Reliance Health Inc.
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	758	755	0%	
	Admits	322	326	-1%	
	Discharges	338	282	20%	▲
	Service Hours	10,357	12,258	-16%	▼
	Bed Days	13,568	13,791	-2%	
	S.Rehab/PHP/IOP	5,262	4,102	28%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Community Support		285	24.2%
	Social Rehabilitation		239	20.3%
	Case Management		231	19.6%
	Employment Services		144	12.2%
	Residential Services		114	9.7%
	Housing Services		58	4.9%
	Recovery Support		56	4.8%
	Education Support		45	3.8%
Forensic MH				
	Case Management		5	0.4%

Consumer Satisfaction Survey   (Based on 142 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		95%	80%	91%
✓	Quality and Appropriateness		93%	80%	93%
✓	Participation in Treatment		93%	80%	92%
✓	General Satisfaction		92%	80%	92%
✓	Overall		90%	80%	91%
✓	Access		86%	80%	88%
●	Outcome		77%	80%	83%
●	Recovery		75%	80%	79%

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

Client Demographics

Age		#	%	State Avg
18-25		59	8%	10%
26-34		109	14%	23%
35-44		146	19%	22%
45-54		175	23%	20%
55-64		222	29%	19%
65+		47	6%	7%

Gender		#	%	State Avg
Male		393	52%	60%
Female		365	48%	40%
Transgender				0%

Ethnicity		#	%	State Avg
Non-Hispanic		603	80%	70%
Unknown		79	10%	9%
Hisp-Puerto Rican		47	6%	12%
Hispanic-Other		25	3%	8%
Hispanic-Cuban		2	0%	0%
Hispanic-Mexican		2	0%	1%

Race		#	%		State Avg
White/Caucasian		558	74%	▲	63%
Black/African American		91	12%		17%
Other		37	5%		13%
Multiple Races		27	4%		1%
Unknown		22	3%		5%
Am. Indian/Native Alaskan		15	2%		1%
Hawaiian/Other Pacific Islander		5	1%		0%
Asian		3	0%		1%

Legend: ▬ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Bozrah 409-256
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	8	0%	
Admits	1	2	-50%	▼
Discharges	3	1	200%	▲
Bed Days	1,138	1,230	-7%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	53%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	50%
✓ SA Screen Complete	100%	49%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪					17%
Discharges		▪	▪			▪	50%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	33%	60%	68%	-27%	▼
✓ 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	
✓ Social Support		7	88%	60%	85%	28%	▲
✓ Stable Living Situation		8	100%	95%	92%	5%	
🔴 Improved/Maintained Axis V GAF Score		6	86%	95%	62%	-9%	
🔴 Employed		0	0%	25%	10%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		7	461 days	0.5	88%	90%	93%	-2%

■ < 90%   ■ 90-110%   ■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Bridge & Residential
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	1	3	-67%	▼
Discharges	-	1	-100%	▼
Bed Days	1,571	1,698	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	53%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	50%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢				17%
Discharges							0%

▢ 1 or more Records Submitted to DMHAS

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	
✓ Social Support		8	89%	60%	85%	29%	▲
✓ Stable Living Situation		9	100%	95%	92%	5%	
● Improved/Maintained Axis V GAF Score		7	88%	95%	62%	-7%	
● Employed		0	0%	25%	10%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		5	1,866 days	0.3	171%	90%	93%	81%	▲

▢ < 90%   ▢ 90-110%   ▢ >110%

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Career Services 409-270
Reliance Health Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	144	134	7%	
Admits	49	35	40%	▲
Discharges	46	46	0%	
Service Hours	1,094	1,293	-15%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		54	37%	35%	44%	2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		98	98%	90%	95%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	85%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	93%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal
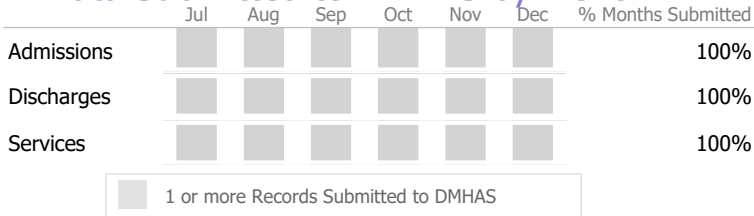
* State Avg based on 42 Active Employment Services Programs

