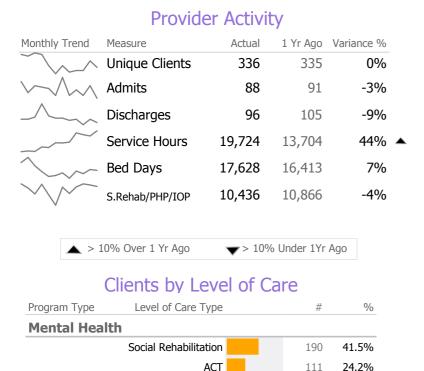
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)



**Residential Services** 

Community Support

96

61

21.0%

13.3%

#### **Consumer Satisfaction Survey** (Based on 162 FY15 Surveys) Goal % Question Domain Satisfied % vs Goal% Satisfied % State Avg Overall 85% 80% 91% Respect 85% 80% 91% General Satisfaction 80% 92% 84% Quality and Appropriateness 83% 80% 93% Access 83% 80% 88% Participation in Treatment 80% 92% 82% Outcome 79% 80% 83% Recovery 79% 80% 79% Satisfied % Goal % 0-80% 80-100% 🖌 Goal Met Under Goal

### **Client Demographics**

Age

18-25

26-34

35-44

45-54

55-64

65+

**Ethnicity** 

Non-Hispanic Unknown

Hisp-Puerto Rican

Hispanic-Other

Hispanic-Cuban Hispanic-Mexican #

17

43

57

93

88

38

# 302

16

12

6

%	State Avg	Gender	#	%	State Avg
5%	15%	Male	208	62%	60%
13%	▼ 24%	Female	127	38%	40%
17%	19%	Transgender			0%
28%	22%				
26%	<b>▲</b> 15%				
11%	4%	Race	#	%	State Avg
		White/Caucasian	260	77%	<b>▲</b> 65%
%	State Avg	Black/African American	45	13%	16%
90%	▲ 75%	Other	17	5%	13%
5%	6%	Multiple Races	6	2%	1%
4%	12%	Asian	4	1%	1%
2%	7%	Unknown	3	1%	3%
Ζ70		Am. Indian/Native Alaskan	1	0%	1%
	0%	Hawaiian/Other Pacific Islander			0%
	1%				

Unique Clients ↓ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

#### ACT Team 306292

Gilead Community Services Inc. Mental Health - ACT - Assertive Community Treatment

#### Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

### **Program Activity**

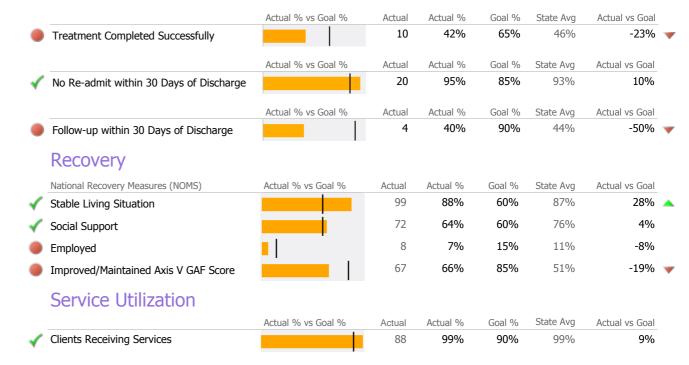
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	111	106	5%	
Admits	33	26	27%	
Discharges	24	27	-11%	7
Service Hours	7,127	2,592	175%	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	74%	81%
Cooccurring	Actual	State Avg
MH Screen Complete	68%	84%
SA Screen Complete	74%	82%
Diagnosis	Actual	State Ava

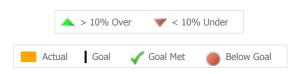
Diagnosis	Actual	State Avg	
🞻 Valid Axis I Diagnosis	100%	100%	
Valid Axis V GAF Score	100%	78%	

