

### Provider Activity

| Monthly Trend | Measure         | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
|               | Unique Clients  | 1,151  | 1,479    | -22% ▼     |
|               | Admits          | 387    | 889      | -56% ▼     |
|               | Discharges      | 531    | 848      | -37% ▼     |
|               | Service Hours   | 24,682 | 27,450   | -10%       |
|               | Bed Days        | 14,123 | 13,687   | 3%         |
|               | S.Rehab/PHP/IOP | 366    | 11,193   | -97% ▼     |

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

### Consumer Satisfaction Survey

(Based on 320 FY20 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction        |                      | 96%         | 80%    | 92%       |
| ✓ Overall                     |                      | 96%         | 80%    | 91%       |
| ✓ Respect                     |                      | 95%         | 80%    | 91%       |
| ✓ Quality and Appropriateness |                      | 95%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 94%         | 80%    | 92%       |
| ✓ Access                      |                      | 91%         | 80%    | 88%       |
| ✓ Recovery                    |                      | 80%         | 80%    | 79%       |
| ● Outcome                     |                      | 79%         | 80%    | 83%       |

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

### Clients by Level of Care

| Program Type         | Level of Care Type    | #   | %     |
|----------------------|-----------------------|-----|-------|
| <b>Mental Health</b> | Outpatient            | 956 | 57.7% |
|                      | Community Support     | 207 | 12.5% |
|                      | Social Rehabilitation | 207 | 12.5% |
|                      | Employment Services   | 117 | 7.1%  |
|                      | Residential Services  | 95  | 5.7%  |
|                      | Case Management       | 48  | 2.9%  |
|                      | Other                 | 27  | 1.6%  |

### Client Demographics

| Age   | #   | %   | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 117 | 10% | 10%       |
| 26-34 | 160 | 14% | 22%       |
| 35-44 | 197 | 17% | 23%       |
| 45-54 | 235 | 20% | 19%       |
| 55-64 | 320 | 28% | 18%       |
| 65+   | 122 | 11% | 7%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Female      | 581 | 50% | 41%       |
| Male        | 570 | 50% | 59%       |
| Transgender |     |     | 0%        |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic      | 964 | 84% | ▲ 68%     |
| Hispanic-Other    | 111 | 10% | 8%        |
| Unknown           | 40  | 3%  | 12%       |
| Hisp-Puerto Rican | 33  | 3%  | 11%       |
| Hispanic-Mexican  | 2   | 0%  | 0%        |
| Hispanic-Cuban    | 1   | 0%  | 0%        |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian                 | 795 | 69% | 61%       |
| Black/African American          | 219 | 19% | 17%       |
| Unknown                         | 37  | 3%  | 6%        |
| Am. Indian/Native Alaskan       | 34  | 3%  | 0%        |
| Other                           | 29  | 3%  | 13%       |
| Hawaiian/Other Pacific Islander | 25  | 2%  | 0%        |
| Asian                           | 12  | 1%  | 1%        |
| Multiple Races                  |     |     | 1%        |

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

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

**AXS Center -211**

Sound Community Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

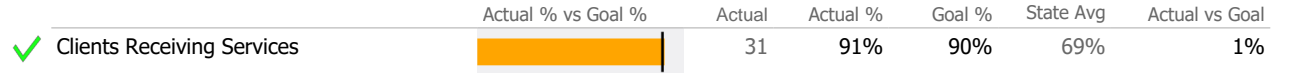
Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

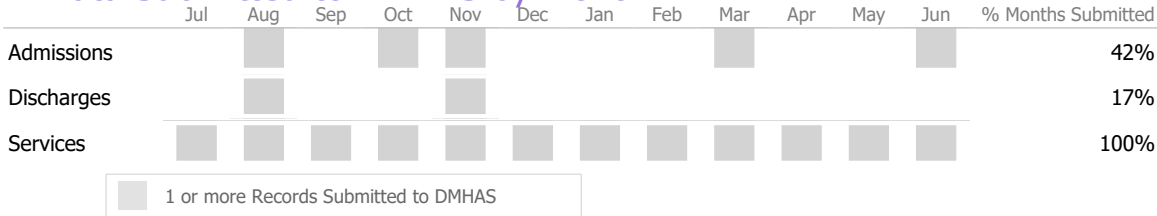
**Program Activity**

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 41     | 45       | -9%        |
| Admits                    | 14     | 22       | -36% ▼     |
| Discharges                | 7      | 18       | -61% ▼     |
| Service Hours             | 599    | 109      |            |
| Social Rehab/PHP/IOP Days | 5      | 1,011    | -100% ▼    |

