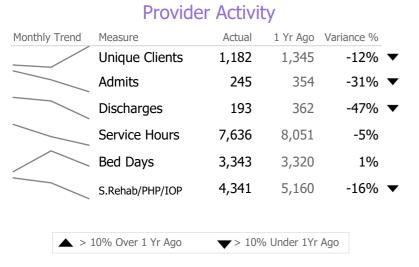
### Sound Community Services Inc.

New London, CT

#### Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

(Based on 187 FY19 Surveys)

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)



#### Clients by Level of Care

| Program Type  | Level of Care Type    |  | #     | %      |  |  |
|---------------|-----------------------|--|-------|--------|--|--|
| Mental Health |                       |  |       |        |  |  |
|               | Outpatient            |  | 1,010 | 63.5%  |  |  |
|               | Social Rehabilitation |  | 209   | 13.1%  |  |  |
|               | Community Support     |  | 169   | 10.6%  |  |  |
|               | Employment Services   |  | 78    | 4.9%   |  |  |
|               | Residential Services  |  | 56    | 3.5%   |  |  |
|               | Case Management       |  | 42    | 2.6%   |  |  |
|               | Other                 |  | 27    | 1.7%   |  |  |
|               | Other                 |  | 21    | 1.7 /0 |  |  |

| Question Domain                                 | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|----------------------|-------------|--------|-----------|
| V Overall                                       |                      | 95%         | 80%    | 91%       |
| General Satisfaction                            |                      | 95%         | 80%    | 92%       |
| <ul> <li>Quality and Appropriateness</li> </ul> |                      | 94%         | 80%    | 93%       |
| ✓ Access  |                      | 92%         | 80%    | 88%       |
| <ul> <li>Participation in Treatment</li> </ul>  |                      | 91%         | 80%    | 92%       |
| ✓ Respect                                       |                      | 91%         | 80%    | 91%       |
| Recovery  |                      | 78%         | 80%    | 79%       |
| Outcome   |                      | 74%         | 80%    | 83%       |

Consumer Satisfaction Survey

#### **Client Demographics**

| Age               | #        | %      | State Avg    | Gender                          | #       | %        | State Avg    |
|-------------------|----------|--------|--------------|---------------------------------|---------|----------|--------------|
| 18-25             | 122      | 10%    | 9%           | Female                          | 603     | 51%      | 41%          |
| 26-34             | 182      | 15%    | 22%          | Male 🗾                          | 578     | 49%      | 59%          |
| 35-44             | 194      | 16%    | 21%          | Transgender                     |         |          | 0%           |
| 45-54             | 237      | 20%    | 20%          |                                 |         |          |              |
| 55-64             | 329      | 28%    | 20%          |                                 |         |          |              |
| 65+               | 118      | 10%    | 7%           | Race                            | #       | %        | State Avg    |
|                   |          |        |              | White/Caucasian                 | 837     | 71%      | 64%          |
| Ethnicity         | #        | %      | State Avg    | Black/African American          | 223     | 19%      | 16%          |
| Non-Hispanic      | 1,009    | 85%    | <b>▲</b> 71% | Am. Indian/Native Alaskan       | 39      | 3%       | 1%           |
| Hispanic-Other    | 130      | 11%    | 7%           | Other                           | 29      | 2%       | <b>▼</b> 13% |
| Unknown           | 24       | 2%     | 9%           | Hawaiian/Other Pacific Islander | 28      | 2%       | 0%           |
| Hisp-Puerto Rican | 18       | 2%     | 12%          | Unknown                         | 16      | 1%       | 5%           |
|                   |          |        |              | Asian                           | 10      | 1%       | 1%           |
| Hispanic-Mexican  | 1        | 0%     | 1%           | Multiple Races                  |         |          | 1%           |
| Hispanic-Cuban    |          |        | 0%           |                                 |         |          |              |
| <b>—</b> (        | Jnique C | lients | State Avg    | ▲ > 10% Over State Avg ▼        | > 10% L | Inder St | ate Avg      |

