

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	495	609	-19%	▼
	Admits	293	379	-23%	▼
	Discharges	304	457	-33%	▼
	Service Hours	7,699	7,212	7%	
	Bed Days	17,247	17,207	0%	
	S.Rehab/PHP/IOP	4,285	2,800	53%	▲

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

Consumer Satisfaction Survey

(Based on 128 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		91%	80%	91%
✓ Access		90%	80%	88%
✓ Respect		90%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ Recovery		85%	80%	79%
✓ Outcome		83%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	203	35.4%
	Outpatient	116	20.2%
Mental Health	Social Rehabilitation	106	18.5%
	Residential Services	79	13.8%
	Community Support	47	8.2%
	Case Management	23	4.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	16	3%	9%	Male	383	78%	▲ 59%
26-34	100	20%	20%	Female	109	22%	▼ 40%
35-44	139	28%	25%	Transgender			0%
45-54	96	19%	18%				
55-64	110	22%	19%				
65+	34	7%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	377	76%	▲ 64%	White/Caucasian	351	71%	▲ 59%
Unknown	58	12%	14%	Other	60	12%	12%
Hisp-Puerto Rican	39	8%	10%	Black/African American	57	12%	17%
Hispanic-Other	21	4%	10%	Multiple Races	11	2%	1%
Hispanic-Cuban			0%	Unknown	9	2%	9%
Hispanic-Mexican			1%	Asian	4	1%	1%
				Am. Indian/Native Alaskan	3	1%	1%
				Hawaiian/Other Pacific Islander			0%

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.

Case Management

Gilead Community Services Inc.

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	17	35% ▲
Admits	8	17	-53% ▼
Discharges	5	3	67% ▲
Service Hours	343	145	136% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	93%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	26%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	50%	62%	30% ▲

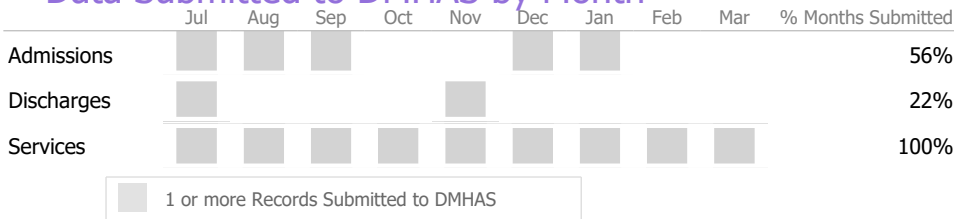
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	100%	60%	74%	40% ▲
✓ Stable Living Situation		20	87%	80%	82%	7% ▲
✓ Employed		5	22%	20%	17%	2% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	89%	10% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	107	-48% ▼
Admits	10	76	-87% ▼
Discharges	56	74	-24% ▼
Service Hours	58	466	-88% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Valid TEDS Data	100%	67%
On-Time Periodic		
6 Month Updates	N/A	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		41	73%	50%	52%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		55	98%	75%	58%	23% ▲
✓ Abstinence/Reduced Drug Use		43	77%	55%	32%	22% ▲
✓ Self Help		41	73%	60%	16%	13% ▲
✓ Improved/Maintained Function Score		49	88%	75%	46%	13% ▲
✓ Stable Living Situation		54	96%	95%	59%	1%
✓ Employed		28	50%	50%	30%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	41%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	20%	75%	45%	-55% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										22%
Discharges										78%
Services										67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 101 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	88	-16% ▼
Admits	56	39	44% ▲
Discharges	25	57	-56% ▼
Service Hours	126	275	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Valid TEDS Data	100%	67%
On-Time Periodic		
6 Month Updates	10%	9%
Diagnosis		
Valid Axis I Diagnosis	96%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	56%	50%	52%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		62	78%	75%	58%	3%
● Self Help		47	59%	60%	16%	-1%
● Abstinence/Reduced Drug Use		42	53%	55%	32%	-2%
● Employed		38	48%	50%	30%	-2%
● Stable Living Situation		60	76%	95%	59%	-19% ▼
● Improved/Maintained Function Score		29	63%	75%	46%	-12% ▼