**Service Utilization**



**Data Submitted to DMHAS by Month**



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 32     | 36       | -11% ▼     |
| Admits         | 19     | 28       | -32% ▼     |
| Discharges     | 20     | 24       | -17% ▼     |
| Bed Days       | 4,160  | 4,137    | 1%         |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 99%    | 76%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 88%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 95%    | 91%       |
| SA Screen Complete     | 74%    | 77%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 99%       |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully      |                    | 14     | 70%      | 60%    | 79%       | 10% ▲          |
| ✓ Follow-up within 30 Days of Discharge |                    | 13     | 93%      | 90%    | 79%       | 3%             |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 32     | 100%     | 60%    | 84%       | 40% ▲          |
| ✓ Stable Living Situation         |                    | 32     | 100%     | 95%    | 94%       | 5%             |
| ○ Employed                        |                    | 2      | 6%       | 25%    | 12%       | -19% ▼         |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ○ Avg Utilization Rate |                 | 14   | 290 days | 0.2      | 81%      | 90%    | 94%       | -9%            |

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     | ■   | ■   |     | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 83%                |
| Discharges | ■   |     | ■   | ■   |     | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 83%                |

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 338    | 366      | -8%        |
| Admits         | 33     | 204      | -84% ▼     |
| Discharges     | 44     | 58       | -24% ▼     |
| Service Hours  | 933    | 1,524    | -39% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 98%    | 86%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 87%    | 54%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 98%    | 80%       |
| SA Screen Complete     | 97%    | 81%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 31     | 70%      | 50%    | 36%       | 20% ▲          |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 322    | 94%      | 60%    | 62%       | 34% ▲          |
| ✓ Stable Living Situation         |                    | 338    | 99%      | 95%    | 75%       | 4%             |
| ● Employed                        |                    | 74     | 22%      | 30%    | 24%       | -8%            |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 296    | 99%      | 90%    | 85%       | 9%             |

### Service Engagement

| Outpatient                          | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days |                    | 17     | 52%      | 75%    | 75%       | -23% ▼         |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 92%                |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 92%                |
| Services   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 88 Active Standard Outpatient Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 207    | 197      | 5%         |
| Admits         | 60     | 36       | 67% ▲      |
| Discharges     | 57     | 49       | 16% ▲      |
| Service Hours  | 4,951  | 6,704    | -26% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 97%    | 81%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 86%       |
| Co-occurring           | Actual | State Avg |
| MH Screen Complete     | 100%   | 87%       |
| SA Screen Complete     | 100%   | 77%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 33     | 58%      | 65%    | 56%       | -7%            |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 189    | 91%      | 60%    | 81%       | 31% ▲          |
| Stable Living Situation           |                    | 197    | 95%      | 80%    | 88%       | 15% ▲          |
| Employed                          |                    | 34     | 16%      | 20%    | 13%       | -4%            |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 152    | 100%     | 90%    | 98%       | 10%            |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   |     | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 92%                |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Services   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

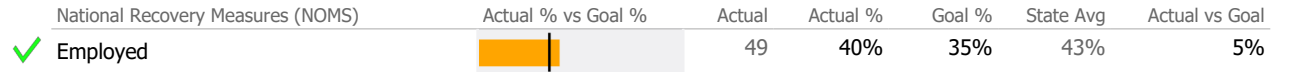
\* State Avg based on 36 Active CSP Programs