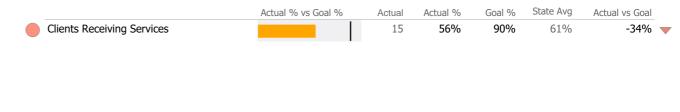
#### **AXS Center -211** Sound Community Services Inc. Mental Health - Social Rehabilitation - Social Rehabilitation

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

#### **Program Activity**

| Measure                      | Actual | 1 Yr Ago | Variance % |
|------------------------------|--------|----------|------------|
| Unique Clients               | 27     | 51       | -47% 🔻     |
| Admits                       | 3      | 11       | -73% 🔻     |
| Discharges                   | -      | 3        | -100% 🔻    |
| Social Rehab/PHP/IOP<br>Days | 277    | 1,108    | -75% 🔻     |

#### Service Utilization



### Data Submitted to DMHAS by Month

|            | Aug | Sep | % Months Submitted |
|------------|-----|-----|--------------------|
| Admissions |     |     | 100%               |
| Discharges |     |     | 0%                 |
| Services   |     |     | 100%               |

|        | > 10% 0 | ver 🔻 < 100 | % Under |        |
|--------|---------|-------------|---------|--------|
| Actual | Goal    | V Goal Met  | Belo    | w Goal |

\* State Avg based on 33 Active Social Rehabilitation Programs

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

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 16     | 18       | -11%       | ▼ |
| Admits         | 7      | 5        | 40%        |   |
| Discharges     | 4      | 8        | -50%       | ▼ |
| Bed Days       | 1,079  | 906      | 19%        |   |

### Data Submission Quality

| Data Entry             | Actual | State Avg   |
|------------------------|--------|-------------|
| Valid NOMS Data        | 98%    | 51%         |
|                        | •      |             |
| On-Time Periodic       | Actua  | I State Avg |
| ✓ 6 Month Updates      | 100%   | 87%         |
|                        |        |             |
| Co-occurring           | Actua  | I State Avg |
| V MH Screen Complete   | 100%   | 26%         |
| V SA Screen Complete   | 100%   | 26%         |
| •                      |        |             |
| Diagnosis              | Actua  | Ctato Ava   |
| Diagnosis              | Actua  | State Avg   |
| Valid Axis I Diagnosis | 100%   | 98%         |

# Data Submitted to DMHAS by Month

100%

93%



Valid Axis V GAF Score

#### Discharge Outcomes

|              |                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
|--------------|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|---|
|              | Treatment Completed Successfully      |                    | 2      | 50%      | 60%    | 63%       | -10%           | ▼ |
|              |                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
| $\checkmark$ | Follow-up within 30 Days of Discharge |                    | 2      | 100%     | 90%    | 76%       | 10%            |   |
|              | Recovery                              |                    |        |          |        |           |                |   |
|              | National Recovery Measures (NOMS)     | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |   |
| $\checkmark$ | Social Support                        |                    | 16     | 100%     | 60%    | 82%       | 40%            |   |
|              | Stable Living Situation               |                    | 15     | 94%      | 95%    | 91%       | -1%            |   |
|              | Employed                              |                    | 3      | 19%      | 25%    | 10%       | -6%            |   |
|              | Improved/Maintained Axis V GAF Score  |                    | 7      | 78%      | 95%    | 58%       | -17%           |   |
|              |                                       |                    |        |          |        |           |                |   |

#### Bed Utilization

|                 | 12    | 2 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------|-------|----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization | Rate  |                | 14   | 192 days | 0.9      | 84%      | 90%    | 92%       | -6%            |
|                 | < 90% | 90-110%        |      | >110%    |          |          |        |           |                |



\* State Avg based on 80 Active Supervised Apartments Programs

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 224    | 282      | -21%       | ▼ |
| Admits         | 65     | 50       | 30%        |   |
| Discharges     | 13     | 39       | -67%       | ▼ |
| Service Hours  | 415    | 256      | 62%        |   |

