				17%
Services	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▎ Goal	✓ Goal Met	● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

Individual Supports
Reliance Health Inc.
Mental Health - Residential Services - Residential Support

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	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	126	491	-74% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	85%	40% ▲
✓ Stable Living Situation		1	100%	85%	96%	15% ▲
⬤ Employed		0	0%	25%	16%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
⬤ 6 Month Updates	0%	96%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													100%

1 or more Records Submitted to DMHAS
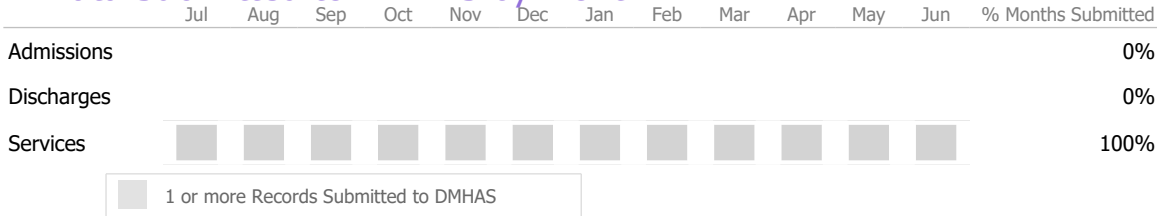
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 25 Active Residential Support Programs

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

Joe's Place
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

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	6	5	20%	▲
Admits	1	1	0%	
Discharges	1	-		
Service Hours	1,758	1,498	17%	▲
Bed Days	1,896	1,519	25%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	60%	70%	-60%	▼
	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		6	100%	60%	84%	40%	▲
✔	Stable Living Situation		6	100%	95%	93%	5%	
🔴	Employed		1	17%	25%	12%	-8%	

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		100%	98%
✔	SA Screen Complete		100%	89%

	Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis		100%	97%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		6	1,002 days	0.3	87%	90%	91%	-3%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month
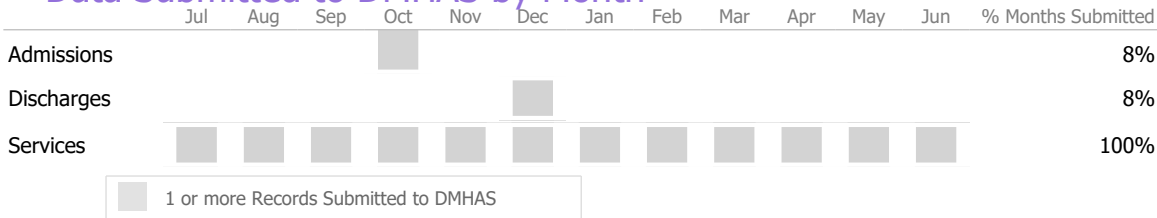
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■									8%
Discharges						■							8%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 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

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

LEAP - YAS
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

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	8	7	14%	▲
Admits	4	3	33%	▲
Discharges	3	3	0%	
Bed Days	1,525	1,837	-17%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		2	67%	60%	70%	7%
✓	Follow-up within 30 Days of Discharge		2	100%	90%	80%	10%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		6	75%	60%	84%	15%	▲
✓	Stable Living Situation		8	100%	95%	93%	5%	
●	Employed		0	0%	25%	12%	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	80%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	67%	91%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	98%
✓	SA Screen Complete	100%	89%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		6	448 days	0.3	70%	90%	91%	-20%	▼
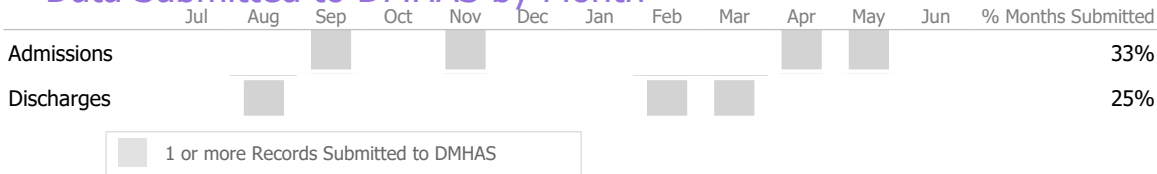
- ☐ < 90%   ☐ 90-110%   ☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪		▪					▪	▪		33%
Discharges		▪						▪	▪				25%