Community Apt.Program 409-251
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	2	4	-50%	▼
Discharges	3	3	0%	
Bed Days	3,443	3,271	5%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	53%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	50%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪				33%
Discharges		▪	▪		▪		50%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	100%	60%	68%	40%	▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	81%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		19	90%	60%	85%	30%	▲
✓ Stable Living Situation		21	100%	95%	92%	5%	
● Improved/Maintained Axis V GAF Score		16	84%	95%	62%	-11%	▼
● Employed		1	5%	25%	10%	-20%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	2,187 days	0.5	94%	90%	93%	4%

■ < 90%   ■ 90-110%   ■ >110%
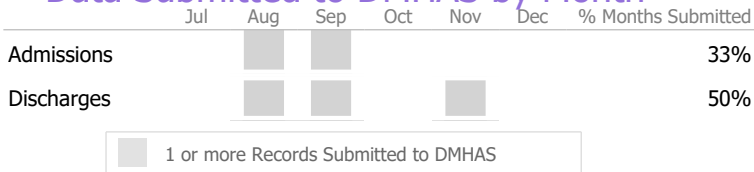
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Community Support Program/RP
Reliance Health Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	285	293	-3%
Admits	55	52	6%
Discharges	55	59	-7%
Service Hours	5,027	5,788	-13% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	72%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	92%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	28%
✔ SA Screen Complete		100%	28%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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		45	82%	65%	60%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		255	89%	60%	81%	29% ▲
✔ Stable Living Situation		273	95%	80%	87%	15% ▲
✔ Improved/Maintained Axis V GAF Score		212	90%	65%	63%	25% ▲
● Employed		41	14%	20%	13%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		232	100%	90%	99%	10%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 36 Active CSP Programs

Doreen's Place 409258
Reliance Health Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Bed Days	1,039	1,074	-3%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	99%

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

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	88%
SA Screen Complete		N/A	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	75%	69%	25%	▲
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	76%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	64%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Improved/Maintained Axis V GAF Score		3	50%	75%	49%	-25%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		6	640 days	0.5	94%	90%	96%	4%

☐ < 90%   ☐ 90-110%   ☐ >110%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

FUSE - Norwich, New London Site
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	269	267	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	89%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges						▪	17%
Services	▪	▪	▪	▪	▪	▪	100%

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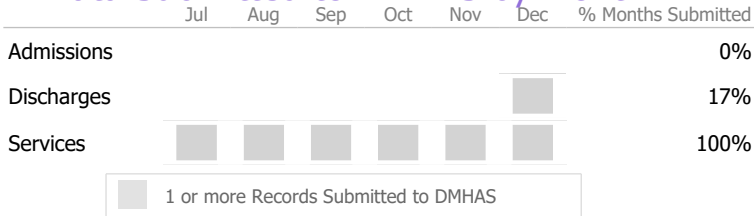
▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal ✓ Goal Met ● Below Goal

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

Housing Developer
Reliance Health Inc.
Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active Housing Coordination Programs

Hsg Serv & Com Outreach409-295
Reliance Health Inc.
Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	40	45%	▲
Admits	32	8	300%	▲
Discharges	28	9	211%	▲
Service Hours	-	-		

Data Submitted to DMHAS by Month
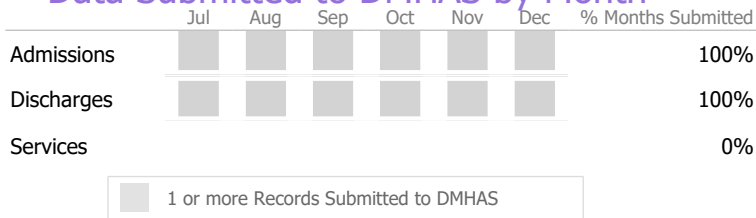
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services							0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active Housing Coordination Programs

Individual supports Program (ISP) 409-259
Reliance Health Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	93	114	-18% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	85%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		1	100%	60%	84%	40% ▲
✔ Stable Living Situation		1	100%	85%	98%	15% ▲
● Employed		0	0%	25%	11%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		1	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							100%