### Data Submission Quality

| Data Entry           | Actual | State Avg |
|----------------------|--------|-----------|
| Valid NOMS Data      | 100%   | 86%       |
|                      |        |           |
| On-Time Periodic     | Actual | State Avg |
| V 6 Month Updates    | 69%    | 56%       |
|                      |        |           |
| Co-occurring         | Actual | State Avg |
| V MH Screen Complete | 100%   | 61%       |
| V SA Screen Complete | 100%   | 61%       |
|                      |        |           |
| Diagnosis            | Actual | State Avg |

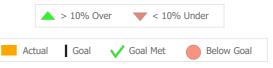
| Diagnosis              | A  | lotual | State Avg |
|------------------------|----|--------|-----------|
| Valid Axis I Diagnosis | 10 | 00%    | 97%       |
| Valid Axis V GAF Score | 1  | 00%    | 90%       |

#### Data Submitted to DMHAS by Month

|                                      | Jul | Aug | Sep | % Months Submitted |  |
|--------------------------------------|-----|-----|-----|--------------------|--|
| Admissions                           |     |     |     | 100%               |  |
| Discharges                           |     |     |     | 100%               |  |
| Services                             |     |     |     | 100%               |  |
| 1 or more Records Submitted to DMHAS |     |     |     |                    |  |

### Discharge Outcomes

|                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully     |                    | 8      | 62%      | 50%    | 46%       | 12%            |
| Recovery                             |                    |        |          |        |           |                |
| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Social Support                       |                    | 215    | 96%      | 60%    | 62%       | 36%            |
| Stable Living Situation              |                    | 208    | 93%      | 95%    | 79%       | -2%            |
| Employed                             | <u> </u>           | 44     | 20%      | 30%    | 22%       | -10%           |
| Improved/Maintained Axis V GAF Score |                    | 133    | 87%      | 75%    | 42%       | 12%            |
| Service Utilization                  |                    |        |          |        |           |                |
|                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Clients Receiving Services           |                    | 176    | 83%      | 90%    | 74%       | -7%            |
| Service Engagement                   |                    |        |          |        |           |                |
| Outpatient                           | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| 2 or more Services within 30 days    |                    | 45     | 69%      | 75%    | 78%       | -6%            |



\* State Avg based on 89 Active Standard Outpatient Programs

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 169    | 173      | -2%        |
| Admits         | 9      | 12       | -25% 🔻     |
| Discharges     | 15     | 12       | 25% 🔺      |
| Service Hours  | 1,967  | 1,846    | 7%         |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 92%    | 73%       |
|                        |        |           |
| On-Time Periodic       | Actua  | State Avg |
| V 6 Month Updates      | 99%    | 85%       |
|                        |        |           |
| Co-occurring           | Actua  | State Avg |
| V MH Screen Complete   | 78%    | 25%       |
| V SA Screen Complete   | 78%    | 25%       |
|                        |        |           |
| Diagnosis              | Actua  | State Avg |
|                        |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

## Discharge Outcomes

|              |                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|--------------|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
|              | Treatment Completed Successfully     |                    | 9      | 60%      | 65%    | 57%       | -5%            |  |
|              | Recovery                             |                    |        |          |        |           |                |  |
|              | National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Social Support                       |                    | 152    | 90%      | 60%    | 82%       | 30%            |  |
| $\checkmark$ | Stable Living Situation              |                    | 161    | 95%      | 80%    | 88%       | 15%            |  |
| $\checkmark$ | Improved/Maintained Axis V GAF Score |                    | 116    | 81%      | 65%    | 60%       | 16%            |  |
|              | Employed                             |                    | 31     | 18%      | 20%    | 13%       | -2%            |  |
|              | Service Utilization                  |                    |        |          |        |           |                |  |
|              |                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Clients Receiving Services           |                    | 151    | 98%      | 90%    | 98%       | 8%             |  |

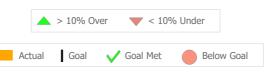
### Data Submitted to DMHAS by Month

100%

96%

|            | Jui | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 100%               |
| Discharges |     |     |     | 100%               |
| Services   |     |     |     | 100%               |

Valid Axis V GAF Score



\* State Avg based on 36 Active CSP Programs

#### **Employment Services 406-270**

Sound Community Services Inc.