☐ 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

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

Montville House
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

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	5	7	-29%	▼
Admits	1	3	-67%	▼
Discharges	3	3	0%	
Bed Days	1,468	1,690	-13%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	60%	70%	40%	▲
●	Follow-up within 30 Days of Discharge		1	33%	90%	80%	-57%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		5	100%	60%	84%	40%	▲
✓	Stable Living Situation		5	100%	95%	93%	5%	
●	Employed		0	0%	25%	12%	-25%	▼

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	100%	98%
✓	SA Screen Complete	100%	89%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		5	1,156 days	0.3	80%	90%	91%	-10%
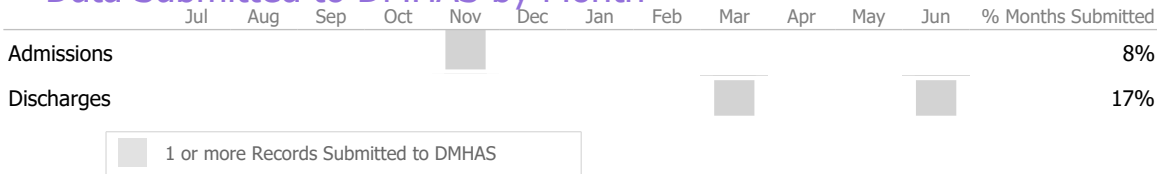
- ▨ < 90%
- ▨ 90-110%
- ▨ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▨								8%
Discharges									▨		▨		17%

▨ 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

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

Next Step Legion
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Development

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	23	21	10%	
Admits	3	4	-25%	▼
Discharges	5	1	400%	▲
Service Hours	466	355	31%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		23	100%	85%	95%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	98%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▪			▪		▪			25%
Discharges	▪	▪	▪		▪				▪				42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Variances in data may be indicative of operational adjustments related to the pandemic.
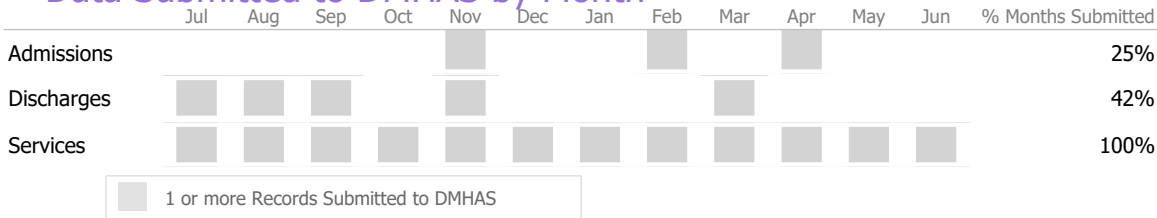
Next Step Support
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	33	38	-13%	▼
Admits	1	5	-80%	▼
Discharges	1	6	-83%	▼
Service Hours	1,017	1,062	-4%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		31	94%	85%	87%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		32	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪									8%
Discharges									▪				8%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS
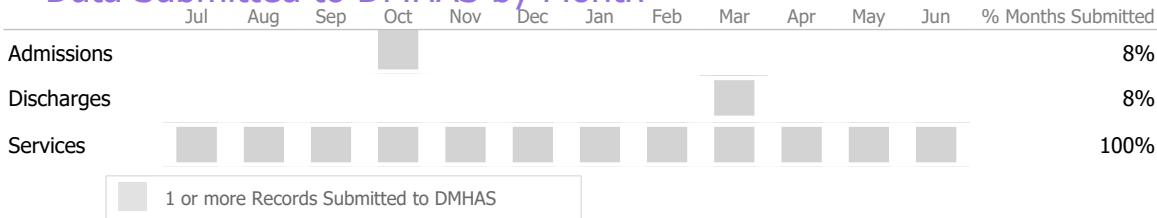
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