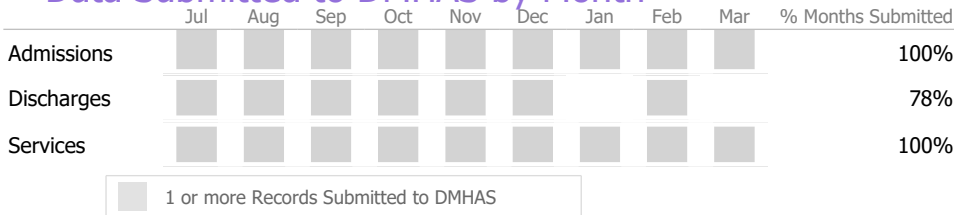
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		28	52%	90%	41%	-38% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	19%	75%	45%	-56% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	223	-9%
Admits	196	212	-8%
Discharges	189	217	-13% ▼
Bed Days	5,081	5,393	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Valid TEDS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		157	83%	80%	78%	3%
✓ No Re-admit within 30 Days of Discharge		177	94%	85%	89%	9%
● Follow-up within 30 Days of Discharge		115	73%	90%	61%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		178	94%	75%	83%	19% ▲
✓ Self Help		147	71%	60%	74%	11% ▲
● Abstinence/Reduced Drug Use		112	54%	70%	41%	-16% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		21	28 days	0.1	88%	90%	94%	-2%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	52	-10%
Admits	1	5	-80% ▼
Discharges	1	6	-83% ▼
Service Hours	1,131	1,440	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	86%
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		0	0%	65%	51%	-65% ▼

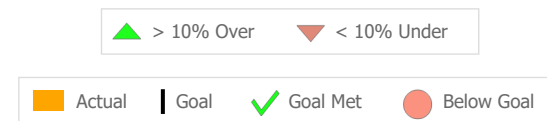
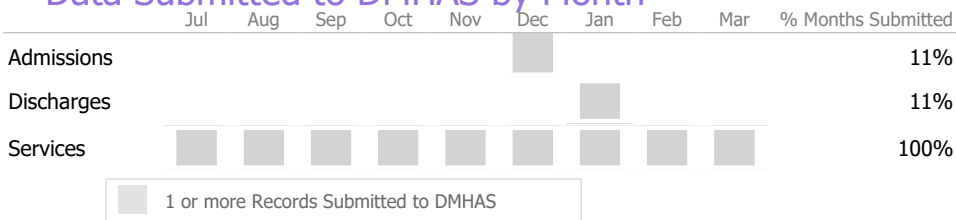
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		45	96%	60%	79%	36% ▲
Improved/Maintained Function Score		45	98%	65%	55%	33% ▲
Stable Living Situation		47	100%	80%	86%	20% ▲
Employed		9	19%	20%	16%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	100%	90%	97%	10%

Data Submitted to DMHAS by Month



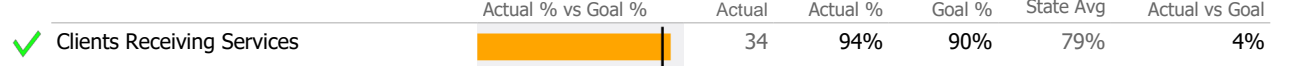
* State Avg based on 35 Active CSP Programs

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

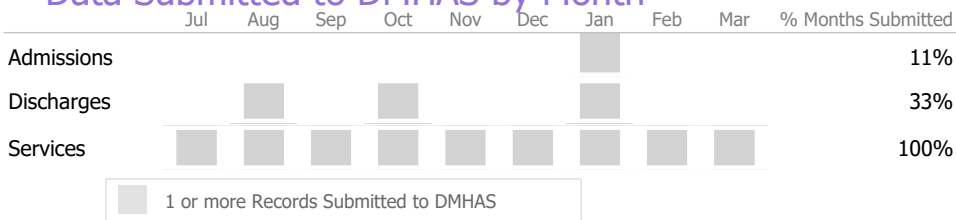
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	43	-5%
Admits	1	6	-83% ▼
Discharges	5	3	67% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,643	1,216	35% ▲

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% ▼
Admits	1	3	-67% ▼
Discharges	-	3	-100% ▼
Service Hours	4,585	3,433	34% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	70%	N/A

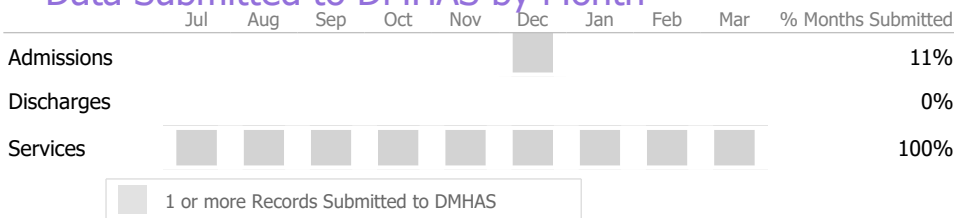
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	94%	60%	85%	34% ▲
✓ Stable Living Situation		16	100%	85%	96%	15% ▲
● Employed		3	19%	25%	15%	-6%
● Improved/Maintained Function Score		14	93%	95%	49%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Residential Support Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	3	5	-40% ▼
Discharges	3	6	-50% ▼
Bed Days	2,375	2,339	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