Mental Health - Employment Services - Employment Services

### Connecticut Dept of Mental Health and Addiction Services

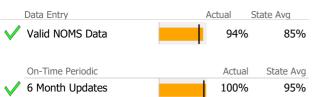
#### Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

#### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 78     | 86       | -9%        |   |
| Admits         | 12     | 16       | -25% 🔻     | • |
| Discharges     | 24     | 24       | 0%         |   |
| Service Hours  | 552    | 521      | 6%         |   |

#### Data Submission Quality

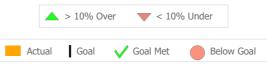


#### Data Submitted to DMHAS by Month

| Admissions |  |      |
|------------|--|------|
| Admissions |  | 100% |
| Discharges |  | 100% |
| Services   |  | 100% |

#### Recovery

|              | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|--------------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
| $\checkmark$ | Employed                          |                    | 49     | 63%      | 35%    | 43%       | 28%            |  |
|              | Service Utilization               |                    |        |          |        |           |                |  |
|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Clients Receiving Services        |                    | 52     | 96%      | 90%    | 92%       | 6%             |  |



\* State Avg based on 42 Active Employment Services Programs

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

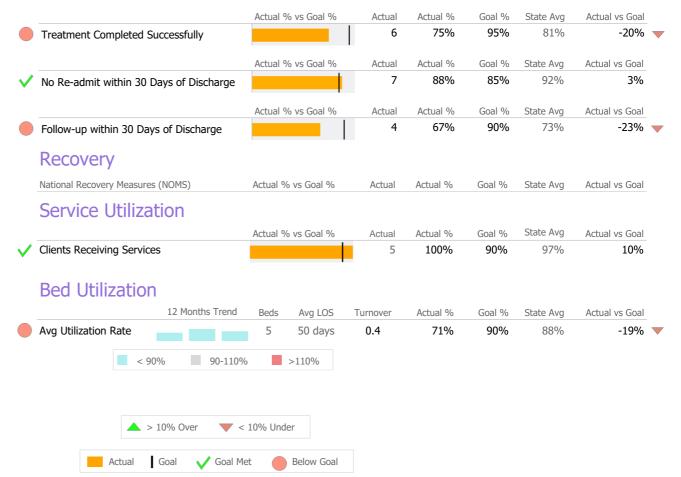
### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 13     | 14       | -7%        |
| Admits         | 10     | 11       | -9%        |
| Discharges     | 8      | 13       | -38% 🔻     |
| Service Hours  | 314    | 331      | -5%        |
| Bed Days       | 325    | 307      | 6%         |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 97%    | 95%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | N/A    | 100%      |

#### Discharge Outcomes



\* State Avg based on 6 Active Transitional Programs

# Data Submitted to DMHAS by Month

|            | 1 or more Records Submitted | to DMHAS |
|------------|-----------------------------|----------|
| Services   |                             | 100%     |
| Discharges |                             | 100%     |
| Admissions |                             | 100%     |

Sound Community Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

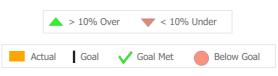
#### **Program Activity**

| Measure                      | Actual | 1 Yr Ago | Variance % |
|------------------------------|--------|----------|------------|
| Unique Clients               | 26     | 23       | 13% 🔺      |
| Admits                       | 7      | 8        | -13% 🔻     |
| Discharges                   | 9      | 6        | 50% 🔺      |
| Social Rehab/PHP/IOP<br>Days | 3      | 43       | -93% 🔻     |

#### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 16     | 94%      | 90%    | 61%       | 4%             |
|                            |                    |        |          |        |           |                |
|                            |                    |        |          |        |           |                |
|                            |                    |        |          |        |           |                |
|                            |                    |        |          |        |           |                |