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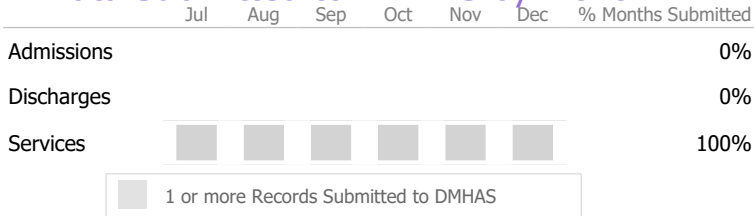
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 25 Active Residential Support Programs

Joe's Place
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	▲
Admits	5	-		
Discharges	3	2	50%	▲
Service Hours	787	1,404	-44%	▼
Bed Days	676	814	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	53%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	50%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪			67%
Discharges		▪		▪	▪		50%
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		0	0%	60%	68%	-60%	▼
	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	
✓	Social Support		6	86%	60%	85%	26%	▲
✓	Stable Living Situation		7	100%	95%	92%	5%	
🔴	Employed		1	14%	25%	10%	-11%	▼
✓	Improved/Maintained Axis V GAF Score		5	100%	95%	62%	5%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		6	273 days	0.5	61%	90%	93%	-29%	▼

□ < 90%   □ 90-110%   🟥 >110%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

LEAP - YAS L661409301
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	5	20%	▲
Admits	-	2	-100%	▼
Discharges	3	-		
Bed Days	859	758	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	53%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	50%
SA Screen Complete		N/A	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges	▢			▢	▢		50%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	67%	60%	68%	7%	
●	Follow-up within 30 Days of Discharge		1	50%	90%	81%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		4	67%	60%	85%	7%	
✓	Stable Living Situation		6	100%	95%	92%	5%	
●	Employed		0	0%	25%	10%	-25%	▼
●	Improved/Maintained Axis V GAF Score		4	67%	95%	62%	-28%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		6	481 days	0.5	78%	90%	93%	-12%	▼
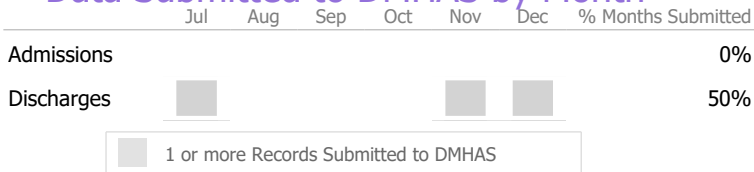
▢ < 90%   ▢ 90-110%   ■ >110%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Montville House   409-257
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	920	920	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
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
✓ Social Support		5	100%	60%	85%	40% ▲
✓ Stable Living Situation		5	100%	95%	92%	5%
● Improved/Maintained Axis V GAF Score		4	80%	95%	62%	-15% ▼
● Employed		0	0%	25%	10%	-25% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	53%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	50%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	817 days	0.5	100%	90%	93%	10%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Next Step Legion & NSP 409550
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	21	-5%	
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Service Hours	527	401	31%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	95%	85%	90%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	95%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges		▢					17%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Next Steps Supp Housing409-551
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)
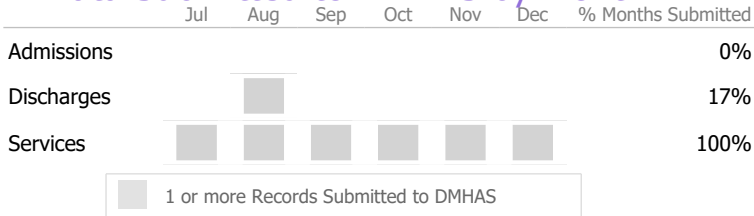
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	35	-6%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	980	920	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		32	97%	85%	89%	12% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					☐		17%
Discharges		☐					17%
Services	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	● Below Goal

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

Outreach to Homeless 409-294
Reliance Health Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)
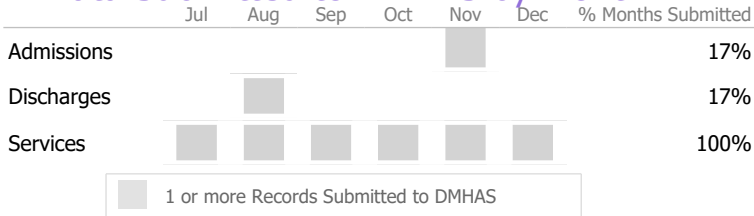
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	81	4%	
Admits	51	52	-2%	
Discharges	42	43	-2%	
Service Hours	399	562	-29%	▼