Outreach to Homeless Program
Reliance Health Inc.
Mental Health - Case Management - Outreach & Engagement
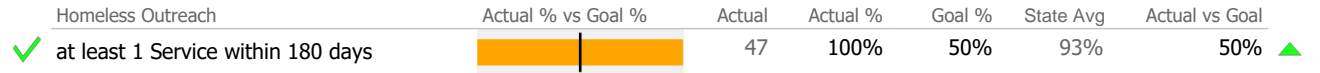
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
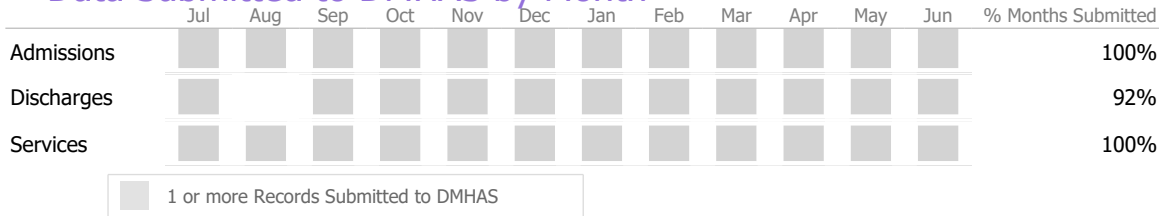Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	66	6%	
Admits	48	39	23%	▲
Discharges	46	42	10%	
Service Hours	291	285	2%	

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		47	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

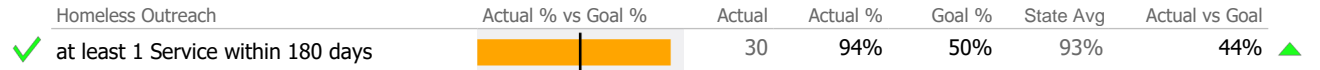▮ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.
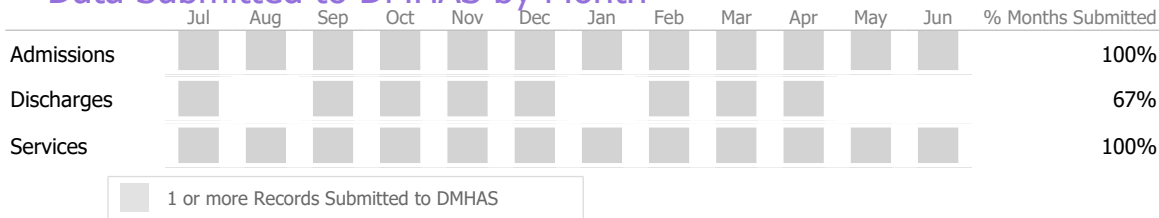
PATH Outreach
Reliance Health Inc.
Mental Health - Case Management - Outreach & Engagement

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	42	44	-5%	
Admits	32	30	7%	
Discharges	21	34	-38%	▼
Service Hours	138	240	-43%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		30	94%	50%	93%	44%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢		▢	▢	▢	▢		▢	▢	▢			67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

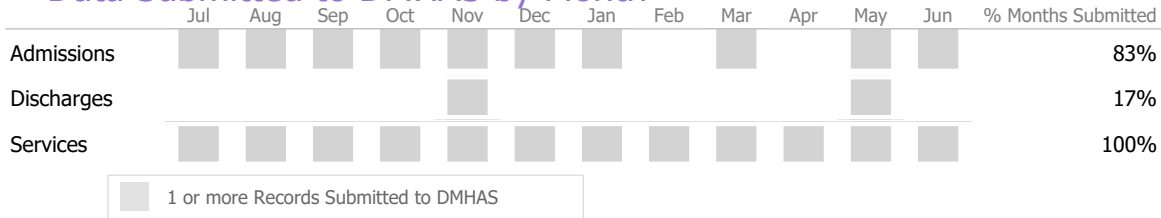* State Avg based on 50 Active Outreach & Engagement Programs