\* State Avg based on 33 Active Social Rehabilitation Programs

#### 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 2019 - September 2019 (Data as of Dec 27, 2019)

#### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10     | 9        | 11%        |
| Admits         | -      | -        |            |
| Discharges     | -      | -        |            |
| Service Hours  | 121    | 129      | -6%        |

#### Recovery

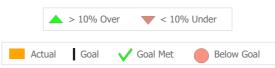
|              | · ·                               |                    |        |          |        |           |                |
|--------------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
|              | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| $\checkmark$ | Stable Living Situation           |                    | 9      | 90%      | 85%    | 90%       | 5%             |
|              | Service Utilization               |                    |        |          |        |           |                |
|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| $\checkmark$ | Clients Receiving Services        |                    | 10     | 100%     | 90%    | 93%       | 10%            |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| Valid NOMS Data   | N/A    | 93%       |
|                   |        |           |
| On-Time Periodic  | Actual | State Avg |
| V 6 Month Updates | 100%   | 88%       |

#### Data Submitted to DMHAS by Month

| 0%   |
|------|
|      |
| 0%   |
| 100% |
|      |



\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 298    | 325      | -8%        |
| Admits         | 21     | 42       | -50% 🔻     |
| Discharges     | 15     | 37       | -59% 🔻     |
| Service Hours  | 708    | 624      | 13% 🔺      |

### Data Submission Quality

| Data Entry           | Actual S | tate Avg  |
|----------------------|----------|-----------|
| Valid NOMS Data      | 68%      | 86%       |
|                      |          |           |
| On-Time Periodic     | Actual   | State Avg |
| ✓ 6 Month Updates    | 100%     | 56%       |
| Co-occurring         | Actual   | State Avg |
| MH Screen Complete   | 100%     | 61%       |
| V SA Screen Complete | 100%     | 61%       |
|                      |          |           |
| Diagnosis            | Actual   | State Avg |

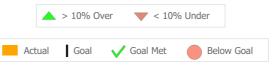
| Diagnosis              | Actua | State Avg |
|------------------------|-------|-----------|
| Valid Axis I Diagnosis | 100%  | 97%       |
| Valid Axis V GAF Score | 100%  | 90%       |

### Data Submitted to DMHAS by Month

|            | Jui | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 100%               |
| Discharges |     |     |     | 100%               |
| Services   |     |     |     | 100%               |

#### Discharge Outcomes

|              |                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|--------------|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
|              | Treatment Completed Successfully     |                    | 3      | 20%      | 50%    | 46%       | -30%           |  |
|              | Recovery                             |                    |        |          |        |           |                |  |
|              | National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Improved/Maintained Axis V GAF Score |                    | 241    | 94%      | 75%    | 42%       | 19%            |  |
| $\checkmark$ | Social Support                       |                    | 190    | 64%      | 60%    | 62%       | 4%             |  |
| $\checkmark$ | Stable Living Situation              |                    | 293    | 98%      | 95%    | 79%       | 3%             |  |
|              | Employed                             |                    | 74     | 25%      | 30%    | 22%       | -5%            |  |
|              | Service Utilization                  |                    |        |          |        |           |                |  |
|              |                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Clients Receiving Services           |                    | 256    | 90%      | 90%    | 74%       | 0%             |  |
|              | Service Engagement                   |                    |        |          |        |           |                |  |
|              | Outpatient                           | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|              | 2 or more Services within 30 days    |                    | 12     | 57%      | 75%    | 78%       | -18%           |  |
|              |                                      |                    |        |          |        |           |                |  |



\* State Avg based on 89 Active Standard Outpatient Programs

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 736    | 888      | -17% 🔻     |
| Admits         | 88     | 171      | -49% 🔻     |
| Discharges     | 80     | 184      | -57% 🔻     |
| Service Hours  | 1,586  | 1,745    | -9%        |

### Data Submission Quality

| Data Entry           | Actual | State Avg |
|----------------------|--------|-----------|
| Valid NOMS Data      | 74%    | 86%       |
| On-Time Periodic     | Actual | State Avg |
| V 6 Month Updates    | 98%    | 56%       |
| Co-occurring         | Actual | State Avg |
| V MH Screen Complete | 95%    | 61%       |
| V SA Screen Complete | 98%    | 61%       |
|                      |        |           |
| Diagnosis            | Actual | State Ava |

