Sound Community Services Inc.
New London, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 -March 2023   (Data as of Jul 03, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,235	1,202	3%	
	Admits	482	647	-26%	▼
	Discharges	542	609	-11%	▼
	Service Hours	25,066	22,225	13%	▲
	Bed Days	11,285	10,336	9%	
	S.Rehab/PHP/IOP	12,472	5,165	141%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,036	61.2%
	Social Rehabilitation	270	16.0%
	Community Support	223	13.2%
	Residential Services	76	4.5%
	Case Management	36	2.1%
	Other	26	1.5%
	Employment Services	23	1.4%
Forensic MH			
	Residential Services	2	0.1%

Consumer Satisfaction Survey   (Based on 255 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	Overall		93%	80%	91%
✓	Quality and Appropriateness		92%	80%	93%
✓	Respect		92%	80%	91%
✓	General Satisfaction		91%	80%	92%
✓	Access		89%	80%	88%
●	Outcome		76%	80%	83%
●	Recovery		74%	80%	79%

Legend: ▬ Satisfied % | Goal %   ▨ 0-80% ▨ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	153	12%	10%
26-34	207	17%	20%
35-44	218	18%	24%
45-54	199	16%	18%
55-64	317	26%	19%
65+	141	11%	9%

Gender

	#	%	State Avg
Female	627	51%	41%
Male	606	49%	59%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	870	70%	68%
Unknown	187	15%	12%
Hispanic-Other	108	9%	9%
Hisp-Puerto Rican	69	6%	11%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race

	#	%		State Avg
White/Caucasian	832	67%		61%
Black/African American	264	21%		17%
Unknown	44	4%		7%
Am. Indian/Native Alaskan	33	3%		1%
Other	27	2%	▼	13%
Hawaiian/Other Pacific Islander	22	2%		0%
Asian	13	1%		1%
Multiple Races				1%

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.

AXS Center -211
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation
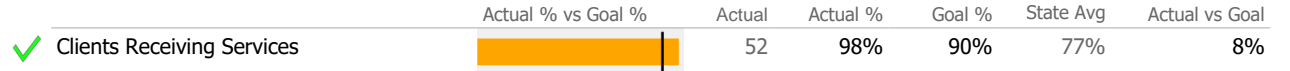
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)
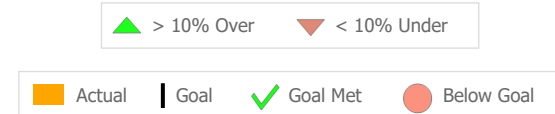
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	54	33%	▲
Admits	23	21	10%	
Discharges	22	-		
Service Hours	3,693	2,772	33%	▲
Social Rehab/PHP/IOP Days	5,769	499	1056%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		52	98%	90%	77%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪			78%
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 33 Active Social Rehabilitation Programs

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

Bent Crandall Forensic Transitional Residential
Sound Community Services Inc.
Forensic MH - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023   (Data as of Jul 03, 2023)
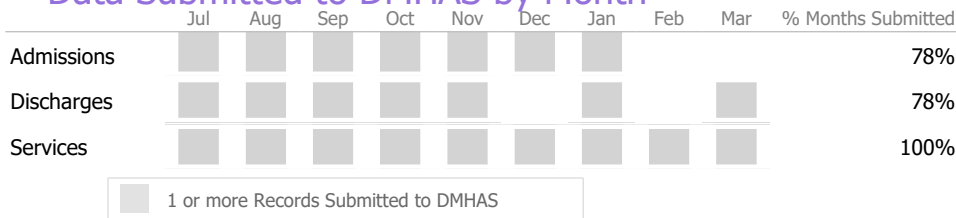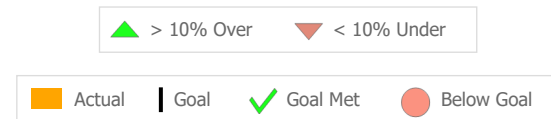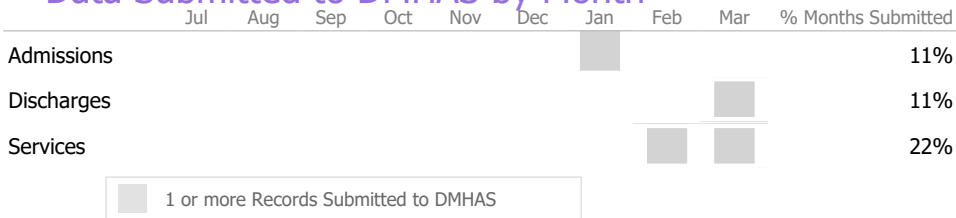
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	1	-	
Service Hours	160	-	
Bed Days	130	-	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	100%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	11%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▢			11%
Discharges									▢	11%
Services								▢	▢	22%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 2 Active Transitional Programs