Service Engagement
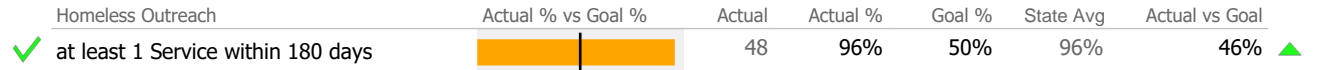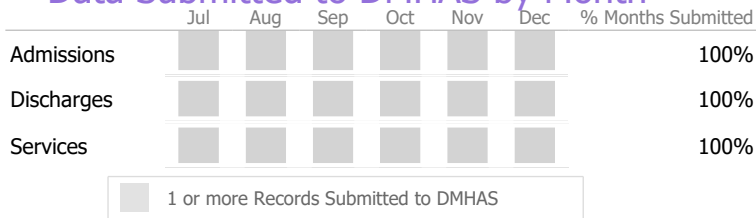
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		48	96%	50%	96%	46%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

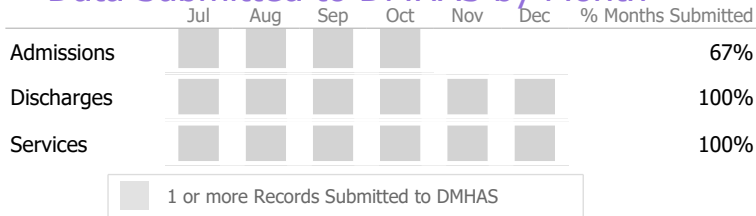* State Avg based on 46 Active Outreach & Engagement Programs

PATH - Outreach and Eng
Reliance Health Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	59	8%	
Admits	9	27	-67%	▼
Discharges	37	21	76%	▲
Service Hours	147	212	-31%	▼

Service Engagement
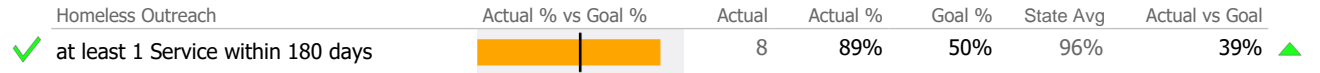
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days	[orange bar]	8	89%	50%	96%	39%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢			67%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

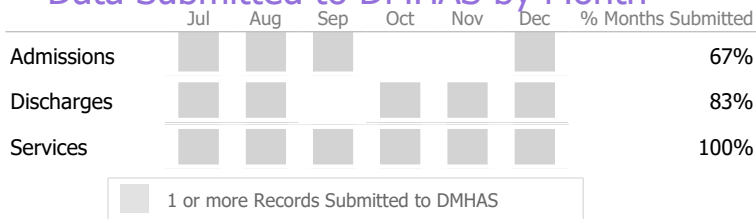* State Avg based on 46 Active Outreach & Engagement Programs

Penobscot Place 409-285
Reliance Health Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	70	14%	▲
Admits	15	31	-52%	▼
Discharges	24	15	60%	▲
Social Rehab/PHP/IOP Days	1,114	1,209	-8%	

Service Utilization
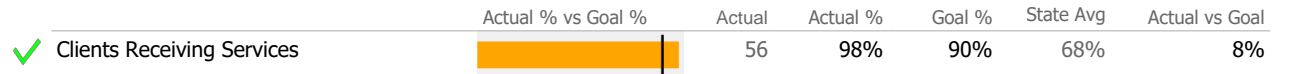
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		56	98%	90%	68%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	☐	☐	☐			☐	67%
Discharges	☐	☐		☐	☐	☐	83%
Services	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

PILOTS Development 409-555
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	4	25%	▲
Admits	2	-		
Discharges	2	-		
Service Hours	53	140	-62%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		5	100%	85%	90%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	95%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪		17%
Discharges		▪					17%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Pilots Supp. Housing 409-552Y
Reliance Health Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)
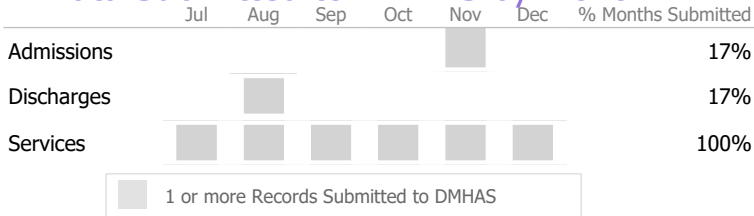
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	25	-32%	▼
Admits	1	5	-80%	▼
Discharges	2	10	-80%	▼
Service Hours	328	348	-6%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		15	88%	85%	89%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	90%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪			17%
Discharges		▪	▪				33%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