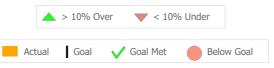
| Diagnosis              | Actual | State Avg |
|------------------------|--------|-----------|
| Valid Axis I Diagnosis | 99%    | 97%       |
| Valid Axis V GAF Score | 99%    | 90%       |

#### Data Submitted to DMHAS by Month

|                                      | Jul | Aug | Sep | % Months Submitted |  |  |  |
|--------------------------------------|-----|-----|-----|--------------------|--|--|--|
| Admissions                           |     |     |     | 100%               |  |  |  |
| Discharges                           |     |     |     | 100%               |  |  |  |
| Services                             |     |     |     | 100%               |  |  |  |
| 1 or more Records Submitted to DMHAS |     |     |     |                    |  |  |  |

#### Discharge Outcomes

|                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully     |                    | 25     | 31%      | 50%    | 46%       | -19%           |
| Recovery                             |                    |        |          |        |           |                |
| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Stable Living Situation              |                    | 703    | 95%      | 95%    | 79%       | 0%             |
| Social Support                       |                    | 429    | 58%      | 60%    | 62%       | -2%            |
| Employed                             |                    | 197    | 27%      | 30%    | 22%       | -3%            |
| Improved/Maintained Axis V GAF Score |                    | 527    | 86%      | 75%    | 42%       | 11%            |
| Service Utilization                  |                    |        |          |        |           |                |
|                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Clients Receiving Services           |                    | 594    | 89%      | 90%    | 74%       | -1%            |
| Service Engagement                   |                    |        |          |        |           |                |
| Outpatient                           | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| 2 or more Services within 30 days    |                    | 49     | 56%      | 75%    | 78%       | -19%           |



\* State Avg based on 89 Active Standard Outpatient Programs

#### 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 2019 - September 2019 (Data as of Dec 27, 2019)

#### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |  |
|----------------|--------|----------|------------|--|
| Unique Clients | 23     | 22       | 5%         |  |
| Admits         | 2      | 1        | 100%       |  |
| Discharges     | 1      | 1        | 0%         |  |
| Service Hours  | 296    | 236      | 26%        |  |

#### Data Submission Quality

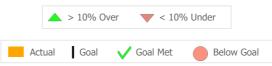


#### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 33%                |
| Discharges |     |     |     | 33%                |
| Services   |     |     |     | 100%               |

#### Recovery

|              | '                                 |                    |        |          |        |           |                |
|--------------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
|              | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| $\checkmark$ | Stable Living Situation           |                    | 21     | 91%      | 85%    | 90%       | 6%             |
|              | Service Utilization               |                    |        |          |        |           |                |
|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| $\checkmark$ | Clients Receiving Services        |                    | 22     | 100%     | 90%    | 93%       | 10%            |



\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

#### PILOTS Development 406-554

Sound Community Services Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

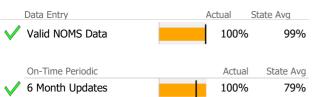
#### Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

#### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9      | 9        | 0%         |
| Admits         | -      | -        |            |
| Discharges     | -      | 1        | -100% 🔻    |
| Service Hours  | 86     | 72       | 20% 🔺      |

#### Data Submission Quality

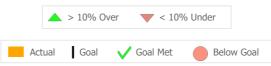


#### Data Submitted to DMHAS by Month

| Admissions |  | 0%   |
|------------|--|------|
| Discharges |  | 0%   |
| Services   |  | 100% |

#### Recovery

|              | · ·                               |                    |        |          |        |           |                |
|--------------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
|              | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| $\checkmark$ | Stable Living Situation           |                    | 8      | 89%      | 85%    | 88%       | 4%             |
|              | Service Utilization               |                    |        |          |        |           |                |
|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| $\checkmark$ | Clients Receiving Services        |                    | 9      | 100%     | 90%    | 92%       | 10%            |



\* State Avg based on 66 Active Supportive Housing – Development Programs

Sound Community Services Inc.