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

Bent Crandall Residential Supervised Housing
Sound Community Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	27	-26%	▼
Admits	9	16	-44%	▼
Discharges	11	18	-39%	▼
Bed Days	3,092	2,999	3%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

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		6	55%	60%	67%	-5%
🔴 Follow-up within 30 Days of Discharge		5	83%	90%	77%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		19	95%	60%	84%	35%	▲
🔴 Stable Living Situation		17	85%	95%	96%	-10%	
🔴 Improved/Maintained Function Score		15	75%	95%	31%	-20%	▼
🔴 Employed		1	5%	25%	14%	-20%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	330 days	0.3	94%	90%	94%	4%
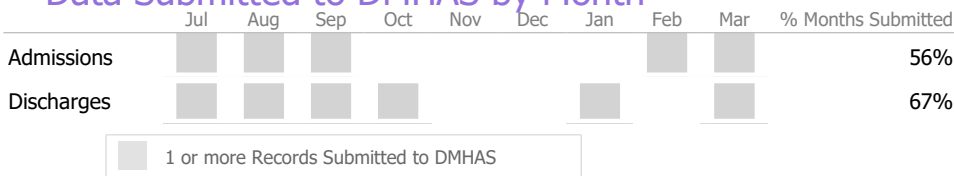
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢					▢	▢	56%
Discharges	▢	▢	▢	▢			▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

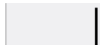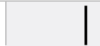| 🟧 Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

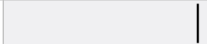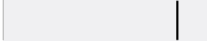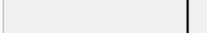Variances in data may be indicative of operational adjustments related to the pandemic.

Bent Crandall Transitional Residential
Sound Community Services Inc.
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	94%	N/A
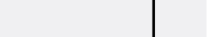
Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	85%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		N/A	N/A	75%	10%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	84%	N/A ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	N/A	N/A	0%	90%	85%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 8 Active Transitional Programs

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

BHH ADULT NAE
Sound Community Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023   (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	264	323	-18%	▼
Admits	35	24	46%	▲
Discharges	62	56	11%	▲
Service Hours	863	805	7%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		65%	49%

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		38	61%	50%	44%	11%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		245	92%	60%	60%	32%	▲
✓	Stable Living Situation		261	98%	95%	73%	3%	
●	Employed		66	25%	30%	25%	-5%	
●	Improved/Maintained Function Score		170	64%	75%	25%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		201	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		33	94%	75%	78%	19%	▲

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 71 Active Standard Outpatient Programs

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

CSP/RP 406550
Sound Community Services Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	223	182	23%	▲
Admits	65	31	110%	▲
Discharges	68	22	209%	▲
Service Hours	3,335	3,370	-1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	86%

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		45	66%	65%	55%	1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		207	93%	60%	79%	33%	▲
✔ Stable Living Situation		208	93%	80%	88%	13%	▲
✔ Improved/Maintained Function Score		148	66%	65%	30%	1%	
🔴 Employed		41	18%	20%	15%	-2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		156	100%	90%	98%	10%	