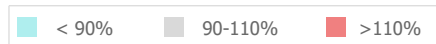
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	80%	88%	20% ▲
● No Re-admit within 30 Days of Discharge		1	33%	85%	88%	-52% ▼
✓ Follow-up within 30 Days of Discharge		3	100%	90%	86%	10%

Recovery

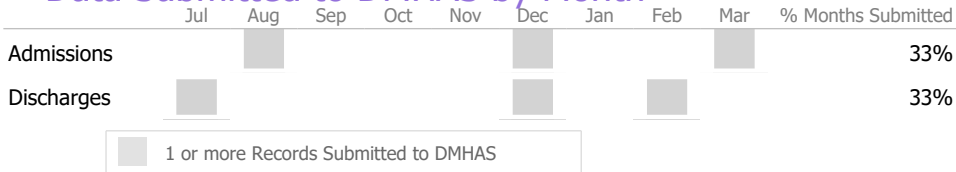
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	92%	60%	84%	32% ▲
✓ Stable Living Situation		11	92%	90%	98%	2%
✓ Improved/Maintained Function Score		10	100%	95%	70%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	684 days	0.3	96%	90%	82%	6%



Data Submitted to DMHAS by Month



* State Avg based on 22 Active Group Home Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	1	0%
Discharges	2	1	100% ▲
Bed Days	1,964	2,149	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic		
6 Month Updates	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	88%	20% ▲
● No Re-admit within 30 Days of Discharge		0	0%	85%	88%	-85% ▼
● Follow-up within 30 Days of Discharge		1	50%	90%	86%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	89%	60%	84%	29% ▲
✓ Stable Living Situation		9	100%	90%	98%	10%
✓ Improved/Maintained Function Score		8	100%	95%	70%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	1,216 days	0.4	89%	90%	82%	-1%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	5	-40% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Bed Days	824	609	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
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%	66%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	83%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	67%	60%	86%	7%
✓ Improved/Maintained Function Score		3	100%	95%	63%	5%
✓ Stable Living Situation		3	100%	95%	95%	5%
● Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	734 days	0.3	100%	90%	90%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	2	100% ▲
Admits	2	-	
Discharges	2	2	0%
Bed Days	471	318	48% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	89%
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%	60%	66%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	83%	10% ▲

Recovery

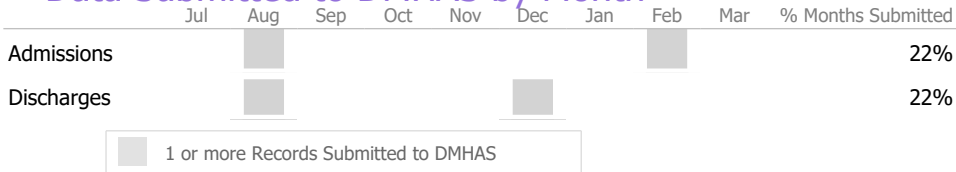
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	86%	40% ▲
Stable Living Situation		4	100%	95%	95%	5%
Employed		1	25%	25%	13%	0%
Improved/Maintained Function Score		3	100%	95%	63%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	186 days	0.3	86%	90%	90%	-4%

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 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	1,374	1,370	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	75%	89%
Diagnosis		
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%	66%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	83%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	86%	40% ▲
Stable Living Situation		6	100%	95%	95%	5%
Employed		1	17%	25%	13%	-8%
Improved/Maintained Function Score		5	100%	95%	63%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	2,727 days	0.4	83%	90%	90%	-7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	816	686	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
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%	66%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	83%	-90% ▼

Recovery

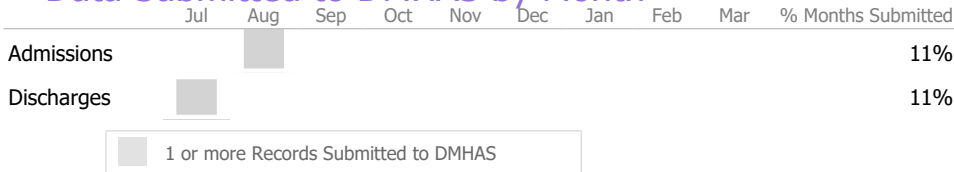
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	75%	60%	86%	15% ▲
✓ Improved/Maintained Function Score		4	100%	95%	63%	5%
✓ Stable Living Situation		4	100%	95%	95%	5%
✓ Employed		1	25%	25%	13%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	582 days	0.3	99%	90%	90%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% ▼
Admits	-	1	-100% ▼
Discharges	2	2	0%
Service Hours	1,457	1,242	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	50%	70%	50% ▲