Mental Health - Residential Services - Supervised Apartments

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4      | 5        | -20% 🔻     |
| Admits         | 2      | 2        | 0%         |
| Discharges     | 2      | 2        | 0%         |
| Bed Days       | 219    | 287      | -24% 🔻     |

### Data Submission Quality

| Data Entry             |          | Actual | State Avg |
|------------------------|----------|--------|-----------|
| Valid NOMS Data        |          | 100%   | 51%       |
|                        |          |        |           |
| On-Time Periodic       |          | Actual | State Avg |
| 6 Month Updates        |          | N/A    | 87%       |
| Co-occurring           |          | Actual | State Avg |
| V MH Screen Complete   |          | 100%   | 26%       |
| V SA Screen Complete   | <b>İ</b> | 33%    | 26%       |
| <b>.</b>               |          |        |           |
| Diagnosis              |          | Actual | State Avg |
| Valid Axis I Diagnosis |          | 100%   | 98%       |

# Data Submitted to DMHAS by Month

100%

93%



Valid Axis V GAF Score

#### Discharge Outcomes

|              |                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|--------------|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
|              | Treatment Completed Successfully      |                    | 1      | 50%      | 60%    | 63%       | -10%           |  |
|              |                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|              | Follow-up within 30 Days of Discharge |                    | 0      | 0%       | 90%    | 76%       | -90%           |  |
|              | Recovery                              |                    |        |          |        |           |                |  |
|              | National Recovery Measures (NOMS)     | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Social Support                        |                    | 3      | 75%      | 60%    | 82%       | 15%            |  |
| $\checkmark$ | Stable Living Situation               |                    | 4      | 100%     | 95%    | 91%       | 5%             |  |
|              | Employed                              |                    | 0      | 0%       | 25%    | 10%       | -25%           |  |
|              | Improved/Maintained Axis V GAF Score  |                    | 1      | 50%      | 95%    | 58%       | -45%           |  |

#### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 4    | 158 days | 1.0      | 60%      | 90%    | 92%       | -30% 🔻         |
| < 90                 | % 90-110%       |      | >110%    |          |          |        |           |                |



\* State Avg based on 80 Active Supervised Apartments Programs

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

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

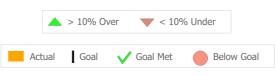
#### **Program Activity**

| Measure                      | Actual | 1 Yr Ago | Variance % |
|------------------------------|--------|----------|------------|
| Unique Clients               | 180    | 178      | 1%         |
| Admits                       | 17     | 16       | 6%         |
| Discharges                   | 18     | 27       | -33% 🔻     |
| Social Rehab/PHP/IOP<br>Days | 4,061  | 4,009    | 1%         |

#### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 150    | 92%      | 90%    | 61%       | 2%             |
|                            |                    |        |          |        |           |                |
|                            |                    |        |          |        |           |                |
|                            |                    |        |          |        |           |                |
|                            |                    |        |          |        |           |                |





\* State Avg based on 33 Active Social Rehabilitation Programs

Mental Health - Residential Services - Supervised Apartments

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

#### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 20     | 23       | -13% 🔻     |
| Admits         | 2      | 4        | -50% 🔻     |
| Discharges     | 2      | 3        | -33% 🔻     |
| Bed Days       | 1,720  | 1,820    | -5%        |

### Data Submission Quality

| Data Entry             | Actual | State Avg    |
|------------------------|--------|--------------|
| Valid NOMS Data        | 100%   | % 51%        |
| On-Time Periodic       | Actua  | al State Avg |
| V 6 Month Updates      | 100%   | % 87%        |
| Co-occurring           | Actu   | al State Avg |
| V MH Screen Complete   | 100%   | 6 26%        |
| V SA Screen Complete   | 100%   | 6 26%        |
|                        |        |              |
| Diagnosis              | Actua  | al State Avg |
| Valid Axis I Diagnosis | 100%   | % 98%        |

# Data Submitted to DMHAS by Month

100%

93%



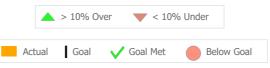
Valid Axis V GAF Score

#### Discharge Outcomes

|              |                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|--------------|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
| $\checkmark$ | Treatment Completed Successfully      |                    | 2      | 100%     | 60%    | 63%       |                |  |
|              |                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Follow-up within 30 Days of Discharge |                    | 2      | 100%     | 90%    | 76%       | 10%            |  |
|              | Recovery                              |                    |        |          |        |           |                |  |
|              | National Recovery Measures (NOMS)     | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Social Support                        |                    | 18     | 90%      | 60%    | 82%       | 30%            |  |
| $\checkmark$ | Stable Living Situation               |                    | 19     | 95%      | 95%    | 91%       | 0%             |  |
|              | Employed                              |                    | 4      | 20%      | 25%    | 10%       | -5%            |  |
|              | Improved/Maintained Axis V GAF Score  |                    | 12     | 86%      | 95%    | 58%       | -9%            |  |
|              |                                       |                    |        |          |        |           |                |  |

#### Bed Utilization

|    |                    | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----|--------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Av | g Utilization Rate |                 | 21   | 385 days | 1.1      | 89%      | 90%    | 92%       | -1%            |
|    | < 90               | 90-110%         |      | >110%    |          |          |        |           |                |



\* State Avg based on 80 Active Supervised Apartments Programs

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 27     | 28       | -4%        |
| Admits         | -      | -        |            |
| Discharges     | -      | -        |            |
| Service Hours  | -      | -        |            |

### Data Submitted to DMHAS by Month

|            | Jul     | Aug      | Sep     | % Months Submitted |
|------------|---------|----------|---------|--------------------|
| Admissions |         |          |         | 0%                 |
| Discharges |         |          |         | 0%                 |
| Services   |         |          |         | 0%                 |
|            | 1 or mo | re Recor | ds Subr | nitted to DMHAS    |

|        | > 10% 0 | ver <b>v</b> < 10 <sup>0</sup> | % Under |        |
|--------|---------|--------------------------------|---------|--------|
| Actual | Goal    | 🗸 Goal Met                     | Below   | v Goal |

\* State Avg based on 5 Active Fiduciary Programs

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

#### **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |  |
|----------------|--------|----------|------------|--|
| Unique Clients | 5      | 10       | -50% 🔻     |  |
| Admits         | -      | 5        | -100% 🔻    |  |
| Discharges     | 2      | 2        | 0%         |  |
| Service Hours  | 142    | 177      | -20% 🔻     |  |

### Data Submission Quality

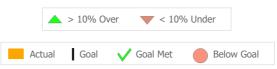
| Data Entry  |        | <br>Actual | State Avg |
|-------------|--------|------------|-----------|
| Valid NOM   | S Data | 90%        | 99%       |
| On-Time Pe  | riodic | Actual     | State Avg |
| V 6 Month U | pdates | 100%       | 99%       |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions |     |     |     | 0%                 |
| Discharges |     |     |     | 67%                |
| Services   |     |     |     | 100%               |

#### **Discharge Outcomes**

|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|--------------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
| $\checkmark$ | Treatment Completed Successfully  |                    | 1      | 50%      | 50%    | 83%       | 0%             |  |
|              | Recovery                          |                    |        |          |        |           |                |  |
|              | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Social Support                    |                    | 5      | 100%     | 60%    | 83%       | 40%            |  |
|              | Stable Living Situation           | · · · · ·          | 4      | 80%      | 85%    | 98%       | -5%            |  |
|              | Employed                          | l .                | 0      | 0%       | 25%    | 11%       | -25%           |  |
|              | Service Utilization               |                    |        |          |        |           |                |  |
|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Clients Receiving Services        |                    | 3      | 100%     | 90%    | 96%       | 10%            |  |



\* State Avg based on 25 Active Residential Support Programs