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
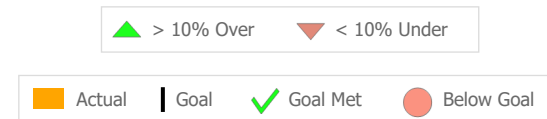
* State Avg based on 36 Active CSP Programs

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

Michael Kerr RespitePrgm406201
Sound Community Services Inc.
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	21	-43%	▼
Admits	7	19	-63%	▼
Discharges	7	17	-59%	▼
Service Hours	1,075	984	9%	
Bed Days	1,231	1,046	18%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	96%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		7	100%	95%	72%	5%	
🔴	No Re-admit within 30 Days of Discharge		5	71%	85%	89%	-14%	▼
✔	Follow-up within 30 Days of Discharge		7	100%	90%	94%	10%	

Recovery

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		5	100%	90%	84%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		5	187 days	0.2	90%	90%	85%	0%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪		▪	▪	▪				67%
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 8 Active Transitional Programs

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

Modified IntensRehabPrgm406281
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	40	-20%	▼
Admits	6	6	0%	
Discharges	4	17	-76%	▼
Service Hours	360	447	-20%	▼
Social Rehab/PHP/IOP Days	21	4	425%	▲

Service Utilization
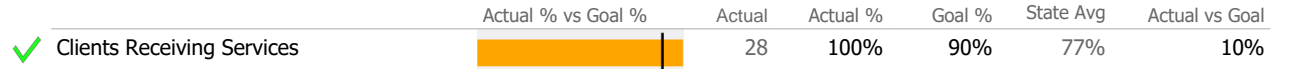
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		28	100%	90%	77%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■							33%
Discharges								■	■	22%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

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

Next Step   406-552
Sound Community Services Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	3	7	-57%	▼
Discharges	-	4	-100%	▼
Service Hours	161	170	-5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		9	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%
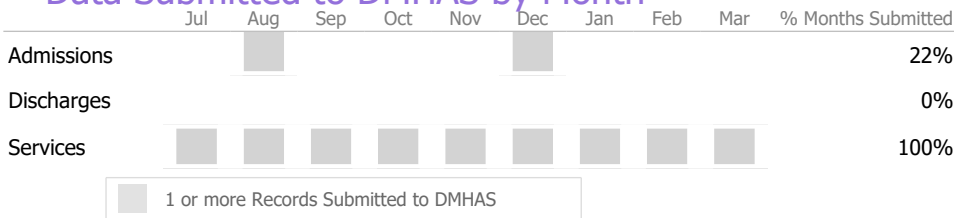
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪				▪				22%
Discharges										0%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
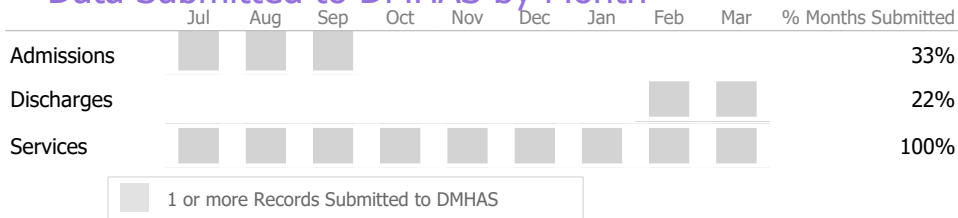
* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

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

Outpatient 406-210
Sound Community Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	967	878	10%	▲
Admits	240	419	-43%	▼
Discharges	283	167	69%	▲
Service Hours	5,400	5,251	3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		101	36%	50%	44%	-14%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		915	94%	60%	60%	34%	▲
✔	Improved/Maintained Function Score		764	78%	75%	25%	3%	
🔴	Stable Living Situation		924	94%	95%	73%	-1%	
🔴	Employed		287	29%	30%	25%	-1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	90%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	56%	49%

