

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	424	507	-16%	▼
	Admits	200	244	-18%	▼
	Discharges	223	319	-30%	▼
	Service Hours	5,396	4,471	21%	▲
	Bed Days	11,370	11,546	-2%	
	S.Rehab/PHP/IOP	2,943	1,705	73%	▲

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

Consumer Satisfaction Survey

(Based on 128 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		91%	80%	91%
✓ Access		90%	80%	88%
✓ Respect		90%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ Recovery		85%	80%	79%
✓ Outcome		83%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	100	20.4%
	Residential Services	78	15.9%
	Community Support	47	9.6%
	Case Management	22	4.5%
Addiction	Residential Services	138	28.2%
	Outpatient	105	21.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	15	4%	8%	Male	315	75%	▲ 59%
26-34	81	19%	19%	Female	106	25%	▼ 41%
35-44	120	28%	24%	Transgender			0%
45-54	81	19%	18%				
55-64	95	22%	19%				
65+	32	8%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	326	77%	▲ 65%	White/Caucasian	305	72%	▲ 60%
Unknown	49	12%	14%	Other	49	12%	12%
Hisp-Puerto Rican	30	7%	10%	Black/African American	46	11%	17%
Hispanic-Other	19	4%	10%	Multiple Races	11	3%	1%
Hispanic-Cuban			0%	Unknown	7	2%	8%
Hispanic-Mexican			1%	Asian	4	1%	1%
				Am. Indian/Native Alaskan	2	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

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

Case Management

Gilead Community Services Inc.

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	6	267% ▲
Admits	7	6	17% ▲
Discharges	5	2	150% ▲
Service Hours	243	33	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic		
6 Month Updates	100%	66%
Diagnosis		
Valid Axis I Diagnosis	100%	25%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	50%	62%	30% ▲

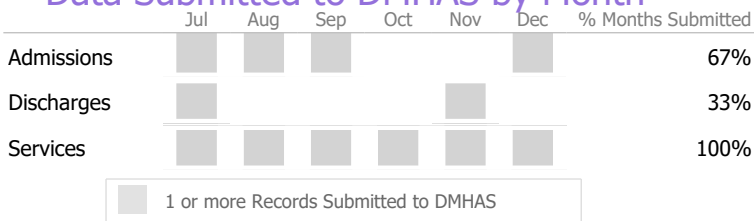
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	100%	60%	72%	40% ▲
✓ Stable Living Situation		19	86%	80%	82%	6%
● Employed		4	18%	20%	18%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	84%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	84	-33% ▼
Admits	10	50	-80% ▼
Discharges	54	48	13% ▲
Service Hours	58	295	-80% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	100%	75%
On-Time Periodic		
6 Month Updates	0%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		39	72%	50%	53%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		55	98%	75%	53%	23% ▲
✓ Abstinence/Reduced Drug Use		43	77%	55%	28%	22% ▲
✓ Self Help		41	73%	60%	15%	13% ▲
✓ Improved/Maintained Function Score		48	86%	75%	41%	11% ▲
✓ Stable Living Situation		54	96%	95%	55%	1%
✓ Employed		28	50%	50%	28%	0%

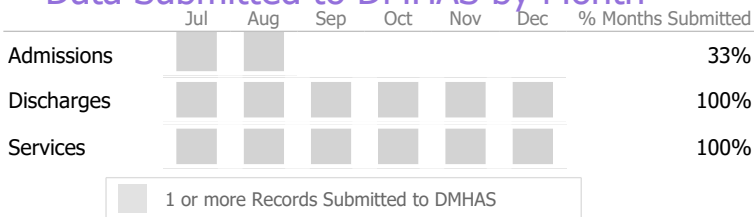
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	37%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Below Goal 2 or more Services within 30 days		2	20%	75%	45%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 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	59	79	-25% ▼
Admits	40	30	33% ▲
Discharges	24	34	-29% ▼
Service Hours	73	237	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	100%	75%
On-Time Periodic		
6 Month Updates	0%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	54%	50%	53%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		49	78%	75%	53%	3%
✓ Employed		33	52%	50%	28%	2%
● Self Help		37	59%	60%	15%	-1%
● Abstinence/Reduced Drug Use		33	52%	55%	28%	-3%
● Stable Living Situation		48	76%	95%	55%	-19% ▼
● Improved/Maintained Function Score		23	57%	75%	41%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	41%	90%	37%	-49% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		5	14%	75%	45%	-61% ▼