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

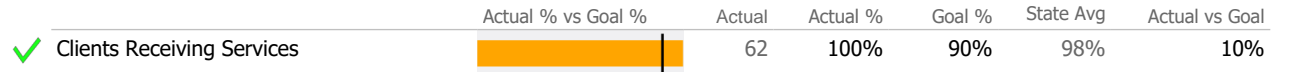
### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 117    | 115      | 2%         |
| Admits         | 53     | 54       | -2%        |
| Discharges     | 59     | 50       | 18% ▲      |
| Service Hours  | 1,720  | 1,762    | -2%        |

### Recovery



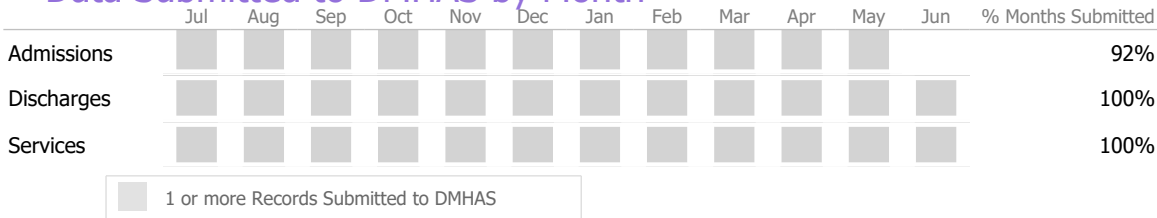
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Employment Services Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 29     | 29       | 0%         |
| Admits         | 27     | 28       | -4%        |
| Discharges     | 27     | 28       | -4%        |
| Service Hours  | 1,569  | 1,435    | 9%         |
| Bed Days       | 1,134  | 1,246    | -9%        |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully        |                    | 27     | 100%     | 95%    | 86%       | 5%             |
| ✓ No Re-admit within 30 Days of Discharge |                    | 27     | 100%     | 85%    | 100%      | 15% ▲          |
| ✓ Follow-up within 30 Days of Discharge   |                    | 27     | 100%     | 90%    | 88%       | 10%            |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data |        | 97% 96%   |
| On-Time Periodic  | Actual | State Avg |
| 6 Month Updates   |        | N/A 88%   |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 3      | 100%     | 90%    | 71%       | 10%            |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate |                 | 5    | 58 days | 0.1      | 62%      | 90%    | 65%       | -28% ▼         |

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 92%                |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 92%                |
| Services   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

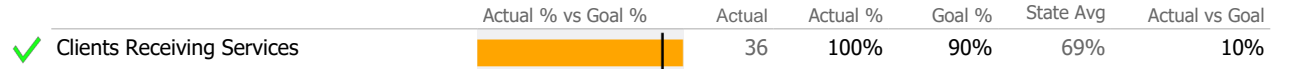
Actual Goal Goal Met Below Goal

\* State Avg based on 8 Active Transitional Programs

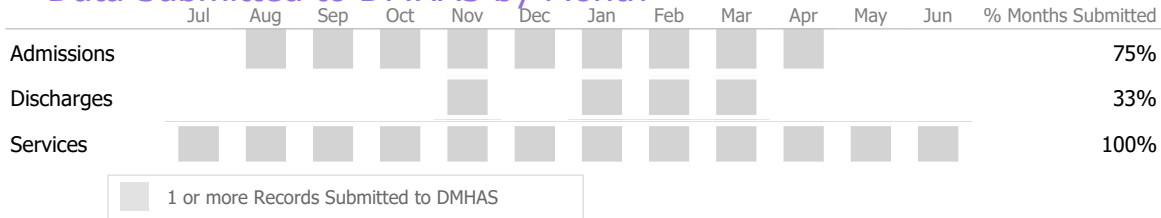
### Program Activity

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 45     | 34       | 32% ▲      |
| Admits                    | 24     | 18       | 33% ▲      |
| Discharges                | 9      | 15       | -40% ▼     |
| Service Hours             | 506    | 152      |            |
| Social Rehab/PHP/IOP Days | 0      | 3        | -100% ▼    |

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 34 Active Social Rehabilitation Programs

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



### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10     | 10       | 0%         |
| Admits         | 2      | -        |            |
| Discharges     | 6      | 2        | 200% ▲     |
| Service Hours  | 271    | 490      | -45% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 10     | 100%     | 85%    | 89%       | 15% ▲          |

