

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	570	691	-18%	▼
	Admits	397	500	-21%	▼
	Discharges	423	589	-28%	▼
	Service Hours	9,945	10,388	-4%	
	Bed Days	23,128	22,589	2%	
	S.Rehab/PHP/IOP	5,859	4,470	31%	▲

▲ > 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	#	%
<b>Addiction</b>	Residential Services	273	41.4%
	Outpatient	122	18.5%
<b>Mental Health</b>	Social Rehabilitation	110	16.7%
	Residential Services	82	12.4%
	Community Support	48	7.3%
	Case Management	25	3.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	19	3%	9%	Male	460	81%	▲ 60%
26-34	120	21%	20%	Female	108	19%	▼ 40%
35-44	151	26%	25%	Transgender			0%
45-54	125	22%	18%				
55-64	120	21%	18%				
65+	35	6%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	431	76%	▲ 64%	White/Caucasian	397	70%	▲ 58%
Unknown	59	10%	15%	Other	77	14%	12%
Hisp-Puerto Rican	52	9%	10%	Black/African American	67	12%	17%
Hispanic-Other	28	5%	11%	Multiple Races	12	2%	1%
Hispanic-Cuban			0%	Unknown	11	2%	9%
Hispanic-Mexican			1%	Asian	4	1%	1%
				Am. Indian/Native Alaskan	2	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

## 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 - June 2024 (Data as of Sep 10, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	20	25% ▲
Admits	10	20	-50% ▼
Discharges	10	5	100% ▲
Service Hours	435	249	75% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	72%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	26%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	80%	50%	61%	30% ▲

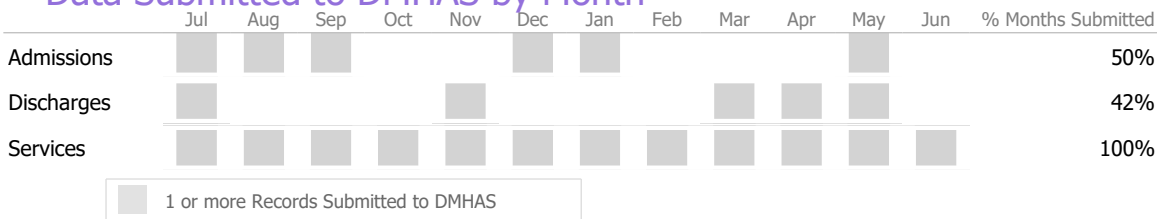
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	92%	60%	72%	32% ▲
✓ Stable Living Situation		22	88%	80%	82%	8%
✓ Employed		5	20%	20%	16%	0%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	91%	-3%

### 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	79	89	-11% ▼
Admits	73	47	55% ▲
Discharges	54	79	-32% ▼
Service Hours	235	319	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	98%	66%
On-Time Periodic		
6 Month Updates	29%	9%
Diagnosis		
Valid Axis I Diagnosis	95%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	48%	50%	53%	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		76	89%	75%	61%	14% ▲
Self Help		55	65%	60%	18%	5%
Employed		46	54%	50%	32%	4%
Abstinence/Reduced Drug Use		49	58%	55%	34%	3%
Improved/Maintained Function Score		62	87%	75%	52%	12% ▲
Stable Living Situation		74	87%	95%	62%	-8%

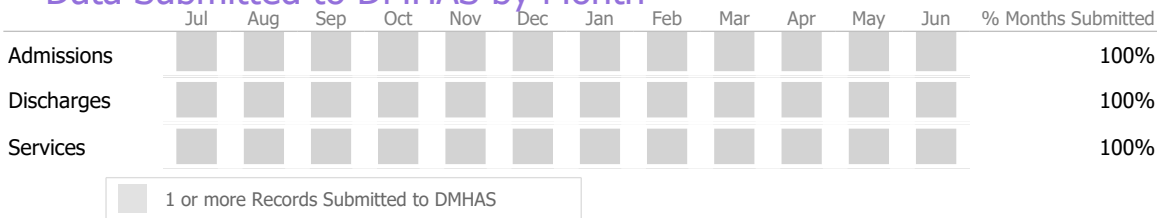
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	84%	90%	45%	-6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	19%	75%	47%	-56% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 104 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	273	281	-3%
Admits	270	274	-1%
Discharges	259	284	-9%
Bed Days	6,911	6,811	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		207	80%	80%	75%	0%
✓ No Re-admit within 30 Days of Discharge		239	92%	85%	87%	7%
○ Follow-up within 30 Days of Discharge		155	75%	90%	60%	-15%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		213	76%	60%	73%	16%
✓ Improved/Maintained Function Score		248	96%	75%	83%	21%
○ Abstinence/Reduced Drug Use		163	58%	70%	45%	-12%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	27 days	0.1	90%	90%	92%	0%

Legend: ■ < 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	■	■	■	■	■	■	■	■	■	■	■	■	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	52	-8%
Admits	2	5	-60% ▼
Discharges	4	7	-43% ▼
Service Hours	1,478	1,852	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	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		3	75%	65%	53%	10% ▲

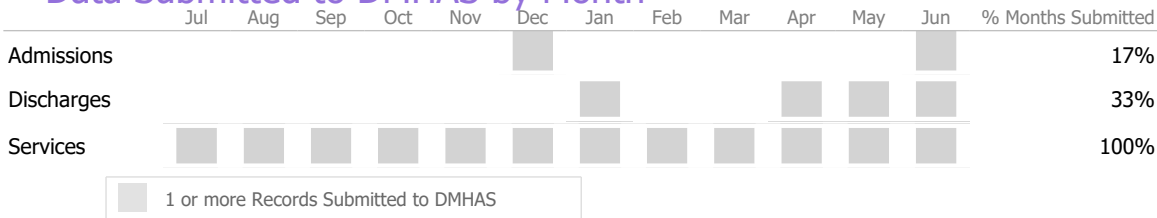
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		46	96%	60%	80%	36% ▲
✓ Improved/Maintained Function Score		47	100%	65%	58%	35% ▲
✓ Stable Living Situation		48	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		44	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

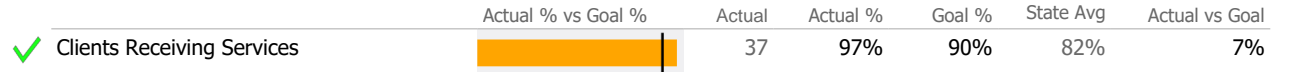
\* State Avg based on 35 Active CSP Programs

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

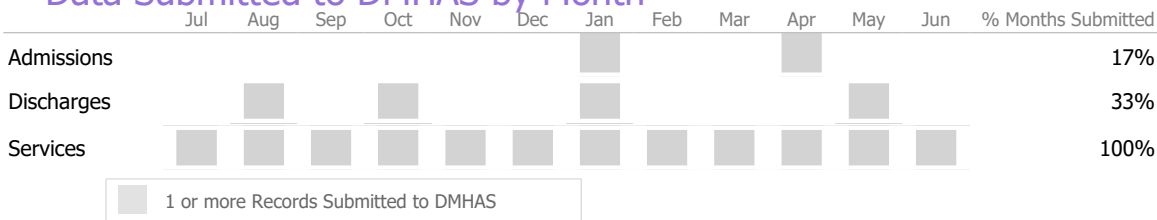
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	44	2%
Admits	5	7	-29% ▼
Discharges	7	4	75% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	2,366	2,052	15% ▲

### 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	16	18	-11% ▼
Admits	1	3	-67% ▼
Discharges	-	3	-100% ▼
Service Hours	5,861	5,313	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	69%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	87%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	67%	N/A

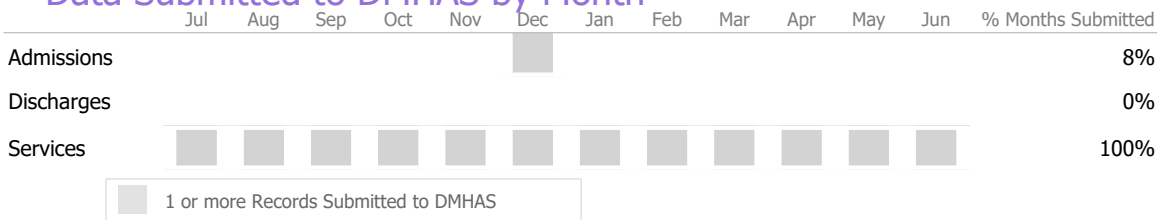
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	94%	60%	84%	34% ▲
✓ Stable Living Situation		16	100%	85%	95%	15% ▲
✓ Improved/Maintained Function Score		16	100%	95%	51%	5%
● Employed		2	12%	25%	18%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 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	12	-8%
Admits	3	7	-57% ▼
Discharges	4	7	-43% ▼
Bed Days	3,170	3,093	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	86%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	75%	80%	86%	-5%
No Re-admit within 30 Days of Discharge		1	33%	85%	90%	-52% ▼
Follow-up within 30 Days of Discharge		3	100%	90%	82%	10%

### Recovery

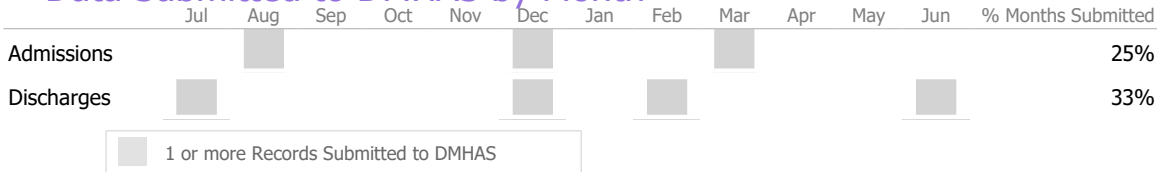
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	60%	83%	40% ▲
Stable Living Situation		12	100%	90%	100%	10%
Improved/Maintained Function Score		9	82%	95%	69%	-13% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		9	740 days	0.2	96%	90%	83%	6%

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 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	11	9	22% ▲
Admits	4	1	300% ▲
Discharges	4	1	300% ▲
Bed Days	2,641	2,877	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	100%	80%	86%	20% ▲
No Re-admit within 30 Days of Discharge		2	50%	85%	90%	-35% ▼
Follow-up within 30 Days of Discharge		2	50%	90%	82%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	92%	60%	83%	32% ▲
Stable Living Situation		11	92%	90%	100%	2%
Improved/Maintained Function Score		8	89%	95%	69%	-6%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,180 days	0.3	90%	90%	83%	0%

Legend: ■ < 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				■						■	■		25%
Discharges			■							■	■		25%

Legend: ■ 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	1,097	882	24% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	50%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	84%	-90% ▼

### Recovery

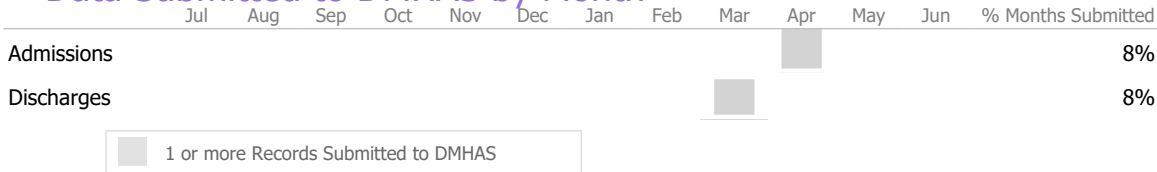
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	95%	95%	5%
● Social Support		2	50%	60%	87%	-10%
✓ Improved/Maintained Function Score		3	100%	95%	66%	5%
● Employed		0	0%	25%	13%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	764 days	0.3	100%	90%	89%	10%

■ < 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	4	4	0%
Admits	2	2	0%
Discharges	2	2	0%
Bed Days	653	421	55% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	100%	92%
Diagnosis		
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%	69%	-10% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%

### Recovery

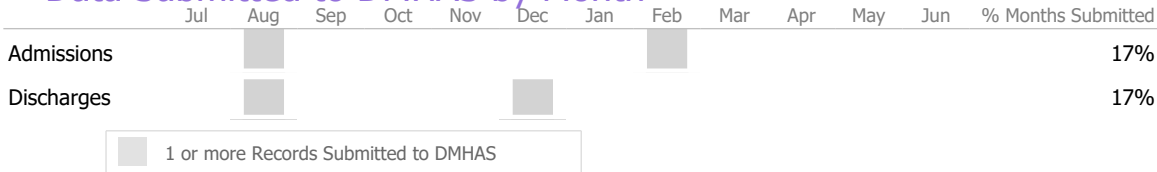
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	87%	40% ▲
✓ Stable Living Situation		4	100%	95%	95%	5%
✓ Employed		1	25%	25%	13%	0%
✓ Improved/Maintained Function Score		3	100%	95%	66%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	232 days	0.2	89%	90%	89%	-1%

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	1,829	1,825	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	80%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%

### Recovery

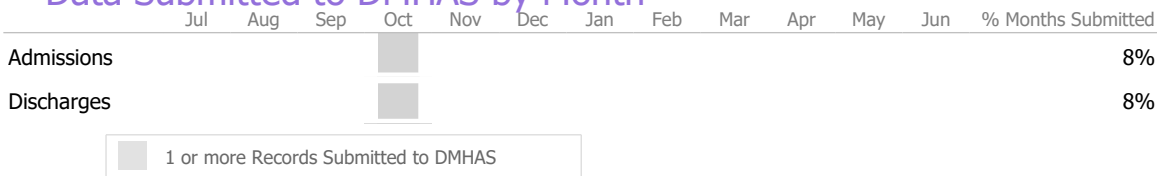
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	87%	40% ▲
✓ Improved/Maintained Function Score		6	100%	95%	66%	5%
✓ Stable Living Situation		6	100%	95%	95%	5%
● Employed		1	17%	25%	13%	-8%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	2,725 days	0.3	83%	90%	89%	-7%

■ < 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	4	4	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	1,089	959	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic		
6 Month Updates	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	84%	-90% ▼

### Recovery

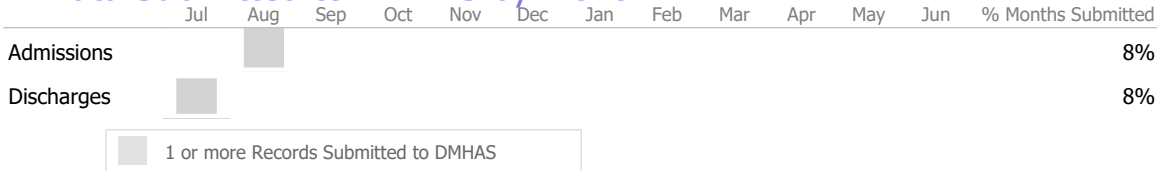
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	75%	60%	87%	15% ▲
✓ Improved/Maintained Function Score		4	100%	95%	66%	5%
✓ Stable Living Situation		4	100%	95%	95%	5%
✓ Employed		1	25%	25%	13%	0%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	670 days	0.2	99%	90%	89%	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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	1	1	0%
Discharges	3	2	50% ▲
Service Hours	1,878	1,855	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	87%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	50%	67%	50% ▲

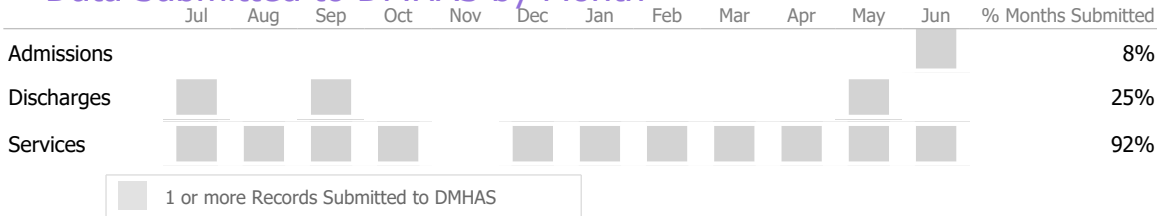
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	100%	60%	84%	40% ▲
Employed		7	54%	25%	18%	29% ▲
Stable Living Situation		13	100%	85%	95%	15% ▲
Improved/Maintained Function Score		11	92%	95%	51%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 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	8	8	0%
Admits	2	2	0%
Discharges	2	2	0%
Bed Days	2,170	2,172	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic		
6 Month Updates	83%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

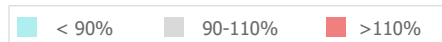
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	80%	86%	20% ▲
No Re-admit within 30 Days of Discharge		1	50%	85%	90%	-35% ▼
Follow-up within 30 Days of Discharge		1	50%	90%	82%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	83%	40% ▲
Stable Living Situation		8	100%	90%	100%	10%
Improved/Maintained Function Score		8	100%	95%	69%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	525 days	0.2	99%	90%	83%	9%



### 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



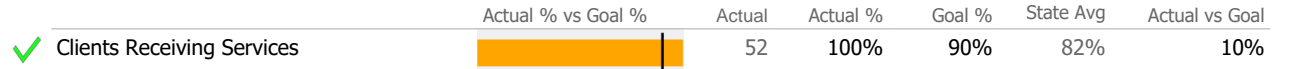
\* State Avg based on 22 Active Group Home Programs

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

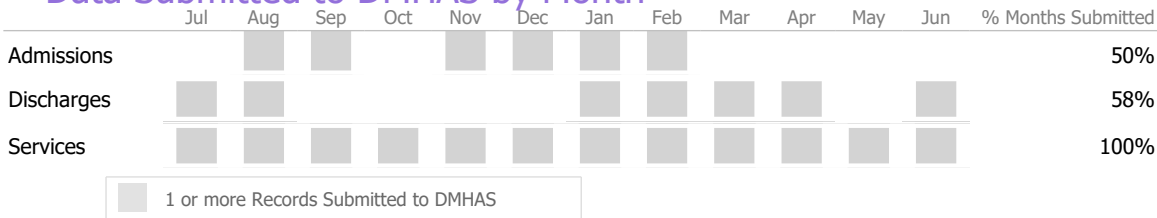
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	66	-2%
Admits	9	14	-36% ▼
Discharges	13	10	30% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,493	2,418	44% ▲

### 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	1	-	
Bed Days	1,770	1,825	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	92%
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	100%	60%	69%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	84%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	87%	20% ▲
Employed		2	40%	25%	13%	15% ▲
Improved/Maintained Function Score		5	100%	95%	66%	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	3,342 days	0.3	97%	90%	89%	7%

Legend: ■ < 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													8%

Legend: ■ 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	6	6	0%
Admits	2	1	100% ▲
Discharges	1	2	-50% ▼
Bed Days	1,798	1,724	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	75%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%

### Recovery

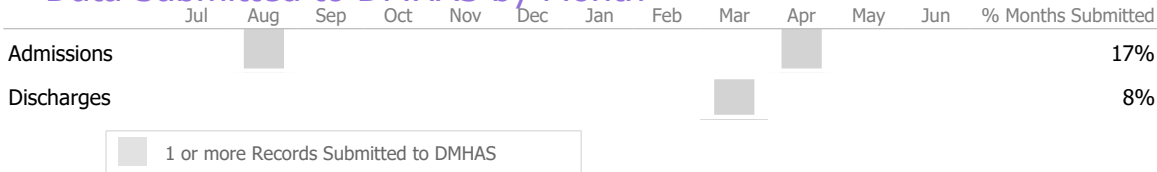
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	67%	60%	87%	7%
✓ Stable Living Situation		6	100%	95%	95%	5%
✓ Improved/Maintained Function Score		5	100%	95%	66%	5%
○ Employed		0	0%	25%	13%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,635 days	0.3	98%	90%	89%	8%

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

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