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 101 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	138	152	-9%
Admits	128	137	-7%
Discharges	123	140	-12% ▼
Bed Days	3,205	3,542	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Valid TEDS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		104	85%	80%	78%	5%
✓ No Re-admit within 30 Days of Discharge		116	94%	85%	88%	9%
● Follow-up within 30 Days of Discharge		73	70%	90%	60%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		114	93%	75%	83%	18% ▲
✓ Self Help		88	63%	60%	74%	3%
● Abstinence/Reduced Drug Use		72	51%	70%	38%	-19% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		21	27 days	0.1	83%	90%	89%	-7%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	52	-10%
Admits	1	4	-75% ▼
Discharges	-	6	-100% ▼
Service Hours	770	967	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	80%
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		N/A	N/A	65%	52%	N/A

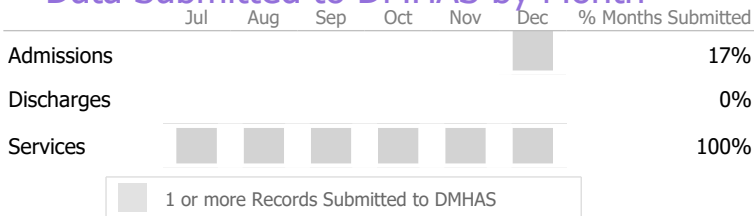
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		45	96%	60%	79%	36% ▲
✓ Improved/Maintained Function Score		46	100%	65%	54%	35% ▲
✓ Stable Living Situation		47	100%	80%	87%	20% ▲
● Employed		8	17%	20%	15%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	100%	90%	97%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active CSP Programs

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

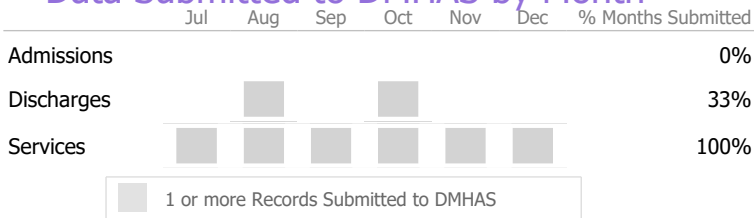
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	40	0%
Admits	-	3	-100% ▼
Discharges	3	1	200% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,108	720	54% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	95%	90%	74%	5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% ▼
Admits	1	3	-67% ▼
Discharges	-	2	-100% ▼
Service Hours	3,318	1,949	70% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	69%	N/A

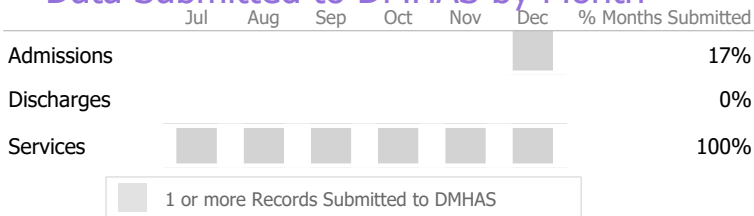
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	100%	60%	87%	40% ▲
✓ Stable Living Situation		16	100%	85%	97%	15% ▲
✓ Employed		4	25%	25%	15%	0%
● Improved/Maintained Function Score		14	93%	95%	49%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 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	11	10	10%
Admits	2	2	0%
Discharges	2	3	-33% ▼
Bed Days	1,596	1,612	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	80%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	86%	20% ▲
● No Re-admit within 30 Days of Discharge		1	50%	85%	85%	-35% ▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%

Recovery

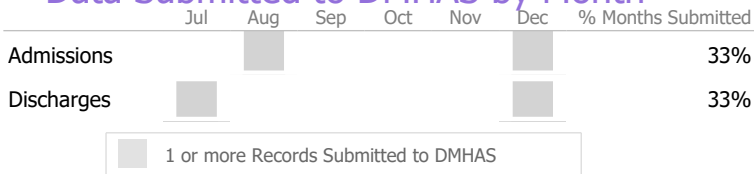
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	91%	60%	84%	31% ▲
✓ Stable Living Situation		10	91%	90%	97%	1%
✓ Improved/Maintained Function Score		9	100%	95%	64%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	641 days	0.5	96%	90%	80%	6%



Data Submitted to DMHAS by Month



* State Avg based on 22 Active Group Home Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	1	-	
Discharges	2	-	
Bed Days	1,327	1,472	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic		
6 Month Updates	83%	80%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

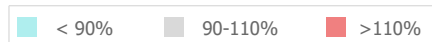
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	86%	20% ▲
● No Re-admit within 30 Days of Discharge		0	0%	85%	85%	-85% ▼
● Follow-up within 30 Days of Discharge		1	50%	90%	83%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	89%	60%	84%	29% ▲
✓ Stable Living Situation		9	100%	90%	97%	10%
✓ Improved/Maintained Function Score		8	100%	95%	64%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,154 days	0.5	90%	90%	80%	0%



Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS



* State Avg based on 22 Active Group Home Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	552	342	61% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

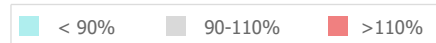
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	67%	60%	86%	7%
✓ Stable Living Situation		3	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Function Score		2	67%	95%	61%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	643 days	0.5	100%	90%	91%	10%



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 83 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	3	2	50% ▲
Admits	1	-	
Discharges	2	1	100% ▲
Bed Days	341	302	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	N/A	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	60%	66%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	86%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	100%	60%	86%	40% ▲
Stable Living Situation		3	100%	95%	96%	5%
Employed		0	0%	25%	13%	-25% ▼
Improved/Maintained Function Score		2	100%	95%	61%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	168 days	0.4	93%	90%	91%	3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

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

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 83 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	6	5	20% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	919	920	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	66%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	86%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	86%	40% ▲
✓ Stable Living Situation		6	100%	95%	96%	5%
● Employed		1	17%	25%	13%	-8%
✓ Improved/Maintained Function Score		5	100%	95%	61%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	2,819 days	0.5	83%	90%	91%	-7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 83 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	4	4	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	543	416	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	66%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	86%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	95%	96%	5%
✓ Employed		1	25%	25%	13%	0%
● Social Support		2	50%	60%	86%	-10%
✓ Improved/Maintained Function Score		3	100%	95%	61%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	496 days	0.4	98%	90%	91%	8%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	-	-	
Discharges	2	2	0%
Service Hours	935	778	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	50%	69%	50% ▲

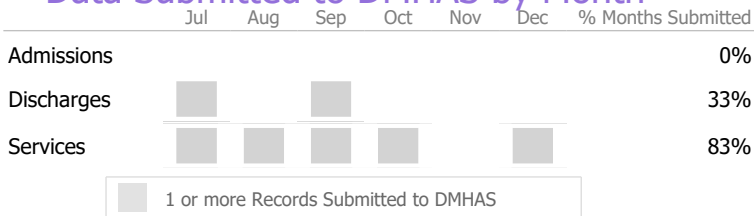
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	60%	87%	40% ▲
Employed		7	58%	25%	15%	33% ▲
Stable Living Situation		12	100%	85%	97%	15% ▲
Improved/Maintained Function Score		10	83%	95%	49%	-12% ▼

Service Utilization

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 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	8	6	33% ▲
Admits	2	-	
Discharges	2	-	
Bed Days	1,078	1,104	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic		
6 Month Updates	100%	80%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

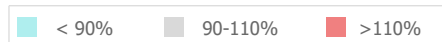
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	80%	86%	20% ▲
No Re-admit within 30 Days of Discharge		1	50%	85%	85%	-35% ▼
Follow-up within 30 Days of Discharge		1	50%	90%	83%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	84%	40% ▲
Stable Living Situation		8	100%	90%	97%	10%
Improved/Maintained Function Score		6	100%	95%	64%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	366 days	0.4	98%	90%	80%	8%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 22 Active Group Home Programs

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

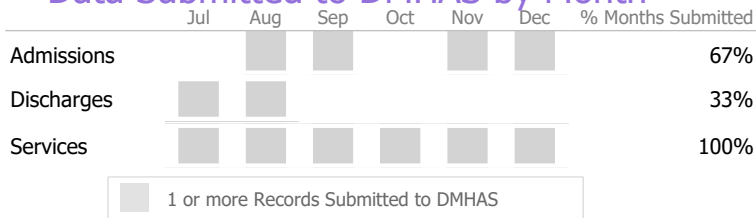
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	57	5%
Admits	4	5	-20% ▼
Discharges	2	5	-60% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,835	985	86% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	91%	90%	74%	1%

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

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

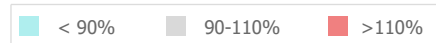
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	86%	20% ▲
✓ Employed		2	40%	25%	13%	15% ▲
✓ Improved/Maintained Function Score		5	100%	95%	61%	5%
✓ Stable Living Situation		5	100%	95%	96%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	3,187 days	0.5	100%	90%	91%	10%



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 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Bed Days	889	916	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	86%	20% ▲
✓ Stable Living Situation		5	100%	95%	96%	5%
✓ Improved/Maintained Function Score		4	100%	95%	61%	5%
● Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,558 days	0.5	97%	90%	91%	7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

* State Avg based on 83 Active Supervised Apartments Programs

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