### Service Utilization

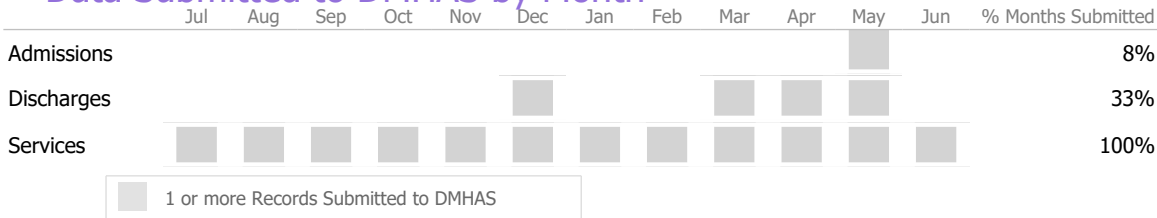
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 4      | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data |        | 96%       |

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 265    | 362      | -27% ▼     |
| Admits         | 29     | 86       | -66% ▼     |
| Discharges     | 57     | 129      | -56% ▼     |
| Service Hours  | 2,719  | 2,491    | 9%         |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 94%    | 86%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 85%    | 54%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 97%    | 80%       |
| SA Screen Complete     | 97%    | 81%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 20     | 35%      | 50%    | 36%       | -15% ▼         |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 226    | 85%      | 60%    | 62%       | 25% ▲          |
| Stable Living Situation           |                    | 259    | 98%      | 95%    | 75%       | 3%             |
| Employed                          |                    | 73     | 28%      | 30%    | 24%       | -2%            |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 207    | 100%     | 90%    | 85%       | 10%            |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 20     | 69%      | 75%    | 75%       | -6%            |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | ■   | ■   | ■   |     |     |     | ■   |     |     | 58%                |
| 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 88 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 660    | 953      | -31% ▼     |
| Admits         | 74     | 344      | -78% ▼     |
| Discharges     | 190    | 398      | -52% ▼     |
| Service Hours  | 4,932  | 6,531    | -24% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 90%    | 86%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 82%    | 54%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 93%    | 80%       |
| SA Screen Complete     | 90%    | 81%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 70     | 37%      | 50%    | 36%       | -13% ▼         |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 531    | 79%      | 60%    | 62%       | 19% ▲          |
| Stable Living Situation           |                    | 639    | 95%      | 95%    | 75%       | 0%             |
| Employed                          |                    | 173    | 26%      | 30%    | 24%       | -4%            |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 479    | 100%     | 90%    | 85%       | 10%            |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 56     | 78%      | 75%    | 75%       | 3%             |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   |     | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 92%                |
| 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 88 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 30     | 30       | 0%         |
| Admits         | 6      | 9        | -33% ▼     |
| Discharges     | 6      | 6        | 0%         |
| Service Hours  | 1,006  | 1,075    | -6%        |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 29     | 97%      | 85%    | 89%       | 12% ▲          |

### Service Utilization

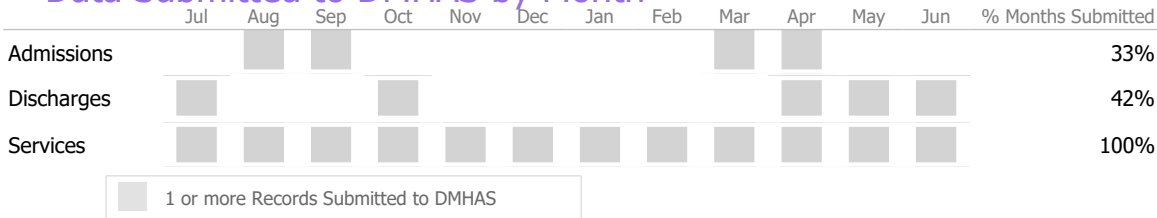
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 24     | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data |        | 96%       |

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10     | 9        | 11% ▲      |
| Admits         | 2      | -        |            |
| Discharges     | 2      | 1        | 100% ▲     |
| Service Hours  | 262    | 361      | -27% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 9      | 90%      | 85%    | 95%       | 5%             |