#### **Discharge Outcomes**



#### Data Submitted to DMHAS by Month





\* State Avg based on 14 Active Assertive Community Treatment Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	61	0%	
Admits	8	14	-43%	,
Discharges	6	8	-25%	,
Service Hours	2,083	1,583	32%	

### Data Submission Quality

	Data Entry	A	ctual	State Avg
$\checkmark$	Valid NOMS Data	9	99%	97%
	On-Time Periodic	A	ctual	State Avg
	6 Month Updates		79%	89%
	Cooccurring	A	ctual	State Avg
$\checkmark$	MH Screen Complete	1	00%	83%
$\checkmark$	SA Screen Complete	1	00%	81%
	Diagnosis	A	ctual	State Avg
$\checkmark$	Valid Axis I Diagnosis	10	00%	99%
<i></i>	Valid Axis V GAF Score	1	00%	86%

### **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Treatment Completed Successfully		6	100%	65%	69%	35%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		62	100%	60%	80%	40%	
$\checkmark$	Stable Living Situation		62	100%	80%	92%	20%	
	Employed		5	8%	20%	12%	-12%	-
	Improved/Maintained Axis V GAF Score		48	83%	95%	60%	-12%	-
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		56	100%	90%	98%	10%	

# Data Submitted to DMHAS by Month





Gilead Community Services Inc. Mental Health - Social Rehabilitation - Social Rehabilitation Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

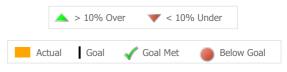
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	81	-5%
Admits	14	16	-13% 🔻
Discharges	12	19	-37% 🔻
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,348	4,321	1%

#### Service Utilization







\* State Avg based on 38 Active Social Rehabilitation Programs

Gilead Community Services Inc. Mental Health - Residential Services - Residential Support

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	22	0%	
Admits	5	6	-17% 🔻	
Discharges	6	5	20% 🔺	
Service Hours	7,467	6,699	11% 🔺	

### Data Submission Quality

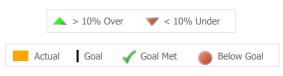
	Data Entry	Actual	State Avg
	Valid NOMS Data	97%	98%
	On-Time Periodic	Actual	State Avg
<	6 Month Updates	100%	87%
	Cooccurring	Actual	State Avg
	MH Screen Complete	88%	92%
	SA Screen Complete	81%	90%
		•	
	Diagnosis	Actual	State Avg
$\checkmark$	Valid Axis I Diagnosis	100%	98%
<i></i>	Valid Axis V GAF Score	100%	97%

### **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Treatment Completed Successfully		6	100%	50%	74%	50%	<b>^</b>
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		19	86%	60%	87%	26%	
$\checkmark$	Stable Living Situation		22	100%	85%	93%	15%	
	Employed	<b>—</b>	4	18%	25%	12%	-7%	
	Improved/Maintained Axis V GAF Score		14	70%	95%	77%	-25%	-
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		16	100%	90%	96%	10%	

#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													33%
Services													92%
	1 or m	ore Recoi	ds Subn	nitted to	DMHAS								

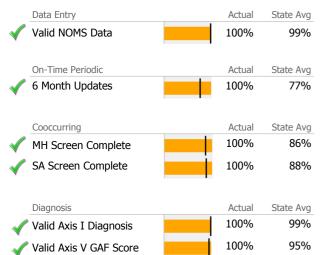


\* State Avg based on 42 Active Residential Support Programs

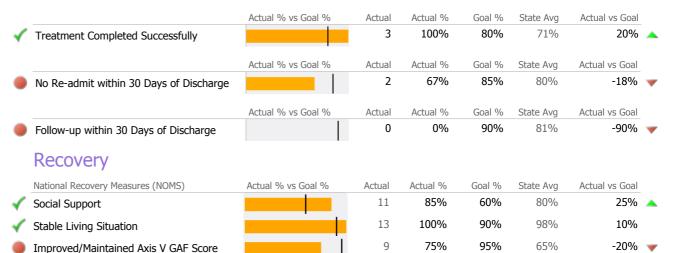
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	4	4	0%
Discharges	3	4	-25% 🔻
Bed Days	3,519	3,169	11% 🔺