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

Penobscot Place
Reliance Health 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	75	92	-18%	▼
Admits	18	29	-38%	▼
Discharges	32	37	-14%	▼
Service Hours	30	52	-41%	▼
Social Rehab/PHP/IOP Days	1,479	1,331	11%	▲

Service Utilization
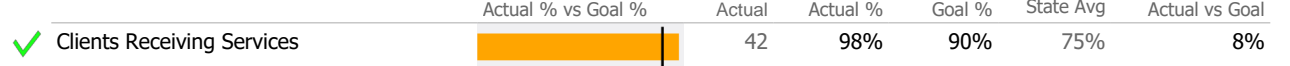
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		42	98%	90%	75%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪		▪		▪	▪	83%
Discharges					▪						▪		17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 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

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

Pilot Supportive Housing
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

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	17	17	0%
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	364	268	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	87%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▪					▪			17%
Discharges					▪				▪				17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
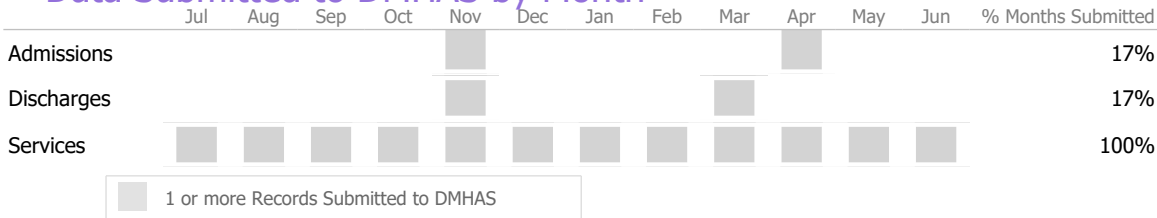
▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

Pilots Development
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Development

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	4	4	0%	
Admits	-	-		
Discharges	-	-		
Service Hours	143	112	27%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		4	100%	85%	95%	15%	▲

Service Utilization

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

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	⬤ Below Goal

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

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

Pre-Release - Joe's Place
Reliance Health Inc.
Forensic MH - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)
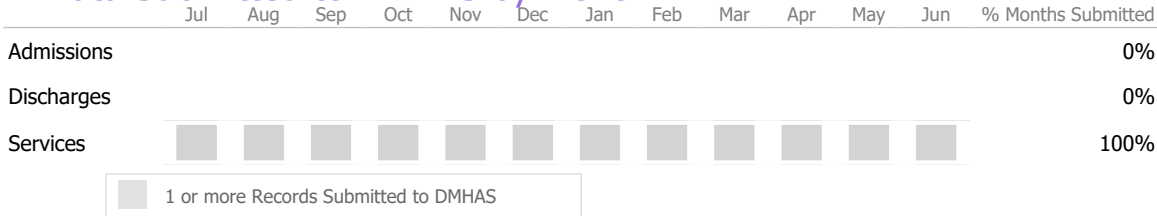
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	4	-50%	▼
Admits	-	1	-100%	▼
Discharges	1	2	-50%	▼
Service Hours	18	12	48%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	50%	15%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		2	100%	60%	94%	40%	▲
✓	Social Support		2	100%	60%	67%	40%	▲
✓	Stable Living Situation		2	100%	80%	70%	20%	▲
●	Employed		0	0%	20%	15%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		1	100%	90%	95%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges				▨									8%
Services	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS
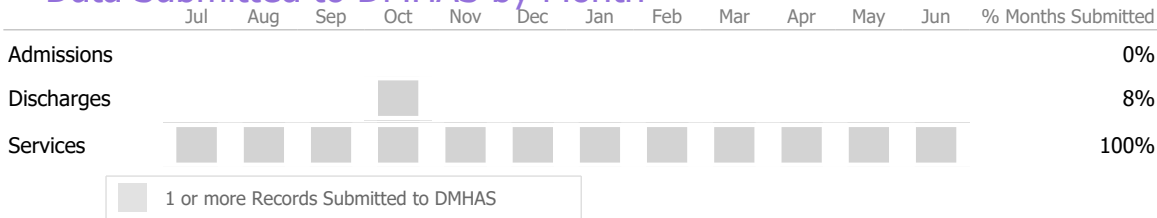
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