### Service Utilization

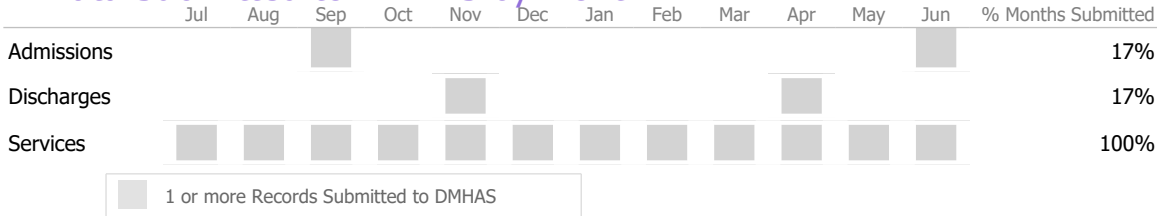
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 8      | 100%     | 90%    | 94%       | 10%            |

### Data Submission Quality

| Data Entry      | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data |        | 99%       |

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 93%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 68 Active Supportive Housing – Development Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6      | 7        | -14% ▼     |
| Admits         | 2      | 6        | -67% ▼     |
| Discharges     | 4      | 4        | 0%         |
| Bed Days       | 1,250  | 1,073    | 16% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 76%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 88%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 100%   | 91%       |
| SA Screen Complete     | 0%     | 77%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 99%       |

### Discharge Outcomes

|                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully      |                    | 4      | 100%     | 60%    | 79%       | 40% ▲          |
| Follow-up within 30 Days of Discharge |                    | 4      | 100%     | 90%    | 79%       | 10%            |

### Recovery

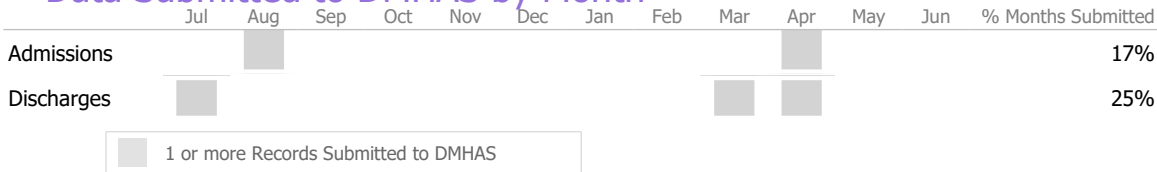
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 6      | 100%     | 60%    | 84%       | 40% ▲          |
| Stable Living Situation           |                    | 6      | 100%     | 95%    | 94%       | 5%             |
| Employed                          |                    | 1      | 17%      | 25%    | 12%       | -8%            |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 4    | 404 days | 0.2      | 86%      | 90%    | 94%       | -4%            |

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

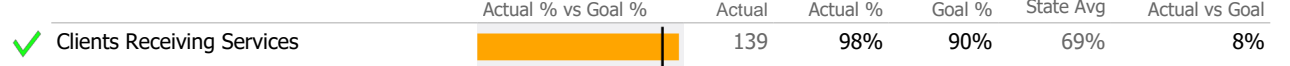
\* State Avg based on 79 Active Supervised Apartments Programs

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

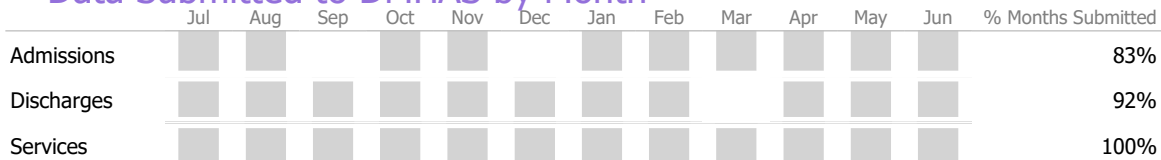
### Program Activity

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 164    | 194      | -15% ▼     |
| Admits                    | 24     | 40       | -40% ▼     |
| Discharges                | 23     | 55       | -58% ▼     |
| Service Hours             | 2,452  | 3,015    | -19% ▼     |
| Social Rehab/PHP/IOP Days | 361    | 10,179   | -96% ▼     |