## Data Submission Quality



### **Discharge Outcomes**

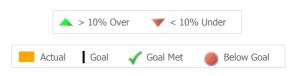


### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Avg Utilization Rate		9	547 days	0.2	107%	90%	98%	17%	
		< 90% 90-110%	)	>110%						

#### Data Submitted to DMHAS by Month



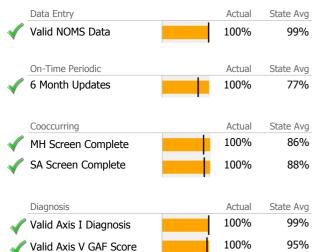


\* State Avg based on 24 Active Group Home Programs

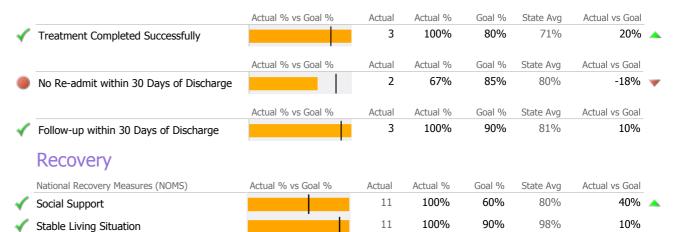
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	14	-21%	▼
Admits	3	6	-50%	▼
Discharges	3	6	-50%	▼
Bed Days	2,921	2,827	3%	

## Data Submission Quality



### **Discharge Outcomes**



### **Bed Utilization**

Improved/Maintained Axis V GAF Score

			12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Ra	ate		8	944 days	0.2	100%	90%	98%	10%
		< 9	90% 90-110%		>110%					

8

80%

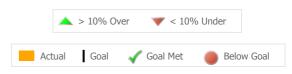
95%

65%

-15% 🚽

#### Data Submitted to DMHAS by Month





\* State Avg based on 24 Active Group Home Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	2	3	-33%	▼
Discharges	2	3	-33%	▼
Bed Days	1,780	1,673	6%	

## Data Submission Quality

Data Entry	Actual	State Avg
🗸 Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
🧹 6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
🖌 MH Screen Complete	86%	83%
🖌 SA Screen Complete	86%	82%
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	100%
🗸 Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

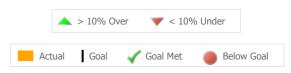
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		1	50%	60%	68%	-10%	-
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		0	0%	90%	81%	-90%	-
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		7	100%	60%	86%	40%	
$\checkmark$	Improved/Maintained Axis V GAF Score		7	100%	95%	69%	5%	
$\checkmark$	Stable Living Situation		7	100%	95%	96%	5%	
	Employed		0	0%	25%	8%	-25%	•

### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
∢	Avg Utilization Rate		5	512 days	0.2	97%	90%	93%	7%
	<	90% 90-110%		>110%					

#### Data Submitted to DMHAS by Month

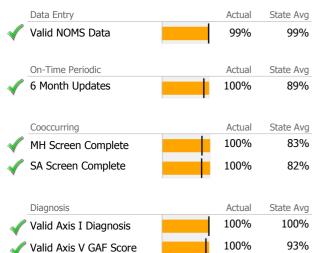
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													17%
	1 or mo	ore Reco	rds Subn	nitted to	DMHAS								



### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% 🔺
Admits	2	-	
Discharges	2	-	
Bed Days	2,051	2,190	-6%

### Data Submission Quality



### **Discharge Outcomes**

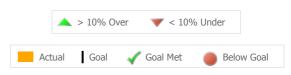
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		1	50%	60%	68%	-10%	-
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		7	88%	60%	86%	28%	
$\checkmark$	Improved/Maintained Axis V GAF Score		7	100%	95%	69%	5%	
	Stable Living Situation		7	88%	95%	96%	-7%	
	Employed		0	0%	25%	8%	-25%	-

#### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		6	1,688 days	0.3	93%	90%	93%	3%
	<	90% 90-110%		>110%					

#### Data Submitted to DMHAS by Month





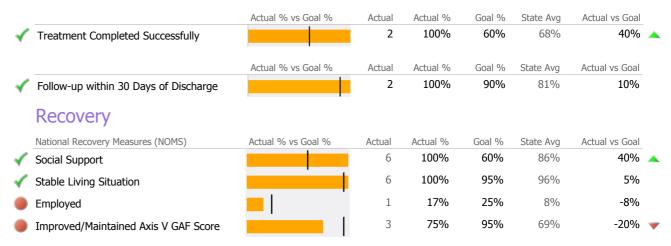
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	4	25%	
Admits	3	1	200%	
Discharges	2	1	100%	
Bed Days	1,240	1,095	13%	

### Data Submission Quality

	Data Entry	Actual	State Avg
$\checkmark$	Valid NOMS Data	100%	99%
	On-Time Periodic	Actual	State Avg
	6 Month Updates	50%	89%
	Cooccurring	Actual	State Avg
$\checkmark$	MH Screen Complete	83%	83%
$\checkmark$	SA Screen Complete	83%	82%
		-	
	Diagnosis	Actual	State Avg
$\checkmark$	Valid Axis I Diagnosis	100%	100%
1	Valid Axis V GAF Score	100%	93%

### **Discharge Outcomes**

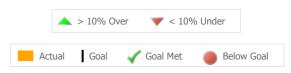


### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization Rate		3	556 days	0.2	113%	90%	93%	23% 🔺
	<	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													17%
	1 or mo	ore Reco	rds Subn	nitted to	DMHAS								



### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	2	-	
Bed Days	512	-	

### Data Submission Quality

	Data Fatur		Astron	Charles Asses
	Data Entry		Actual	State Avg
V	Valid NOMS Data		100%	99%
	On-Time Periodic		Actual	State Avg
	6 Month Updates		N/A	89%
	Cooccurring		Actual	State Avg
$\checkmark$	MH Screen Complete		100%	83%
$\checkmark$	SA Screen Complete		100%	82%
		•		
	Diagnosis		Actual	State Avg
$\checkmark$	Valid Axis I Diagnosis		100%	100%
$\checkmark$	Valid Axis V GAF Score		100%	93%

### Discharge Outcomes

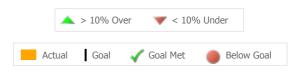


### **Bed Utilization**

	12	Months Tre	nd	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate			4	12	64 days	6.0	46%	90%	93%	-44%	•
	< 90%	90-1	10%		>110%						

#### Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admission	s													8%
Discharge	S													8%
	1	or mo	re Record	ds Subr	nitted to	DMHAS								



Mental Health - Residential Services - Residential Support

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11% 🔻	,
Admits	2	5	-60% 🔻	,
Discharges	2	4	-50% 🔻	,
Service Hours	3,046	2,831	8%	

## Data Submission Quality

Valid Axis V GAF Score

Data Entry	Actual	State Avg
√ Valid NOMS Data	99%	98%
	·	
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	92%	87%
*		
Cooccurring	Actual	State Avg
🞻 MH Screen Complete	100%	92%
🞻 SA Screen Complete	100%	90%
*		
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

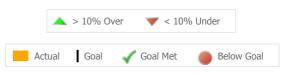
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Treatment Completed Successfully		2	100%	50%	74%	50%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		15	88%	60%	87%	28%	
$\checkmark$	Stable Living Situation		17	100%	85%	93%	15%	
	Employed	`	4	24%	25%	12%	-1%	
	Improved/Maintained Axis V GAF Score		9	60%	95%	77%	-35%	-
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		15	100%	90%	96%	10%	