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

Respite Apartment
Reliance Health Inc.
Mental Health - Residential Services - Transitional

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	26	19	37%	▲
Admits	24	15	60%	▲
Discharges	21	17	24%	▲
Service Hours	83	99	-16%	▼
Bed Days	1,322	1,137	16%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		14	67%	95%	84%	-28%	▼
✅	No Re-admit within 30 Days of Discharge		20	95%	85%	95%	10%	
🔴	Follow-up within 30 Days of Discharge		6	43%	90%	82%	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	94%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		5	100%	90%	81%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✅	Avg Utilization Rate		4	71 days	0.1	91%	90%	78%	1%

■ < 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	■	■	■	■	■	■		■	■	■		■	92%
Discharges		■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✅ Goal Met   🔴 Below Goal

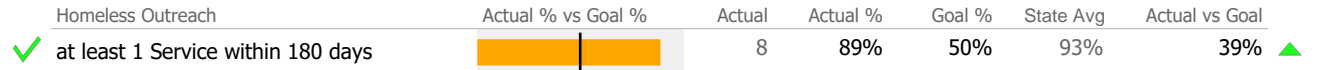* State Avg based on 7 Active Transitional Programs

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

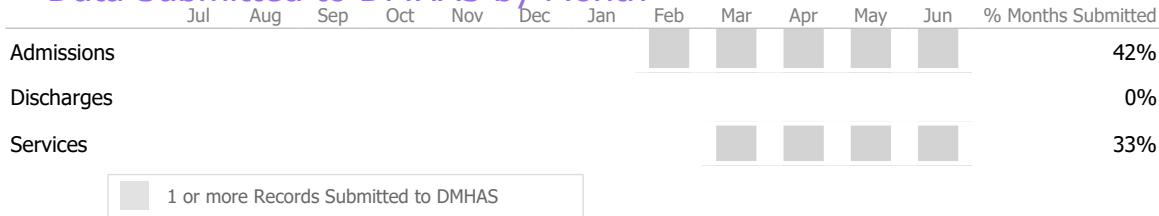**SOAR - COVID 19**
Reliance Health Inc.
Mental Health - Case Management - Outreach & Engagement

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	9		
Admits	9	-	
Discharges	-	-	
Service Hours	43	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		8	89%	50%	93%	39% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▪	▪	▪	▪	▪	42%
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 50 Active Outreach & Engagement Programs

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

Supportive Education
Reliance Health Inc.
Mental Health - Education Support - Education Support

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	44	39	13%	▲
Admits	17	9	89%	▲
Discharges	20	12	67%	▲
Service Hours	349	128	173%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Enrolled in Educational Program		31	70%	35%	74%	35%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		20	83%	90%	96%	-7%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		99%	100%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪		▪	▪	▪	▪			75%
Discharges		▪		▪	▪	▪	▪	▪	▪	▪			67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

▪ 1 or more Records Submitted to DMHAS
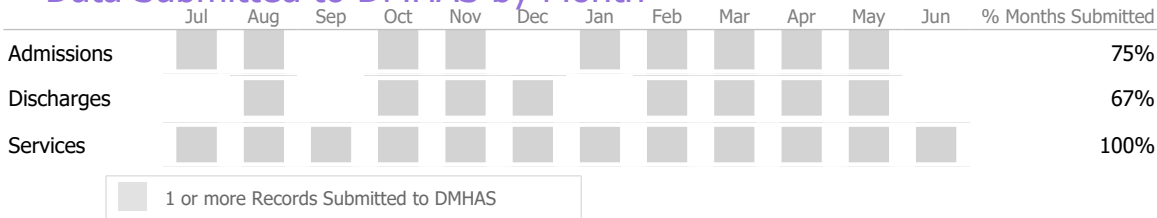
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 5 Active Education Support Programs

