

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 95 | 98 | -3% |
| | Admits | 7 | 3 | 133% ▲ |
| | Discharges | 10 | 8 | 25% ▲ |
| | Service Hours | 642 | 967 | -34% ▼ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|----|--------|
| Mental Health | Case Management | 95 | 100.0% |

Consumer Satisfaction Survey

(Based on 30 FY21 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction | | 97% | 80% | 92% |
| ✓ Access | | 93% | 80% | 88% |
| ✓ Quality and Appropriateness | | 93% | 80% | 93% |
| ✓ Participation in Treatment | | 90% | 80% | 92% |
| ✓ Overall | | 90% | 80% | 91% |
| ✓ Respect | | 89% | 80% | 91% |
| ● Outcome | | 79% | 80% | 83% |
| ● Recovery | | 61% | 80% | 79% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|----|-----|-----------|
| 18-25 | | | 10% |
| 26-34 | 2 | 2% | 22% ▼ |
| 35-44 | 12 | 13% | 23% |
| 45-54 | 25 | 26% | 19% |
| 55-64 | 42 | 44% | 19% ▲ |
| 65+ | 14 | 15% | 8% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Male | 62 | 66% | 59% |
| Female | 32 | 34% | 41% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-----|-----------|
| Non-Hispanic | 76 | 80% | 68% ▲ |
| Hispanic-Other | 19 | 20% | 8% ▲ |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |
| Hisp-Puerto Rican | | | 11% ▼ |
| Unknown | | | 12% ▼ |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| Black/African American | 51 | 54% | 17% ▲ |
| White/Caucasian | 41 | 43% | 62% ▼ |
| Multiple Races | 2 | 2% | 1% |
| Am. Indian/Native Alaskan | 1 | 1% | 0% |
| Asian | | | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |
| Other | | | 13% ▼ |
| Unknown | | | 6% |

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

2022 PSH

Liberty Community Services

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1 | | |
| Admits | 1 | - | |
| Discharges | - | - | |
| Service Hours | 8 | - | |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 1 | 100% | 85% | 88% | 15% ▲ |

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 | | 96% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 83% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | | | | 11% |
| Discharges | | | | | | | | | | 0% |
| Services | | | | | | | | | | 11% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 17 | 18 | -6% |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | 1 | -100% ▼ |
| Service Hours | 199 | 218 | -9% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 17 | 100% | 85% | 88% | 15% ▲ |

Service Utilization

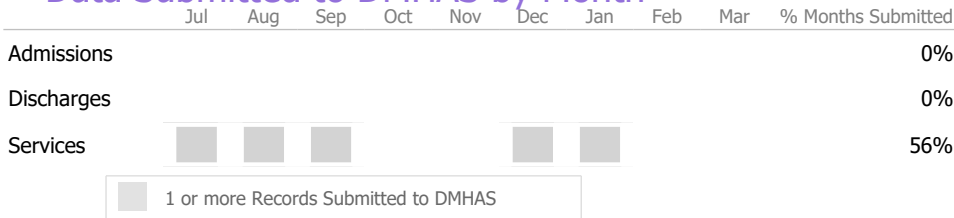
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 17 | 100% | 90% | 97% | 10% |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 83% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 19 | 16 | 19% ▲ |
| Admits | 3 | - | |
| Discharges | 3 | - | |
| Service Hours | 116 | 213 | -46% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 19 | 100% | 85% | 88% | 15% ▲ |

Service Utilization

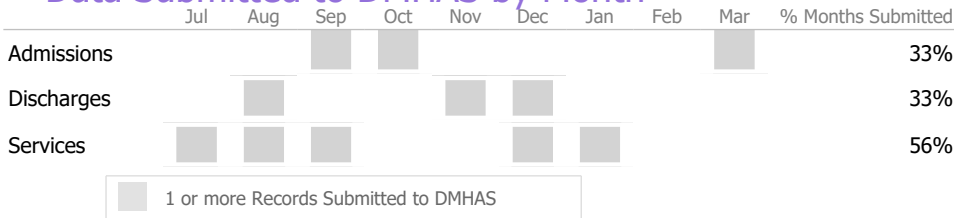
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 16 | 100% | 90% | 97% | 10% |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates | | 83% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 19 | 18 | 6% |
| Admits | 3 | 1 | 200% ▲ |
| Discharges | 3 | 2 | 50% ▲ |
| Service Hours | 100 | 149 | -33% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 19 | 100% | 85% | 95% | 15% ▲ |

Service Utilization

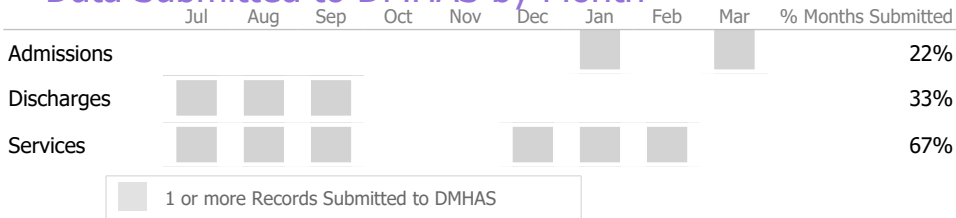
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 16 | 100% | 90% | 96% | 10% |

Data Submission Quality

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

| 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 65 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 21 | 27 | -22% ▼ |
| Admits | - | - | |
| Discharges | 1 | 3 | -67% ▼ |
| Service Hours | 78 | 149 | -48% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 20 | 95% | 85% | 88% | 10% |

Service Utilization

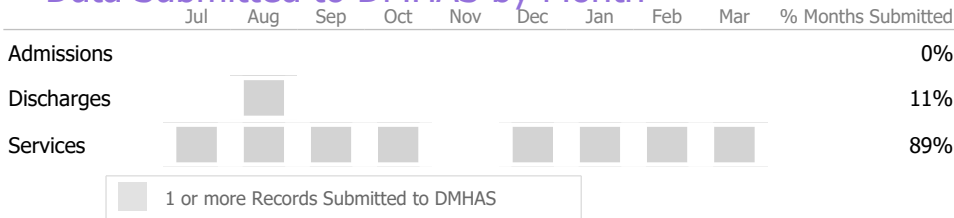
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 20 | 100% | 90% | 97% | 10% |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 83% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Liberty Supportive Housing Programs

Liberty Community Services

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 18 | 20 | -10% |
| Admits | - | 1 | -100% ▼ |
| Discharges | 3 | 2 | 50% ▲ |
| Service Hours | 142 | 237 | -40% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 17 | 94% | 85% | 88% | 9% |

Service Utilization

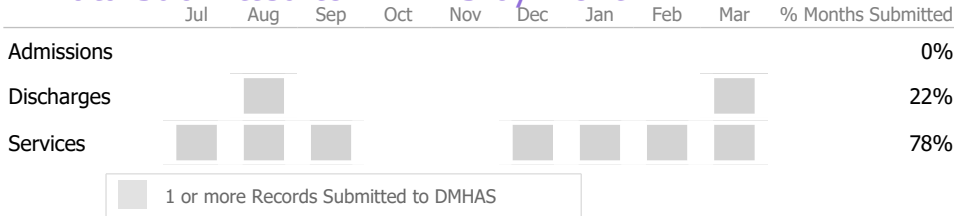
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 15 | 100% | 90% | 97% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|------------|
| Valid NOMS Data | | 88% vs 96% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-------------|
| ✓ 6 Month Updates | | 100% vs 83% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

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