### Service Utilization



### Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 34     | 27       | 26% ▲      |
| Admits         | 14     | 9        | 56% ▲      |
| Discharges     | 14     | 7        | 100% ▲     |
| Bed Days       | 7,579  | 7,231    | 5%         |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 98%    | 76%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 88%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 100%   | 91%       |
| SA Screen Complete     | 36%    | 77%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 99%       |

### Discharge Outcomes

|                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully      |                    | 14     | 100%     | 60%    | 79%       | 40% ▲          |
| Follow-up within 30 Days of Discharge |                    | 13     | 93%      | 90%    | 79%       | 3%             |

### Recovery

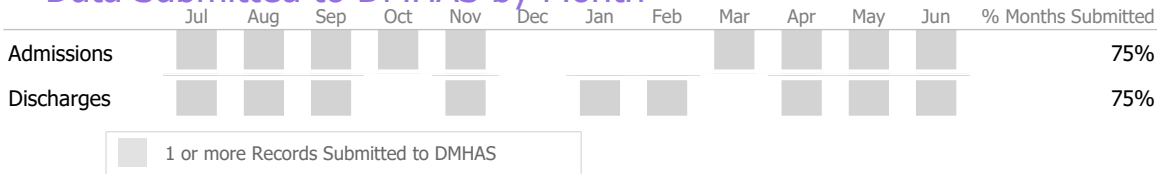
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 31     | 91%      | 60%    | 84%       | 31% ▲          |
| Stable Living Situation           |                    | 33     | 97%      | 95%    | 94%       | 2%             |
| Employed                          |                    | 9      | 26%      | 25%    | 12%       | 1%             |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 22   | 545 days | 0.2      | 94%      | 90%    | 94%       | 4%             |

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs



# YAS - Scattered Sites

Sound Community Services Inc.

Mental Health - Residential Services - Residential Support

## Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10     | 10       | 0%         |
| Admits         | 4      | 5        | -20% ▼     |
| Discharges     | 6      | 4        | 50% ▲      |
| Service Hours  | 2,763  | 1,802    | 53% ▲      |

## Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 99%       |
| On-Time Periodic |        |           |
| 6 Month Updates  | 100%   | 90%       |

## Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 5      | 83%      | 50%    | 77%       | 33% ▲          |

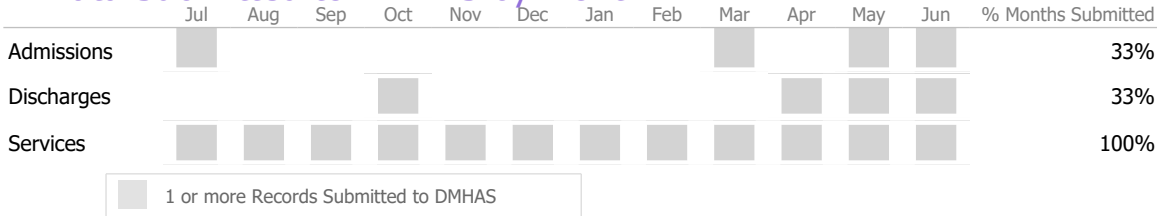
## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 9      | 90%      | 60%    | 82%       | 30% ▲          |
| ✓ Stable Living Situation         |                    | 10     | 100%     | 85%    | 96%       | 15% ▲          |
| ● Employed                        |                    | 2      | 20%      | 25%    | 11%       | -5%            |

## Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 4      | 100%     | 90%    | 99%       | 10%            |

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Residential Support Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 27     | 27       | 0%         |
| Admits         | -      | -        |            |
| Discharges     | -      | -        |            |
| Service Hours  | -      | -        |            |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     |     |     |     |     |     |     |     |     |     |     |     | 0%                 |
| Discharges |     |     |     |     |     |     |     |     |     |     |     |     | 0%                 |
| Services   |     |     |     |     |     |     |     |     |     |     |     |     | 0%                 |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 5 Active Fiduciary Programs