# Data Submitted to DMHAS by Month

100%



97%



\* State Avg based on 42 Active Residential Support Programs

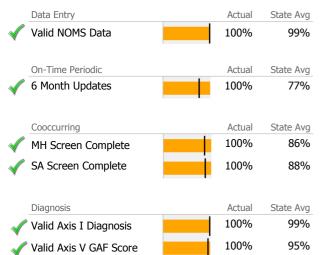
Mental Health - Residential Services - Group Home

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

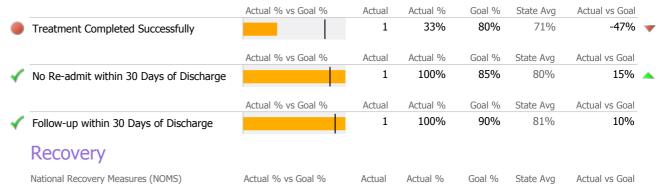
### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	7	29%	
Admits	3	1	200%	
Discharges	3	1	200%	
Bed Days	2,111	2,102	0%	

### Data Submission Quality



### **Discharge Outcomes**

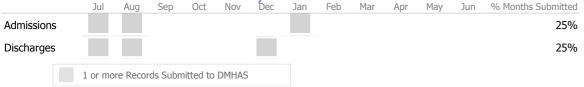


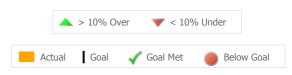
	National Recovery Measures (NOMS)	Actual % VS Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
P	Social Support		9	100%	60%	80%	40%	
P	Stable Living Situation		9	100%	90%	98%	10%	
	Improved/Maintained Axis V GAF Score		4	50%	95%	65%	-45%	-

#### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		6	792 days	0.2	96%	90%	98%	6%
	<	90% 90-110%		>110%					

#### Data Submitted to DMHAS by Month





\* State Avg based on 24 Active Group Home Programs

Services

Gilead Community Services Inc. Mental Health - Social Rehabilitation - Social Rehabilitation Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	137	-15% 🔻
Admits	5	7	-29% 🔻
Discharges	27	26	4%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	6,088	6,545	-7%

#### Service Utilization

33%

75%

92%

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		86	97%	90%	71%	7%



🔺 > 10% Over 🔻 < 10% Under Actual Goal 🧹 Goal Met Below Goal

\* State Avg based on 38 Active Social Rehabilitation Programs

1 or more Records Submitted to DMHAS

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	6	-17%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	1,830	1,821	0%	

### Data Submission Quality

	Data Entry	Actual	State Avg
$\checkmark$	Valid NOMS Data	100%	99%
	On-Time Periodic	Actual	State Avg
$\checkmark$	6 Month Updates	100%	89%
¥			
	Cooccurring	Actual	State Avg
	MH Screen Complete	N/A	83%
	SA Screen Complete	N/A	82%
	Diagnosis	Actual	State Avg
$\checkmark$	Valid Axis I Diagnosis	100%	100%
√	Valid Axis V GAF Score	100%	93%

### **Discharge Outcomes**

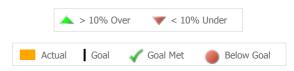
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Social Support		5	100%	60%	86%	40% 🔺
$\checkmark$	Improved/Maintained Axis V GAF Score		5	100%	95%	69%	5%
$\checkmark$	Stable Living Situation		5	100%	95%	96%	5%
	Employed	<b>—</b>	1	20%	25%	8%	-5%

#### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization Rate		5	1,128 days	0.3	100%	90%	93%	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 me	ore Recor	rds Subn	nitted to	DMHAS								



Mental Health - Residential Services - Supervised Apartments

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	
Admits	2	1	100%	
Discharges	2	-		
Bed Days	1,664	1,536	8%	

## Data Submission Quality

Data Entry	Actual	State Avg
🗸 Valid NOMS Data	100%	99%
	•	
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
√ MH Screen Complete	100%	83%
🞻 SA Screen Complete	100%	82%
	•	
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	93%

### Discharge Outcomes



### Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization Rate		5	1,817 days	0.2	91%	90%	93%	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													17%
Discharges													17%
	1 or mo	ore Reco	rds Subn	nitted to	DMHAS								