Variances in data may be indicative of operational adjustments related to the pandemic.
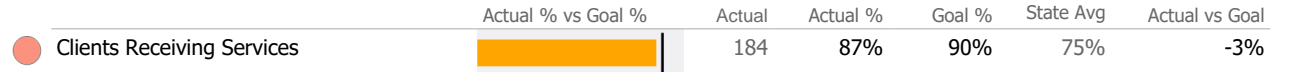
Teamworks
Reliance Health Inc.
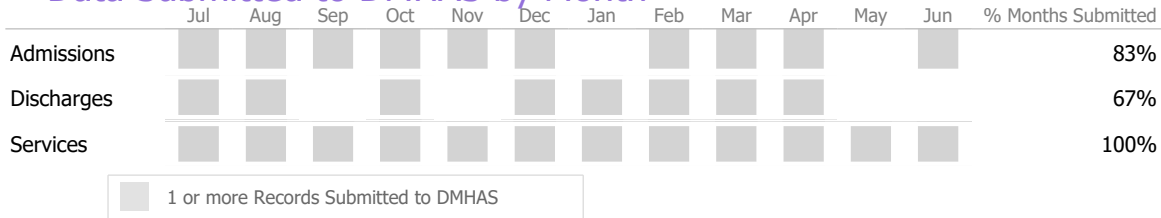Mental Health - Social Rehabilitation - Social Rehabilitation

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	235	184	28%	▲
Admits	64	33	94%	▲
Discharges	23	16	44%	▲
Service Hours	280	550	-49%	▼
Social Rehab/PHP/IOP Days	3,434	729	371%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▬▬▬▬▬▬▮	184	87%	90%	75%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪	▪	▪		▪	83%
Discharges	▪	▪		▪		▪	▪	▪	▪	▪			67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 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

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

Transitional Living Community
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

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	28	25	12%	▲
Admits	12	13	-8%	
Discharges	16	9	78%	▲
Bed Days	4,300	4,071	6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	80%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	98%
✓ SA Screen Complete		100%	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		9	56%	60%	70%	-4%	
● Follow-up within 30 Days of Discharge		5	56%	90%	80%	-34%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		26	93%	60%	84%	33%	▲
● Employed		6	21%	25%	12%	-4%	
● Stable Living Situation		25	89%	95%	93%	-6%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	399 days	0.2	84%	90%	91%	-6%

▢ < 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	▢		▢	▢		▢	▢	▢	▢	▢		▢	83%
Discharges	▢	▢	▢	▢	▢		▢	▢	▢		▢		83%

▢ 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

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

Transportation
Reliance Health Inc.
Mental Health - Recovery Support - Transportation

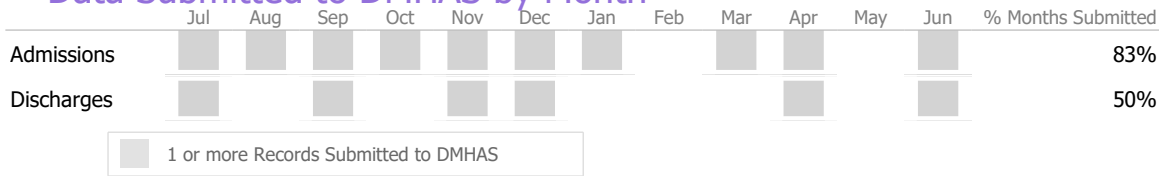Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	35	60%	▲
Admits	26	2	1200%	▲
Discharges	23	3	667%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	▢		▢	83%
Discharges	▢		▢		▢	▢				▢		▢	50%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 2 Active Transportation Programs

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

YAS Lisbon House
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

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	5	7	-29%	▼
Admits	2	3	-33%	▼
Discharges	2	4	-50%	▼
Bed Days	1,305	1,605	-19%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	50%	60%	70%	-10%	▼
✓	Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		4	80%	60%	84%	20%	▲
✓	Stable Living Situation		5	100%	95%	93%	5%	
🔴	Employed		0	0%	25%	12%	-25%	▼

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	100%	98%
✓	SA Screen Complete	100%	89%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		5	515 days	0.3	72%	90%	91%	-18%	▼

	< 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	▪								▪				17%
Discharges								▪	▪				17%

☐ 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

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