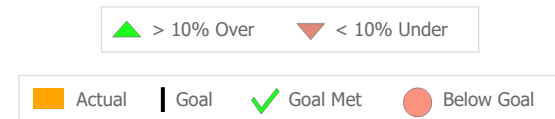
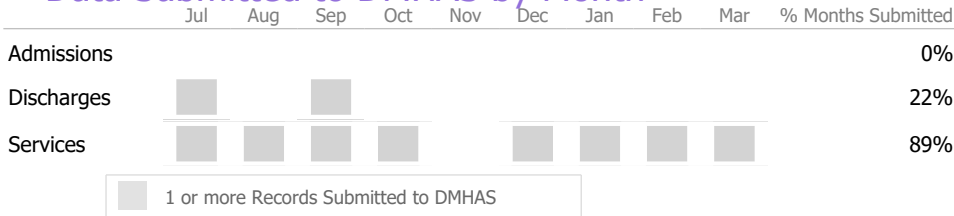
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	60%	85%	40% ▲
Employed		7	58%	25%	15%	33% ▲
Stable Living Situation		12	100%	85%	96%	15% ▲
Improved/Maintained Function Score		11	92%	95%	49%	-3%

Service Utilization

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

Data Submitted to DMHAS by Month



* State Avg based on 23 Active Residential Support Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	7	14% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	1,624	1,638	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	88%	20% ▲
● No Re-admit within 30 Days of Discharge		1	50%	85%	88%	-35% ▼
● Follow-up within 30 Days of Discharge		1	50%	90%	86%	-40% ▼

Recovery

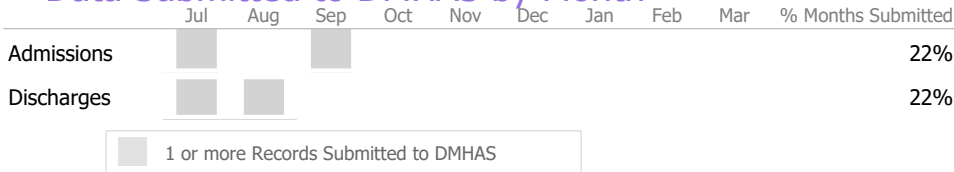
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	84%	40% ▲
✓ Stable Living Situation		8	100%	90%	98%	10%
✓ Improved/Maintained Function Score		8	100%	95%	70%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	442 days	0.3	98%	90%	82%	8%



Data Submitted to DMHAS by Month



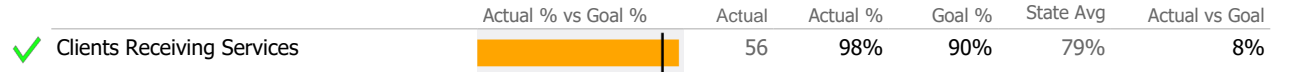
* State Avg based on 22 Active Group Home Programs

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

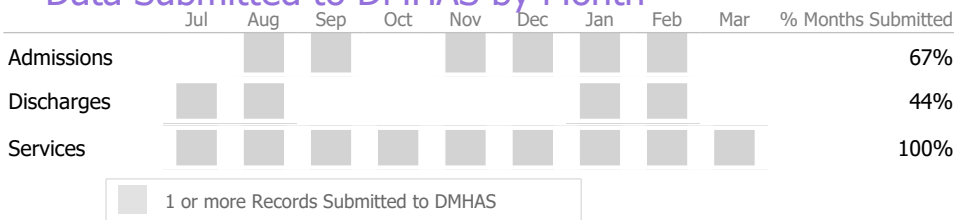
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	59	10% ▲
Admits	9	7	29% ▲
Discharges	8	7	14% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	2,642	1,584	67% ▲

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,375	1,370	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	86%	20% ▲
✓ Employed		2	40%	25%	13%	15% ▲
✓ Improved/Maintained Function Score		5	100%	95%	63%	5%
✓ Stable Living Situation		5	100%	95%	95%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	3,278 days	0.3	100%	90%	90%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	1,343	1,335	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	80%	89%
Diagnosis		
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%	66%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	83%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	86%	20% ▲
Improved/Maintained Function Score		5	100%	95%	63%	5%
Stable Living Situation		5	100%	95%	95%	5%
Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,633 days	0.3	98%	90%	90%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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