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		693	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		180	75%	75%	78%	0%

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 71 Active Standard Outpatient Programs

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

PILOTS 406-551
Sound Community Services Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	26	-31%	▼
Admits	-	2	-100%	▼
Discharges	2	8	-75%	▼
Service Hours	434	524	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	86%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges		■					■			22%
Services		■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

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

PILOTS Development   406-554
Sound Community Services Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)
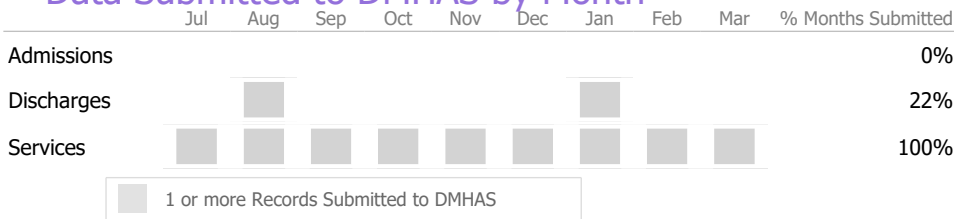
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	2	1	100% ▲
Discharges	2	2	0%
Service Hours	272	329	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	94%	4%

Service Utilization

	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	99%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■							22%
Discharges							■		■	22%
Services		■	■	■	■	■	■	■	■	100%

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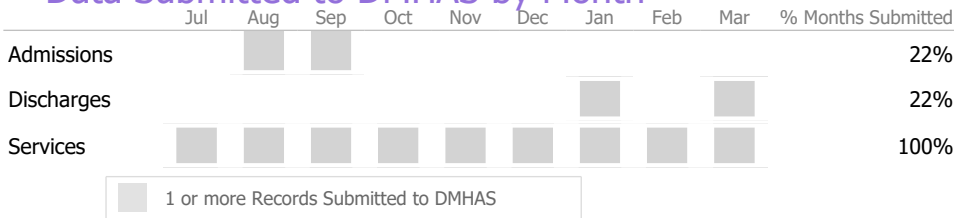
▲ > 10% Over   ▼ < 10% Under

■ 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.

Rite of Passage YAS
Sound Community Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	5	0%	
Admits	2	3	-33%	▼
Discharges	1	3	-67%	▼
Bed Days	875	571	53%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	87%

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		1	100%	60%	67%	40%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%	

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%	96%	5%	
🔴 Employed		1	20%	25%	14%	-5%	
🔴 Improved/Maintained Function Score		3	60%	95%	31%	-35%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		4	292 days	0.4	80%	90%	94%	-10%
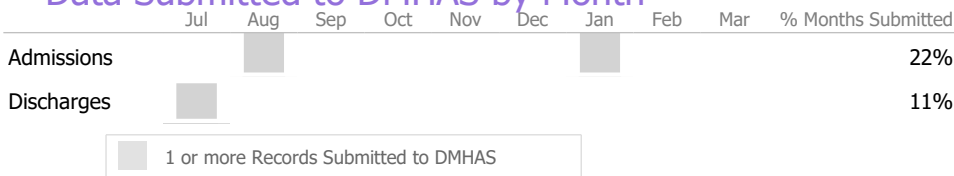
■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■					■			22%
Discharges	■									11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

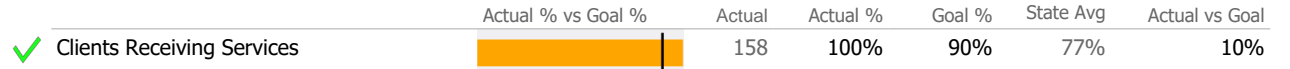| ■ Actual	| Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

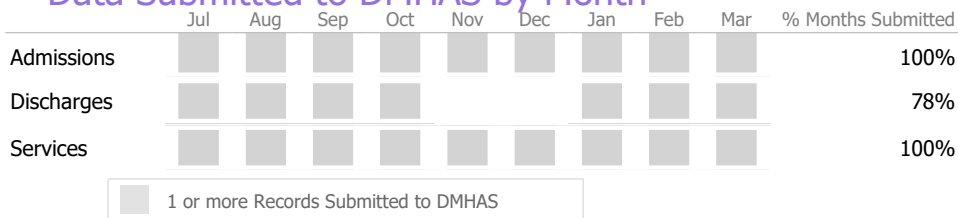Variances in data may be indicative of operational adjustments related to the pandemic.

SocialRehab-TheOasisCntr406280
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	199	179	11%	▲
Admits	71	39	82%	▲
Discharges	44	46	-4%	
Service Hours	7,998	4,696	70%	▲
Social Rehab/PHP/IOP Days	6,682	4,662	43%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		158	100%	90%	77%	10%

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 33 Active Social Rehabilitation Programs

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

Supervised Apt. Prgm 406-253
Sound Community Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	28	7%	
Admits	11	7	57%	▲
Discharges	11	7	57%	▲
Bed Days	5,564	5,720	-3%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	86%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	87%

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		11	100%	60%	67%	40%	▲
✓	Follow-up within 30 Days of Discharge		11	100%	90%	77%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		30	100%	60%	84%	40%	▲
✓	Stable Living Situation		30	100%	95%	96%	5%	
✓	Employed		9	30%	25%	14%	5%	
●	Improved/Maintained Function Score		23	77%	95%	31%	-18%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		22	577 days	0.3	92%	90%	94%	2%
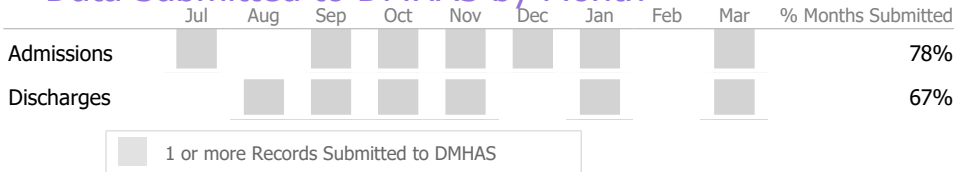
■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Variances 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 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	13	-31%	▼
Admits	3	10	-70%	▼
Discharges	1	5	-80%	▼
Service Hours	1,234	1,115	11%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	95%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		1	100%	50%	77%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		6	67%	25%	14%	42%	▲
✔	Social Support		7	78%	60%	86%	18%	▲
✔	Stable Living Situation		9	100%	85%	93%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		8	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					▢			▢		22%
Discharges			▢							11%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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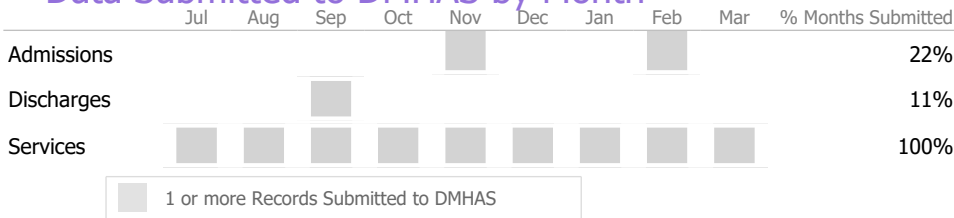
▲ > 10% Over   ▼ < 10% Under

▮ 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.

YAS Fiduciary
Sound Community Services Inc.
Mental Health - Other - Fiduciary

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023   (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	26	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

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 5 Active Fiduciary Programs

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

YAS Hyatt House
Sound Community Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
Bed Days	393	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	67%	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%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	84%	40% ▲
✓ Employed		1	33%	25%	14%	8%
✓ Stable Living Situation		3	100%	95%	96%	5%
🔴 Improved/Maintained Function Score		0	0%	95%	31%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	87%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		5	134 days	0.8	37%	90%	94%	-53%

☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▨		▨				22%
Discharges										0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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