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

Pre-Release - Joe's Place
Reliance Health Inc.
Forensic MH - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)
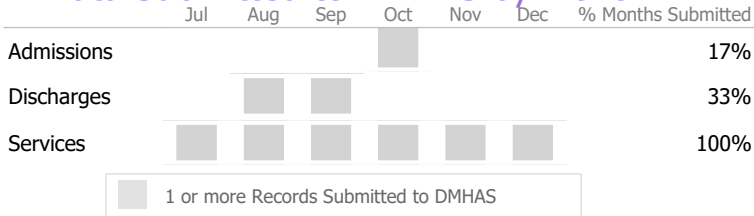
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	6	-17%	▼
Admits	1	-		
Discharges	2	1	100%	▲
Service Hours	96	292	-67%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	93%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪		17%
Discharges			▪	▪			33%
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		1	50%	50%	33%	0%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Self Help		5	100%	60%	81%	40%	▲
✔	Social Support		5	100%	60%	66%	40%	▲
✔	Stable Living Situation		5	100%	80%	75%	20%	▲
●	Employed		0	0%	20%	6%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		3	100%	90%	100%	10%	
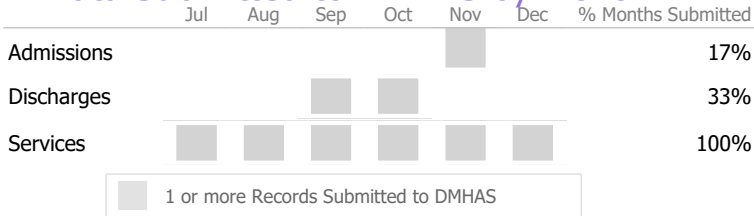
▲ > 10% Over	▼ < 10% Under

▪ Actual	│ Goal	✔ Goal Met	● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Rspite Apartment 409-201
Reliance Health Inc.
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	14	86%	▲
Admits	19	11	73%	▲
Discharges	22	10	120%	▲
Service Hours	128	117	10%	
Bed Days	739	725	2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		19	86%	95%	78%	-9%	
✅	No Re-admit within 30 Days of Discharge		21	95%	85%	94%	10%	
🔴	Follow-up within 30 Days of Discharge		11	58%	90%	80%	-32%	▼

Data Submission Quality

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

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

Recovery

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Clients Receiving Services		4	100%	90%	100%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✅	Avg Utilization Rate		4	48 days	0.1	100%	90%	85%	10%
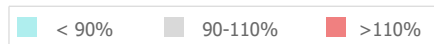
🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	⬜	⬜	⬜	⬜	⬜	⬜	100%
Discharges	⬜		⬜	⬜	⬜	⬜	83%
Services	⬜	⬜	⬜	⬜	⬜	⬜	100%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	┃ Goal	✅ Goal Met	🔴 Below Goal
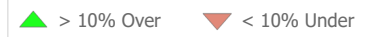
* State Avg based on 6 Active Transitional Programs

Supported Education 409-271
Reliance Health Inc.
Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	32	41%	▲
Admits	16	8	100%	▲
Discharges	17	6	183%	▲
Service Hours	387	333	16%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Enrolled in Educational Program		26	58%	35%	69%	23%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	93%	90%	99%	3%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	99%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		77%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▫	▫	▫	▫	▫		83%
Discharges	▫		▫	▫	▫	▫	83%
Services	▫	▫	▫	▫	▫	▫	100%

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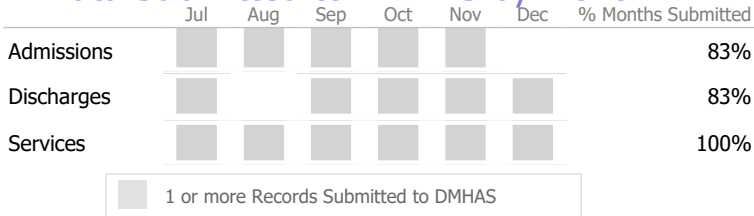
▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 5 Active Education Support Programs

Teamworks 409-280
Reliance Health Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	196	138	42%	▲
Admits	43	50	-14%	▼
Discharges	22	21	5%	
Social Rehab/PHP/IOP Days	4,148	2,893	43%	▲

Service Utilization
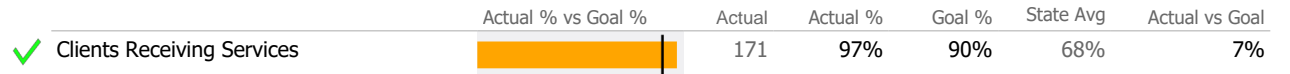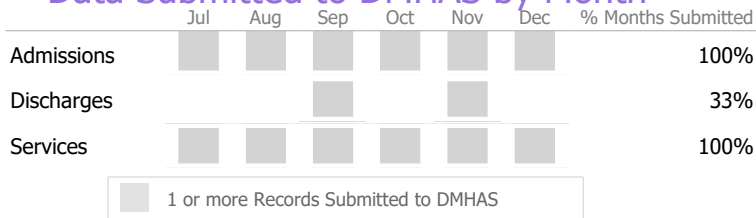
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		171	97%	90%	68%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges			■		■		33%
Services	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Trans. Living Community09-553Y
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	25	-16%	▼
Admits	10	11	-9%	
Discharges	8	11	-27%	▼
Bed Days	2,383	2,436	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	53%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		80%	89%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	50%
✓ SA Screen Complete		100%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	38%	60%	68%	-22%	▼
🔴 Follow-up within 30 Days of Discharge		2	67%	90%	81%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		22	100%	60%	85%	40%	▲
✓ Employed		11	50%	25%	10%	25%	▲
🔴 Stable Living Situation		20	91%	95%	92%	-4%	
🔴 Improved/Maintained Axis V GAF Score		12	92%	95%	62%	-3%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	248 days	0.4	93%	90%	93%	3%

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month
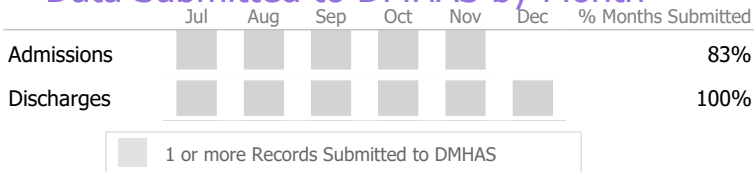
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■		■		83%
Discharges	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Transportation 409-729
Reliance Health Inc.
Mental Health - Recovery Support - Transportation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	64	-13%	▼
Admits	8	20	-60%	▼
Discharges	13	16	-19%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal
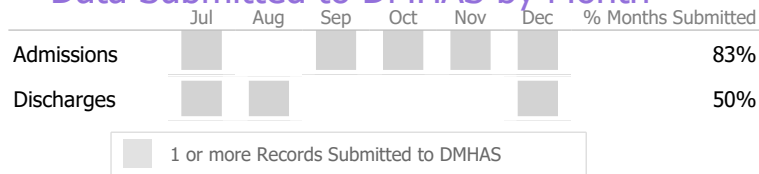
* State Avg based on 2 Active Transportation Programs

Young Adult Serv 409300
Reliance Health Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	1	1	0%
Discharges	2	2	0%
Bed Days	800	865	-8%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	53%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	89%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	50%
✔	SA Screen Complete	100%	49%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
✔	Valid Axis V GAF Score	100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▢		17%
Discharges			▢	▢			33%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		2	100%	60%	68%	40% ▲
✔	Follow-up within 30 Days of Discharge		2	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Social Support		6	100%	60%	85%	40% ▲
✔	Stable Living Situation		6	100%	95%	92%	5%
●	Employed		0	0%	25%	10%	-25% ▼
●	Improved/Maintained Axis V GAF Score		4	80%	95%	62%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	510 days	0.5	87%	90%	93%	-3%

◻ < 90%   ◻ 90-110%   ◻ >110%

▲ > 10% Over   ▼ < 10% Under

◻ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs