

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|-----------------|--------|----------|------------|---|
| | Unique Clients | 1,949 | 1,697 | 15% | ▲ |
| | Admits | 1,016 | 1,026 | -1% | |
| | Discharges | 1,052 | 738 | 43% | ▲ |
| | Service Hours | 31,038 | 29,107 | 7% | |
| | Bed Days | 14,249 | 14,106 | 1% | |
| | S.Rehab/PHP/IOP | 16,446 | 16,702 | -2% | |

Consumer Satisfaction Survey

(Based on 175 FY14 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction | | 90% | 80% | 92% |
| ✓ Respect | | 89% | 80% | 91% |
| ✓ Participation in Treatment | | 89% | 80% | 92% |
| ✓ Quality and Appropriateness | | 88% | 80% | 93% |
| ✓ Overall | | 86% | 80% | 91% |
| ✓ Access | | 82% | 80% | 88% |
| ● Recovery | | 78% | 80% | 79% |
| ● Outcome | | 75% | 80% | 83% |

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

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|-----------------------|-------|-------|
| Mental Health | Outpatient | 1,863 | 71.2% |
| | Social Rehabilitation | 276 | 10.5% |
| | Community Support | 215 | 8.2% |
| | Employment Services | 114 | 4.4% |
| | Residential Services | 99 | 3.8% |
| | Case Management | 48 | 1.8% |
| | Housing Services | 2 | 0.1% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg | |
|------------------|-------------------|-------|-----------|-------------|---------------------------------|-------|-----------|-----|
| 18-25 | 199 | 10% | 16% | Female | 989 | 51% | 40% | |
| 26-34 | 319 | 16% | 24% | Male | 960 | 49% | 60% | |
| 35-44 | 346 | 18% | 19% | Race | White/Caucasian | 1,391 | 71% | 66% |
| 45-54 | 593 | 30% | 23% | | Black/African American | 311 | 16% | 17% |
| 55-64 | 388 | 20% | 14% | | Other | 85 | 4% | 13% |
| 65+ | 103 | 5% | 4% | | Am. Indian/Native Alaskan | 55 | 3% | 1% |
| Ethnicity | Non-Hispanic | 1,594 | 82% | 75% | Hawaiian/Other Pacific Islander | 49 | 3% | 0% |
| | Hispanic-Other | 166 | 9% | 6% | Unknown | 39 | 2% | 3% |
| | Unknown | 124 | 6% | 6% | Asian | 19 | 1% | 1% |
| | Hisp-Puerto Rican | 62 | 3% | 12% | Multiple Races | | | 1% |
| | Hispanic-Mexican | 2 | 0% | 1% | | | | |
| Hispanic-Cuban | 1 | 0% | 0% | | | | | |

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

Access Center

Sound Community Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

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

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--|--------|----------|--------|-----------|---|
|  Clients Receiving Services | <div style="width: 0%; background-color: #ccc; border: 1px solid #000;"></div> | N/A | N/A | 90% | 75% | N/A  |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 39 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 30 | 29 | 3% |
| Admits | 25 | 20 | 25% ▲ |
| Discharges | 22 | 20 | 10% |
| Bed Days | 3,777 | 4,074 | -7% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 11 | 50% | 60% | 71% | -10% ▼ |
| ✓ Follow-up within 30 Days of Discharge | | 11 | 100% | 90% | 79% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 26 | 76% | 60% | 83% | 16% ▲ |
| ✓ Stable Living Situation | | 33 | 97% | 95% | 96% | 2% |
| ● Employed | | 3 | 9% | 25% | 9% | -16% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 21 | 81% | 95% | 72% | -14% ▼ |

Data Submission Quality

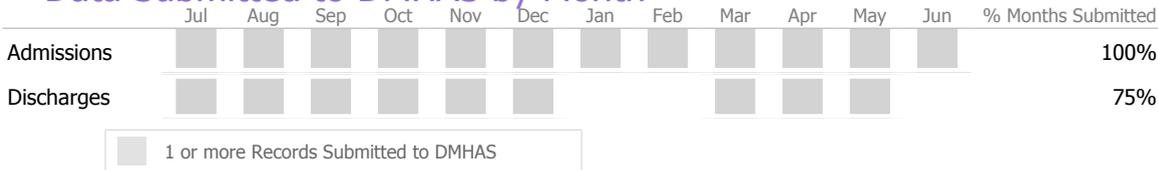
| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data | | 99% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | | 97% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | | 64% |
| SA Screen Complete | | 63% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | | 99% |
| ✓ Valid Axis V GAF Score | | 97% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 14 | 240 days | 0.2 | 74% | 90% | 92% | -16% ▼ |

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 215 | 220 | -2% |
| Admits | 67 | 51 | 31% ▲ |
| Discharges | 58 | 69 | -16% ▼ |
| Service Hours | 4,626 | 4,889 | -5% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 97% | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 98% | 92% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 20% | 67% |
| SA Screen Complete | 20% | 65% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 35 | 60% | 65% | 70% | -5% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 192 | 87% | 60% | 76% | 27% ▲ |
| Stable Living Situation | | 211 | 96% | 80% | 92% | 16% ▲ |
| Employed | | 21 | 10% | 20% | 11% | -10% ▼ |
| Improved/Maintained Axis V GAF Score | | 141 | 78% | 95% | 61% | -17% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 159 | 98% | 90% | 96% | 8% |

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 40 Active CSP Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 114 | 94 | 21% ▲ |
| Admits | 66 | 58 | 14% ▲ |
| Discharges | 67 | 43 | 56% ▲ |
| Service Hours | 1,010 | 760 | 33% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 31 | 26% | 35% | 39% | -9% |

Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 48 | 94% | 90% | 96% | 4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 97% |

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

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |
| 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 40 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 2 | 2 | 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 Housing Coordination Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 29 | 26 | 12% ▲ |
| Admits | 26 | 22 | 18% ▲ |
| Discharges | 24 | 22 | 9% |
| Service Hours | 1,163 | 587 | 98% ▲ |
| Bed Days | 1,847 | 1,732 | 7% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 16 | 67% | 95% | 75% | -28% ▼ |
| ✓ No Re-admit within 30 Days of Discharge | | 23 | 96% | 85% | 91% | 11% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 16 | 100% | 90% | 86% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 94% | 97% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | N/A | 80% |

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 | | 5 | 83% | 90% | 94% | -7% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 5 | 151 days | 0.1 | 101% | 90% | 91% | 11% ▲ |

■ < 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 | ■ | ■ | ■ | ■ | ■ | | ■ | ■ | ■ | ■ | ■ | ■ | 92% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 9 Active Transitional Programs

Modified IntensRehabPrgm406281

Sound Community Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 77 | 87 | -11% ▼ |
| Admits | 34 | 67 | -49% ▼ |
| Discharges | 55 | 40 | 38% ▲ |
| Service Hours | 47 | 48 | -2% |
| Social Rehab/PHP/IOP Days | 1,071 | 1,007 | 6% |

Service Utilization



Clients Receiving Services

| Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------|--------|----------|--------|-----------|----------------|
| | 26 | 100% | 90% | 75% | 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 39 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14 | 12 | 17% ▲ |
| Admits | 4 | 2 | 100% ▲ |
| Discharges | 4 | 1 | 300% ▲ |
| Service Hours | 766 | 785 | -2% |

Recovery

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

Service Utilization

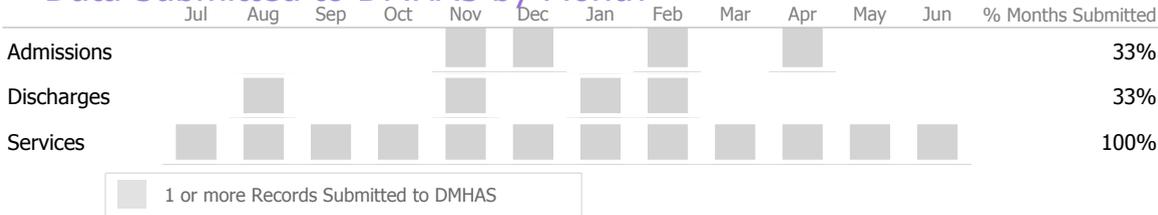
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 11 | 100% | 90% | 97% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 88% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1,863 | 1,610 | 16% ▲ |
| Admits | 680 | 636 | 7% |
| Discharges | 681 | 415 | 64% ▲ |
| Service Hours | 8,254 | 8,529 | -3% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 87% | 94% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 50% | 66% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 25% | 67% |
| SA Screen Complete | 25% | 62% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 98% |
| Valid Axis V GAF Score | 100% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 210 | 31% | 50% | 40% | -19% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 1,384 | 72% | 60% | 66% | 12% ▲ |
| Improved/Maintained Axis V GAF Score | | 1,349 | 80% | 75% | 57% | 5% |
| Stable Living Situation | | 1,619 | 85% | 95% | 85% | -10% |
| Employed | | 325 | 17% | 30% | 21% | -13% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 1,231 | 100% | 90% | 86% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 374 | 56% | 75% | 69% | -19% ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 93 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 22 | 20 | 10% |
| Admits | 8 | 5 | 60% ▲ |
| Discharges | 8 | 6 | 33% ▲ |
| Service Hours | 1,137 | 1,029 | 11% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 21 | 95% | 85% | 89% | 10% |

Service Utilization

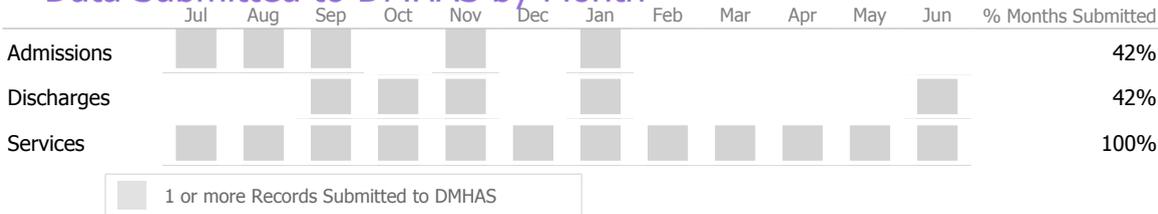
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 14 | 100% | 90% | 97% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 98% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 88% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 12 | 12 | 0% |
| Admits | 1 | 1 | 0% |
| Discharges | - | 1 | -100% ▼ |
| Service Hours | 716 | 713 | 0% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 12 | 100% | 85% | 93% | 15% ▲ |

Service Utilization

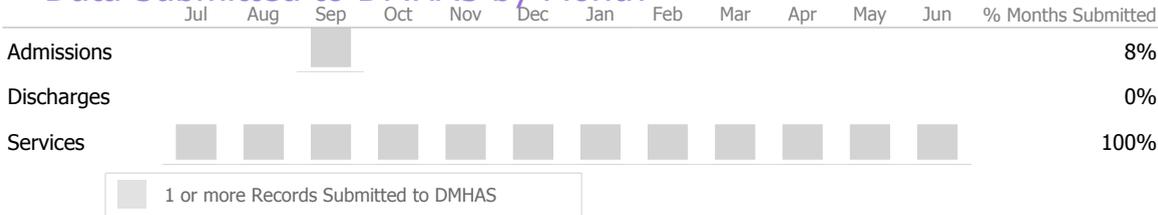
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 12 | 100% | 90% | 88% | 10% |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 71% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7 | 4 | 75% ▲ |
| Admits | 4 | 2 | 100% ▲ |
| Discharges | 3 | 1 | 200% ▲ |
| Bed Days | 1,368 | 905 | 51% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 3 | 100% | 60% | 71% | 40% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 3 | 100% | 90% | 79% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 6 | 86% | 60% | 83% | 26% ▲ |
| ✓ Stable Living Situation | | 7 | 100% | 95% | 96% | 5% |
| ✓ Employed | | 2 | 29% | 25% | 9% | 4% |
| ● Improved/Maintained Axis V GAF Score | | 3 | 60% | 95% | 72% | -35% ▼ |

Data Submission Quality

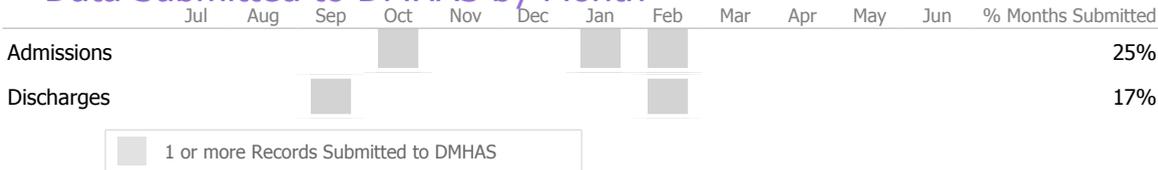
| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data | | 99% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | | 97% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | | 64% |
| SA Screen Complete | | 63% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | | 99% |
| ✓ Valid Axis V GAF Score | | 97% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 4 | 456 days | 0.2 | 94% | 90% | 92% | 4% |

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

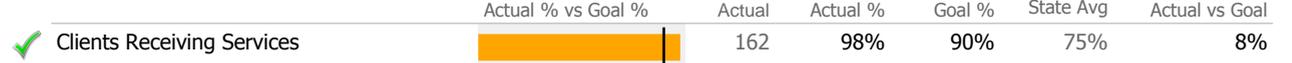
■ Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

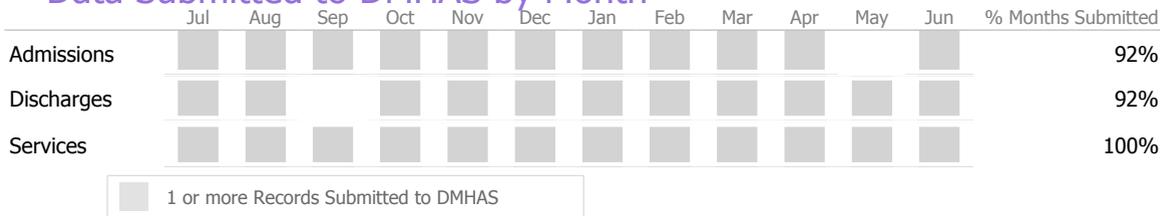
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 273 | 288 | -5% |
| Admits | 77 | 143 | -46% ▼ |
| Discharges | 111 | 98 | 13% ▲ |
| Service Hours | 10,431 | 10,588 | -1% |
| Social Rehab/PHP/IOP Days | 15,375 | 15,695 | -2% |

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 36 | 38 | -5% |
| Admits | 16 | 17 | -6% |
| Discharges | 15 | 18 | -17% ▼ |
| Bed Days | 7,257 | 7,395 | -2% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 96% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 97% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 6% | 64% |
| SA Screen Complete | 6% | 63% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 14 | 93% | 60% | 71% | 33% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 14 | 100% | 90% | 79% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 35 | 97% | 60% | 83% | 37% ▲ |
| ✓ Stable Living Situation | | 36 | 100% | 95% | 96% | 5% |
| ● Employed | | 5 | 14% | 25% | 9% | -11% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 22 | 81% | 95% | 72% | -14% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 21 | 462 days | 0.2 | 95% | 90% | 92% | 5% |

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 11 | 7 | 57% ▲ |
| Admits | 8 | 2 | 300% ▲ |
| Discharges | 4 | 4 | 0% |
| Service Hours | 2,889 | 1,180 | 145% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------------------|--------|-----------|
| Valid NOMS Data | 87% | 99% |
| On-Time Periodic 6 Month Updates | 80% | 94% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 3 | 75% | 50% | 65% | 25% ▲ |

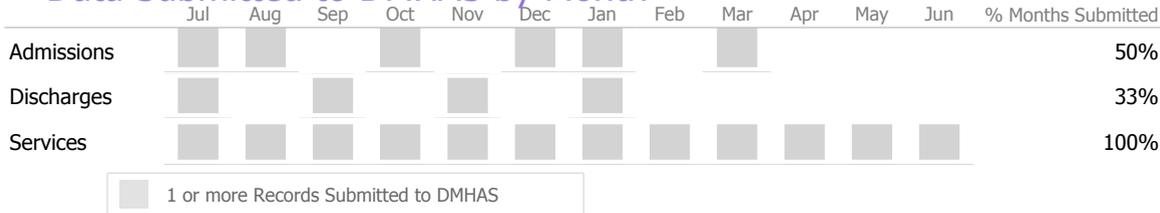
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 8 | 73% | 60% | 88% | 13% ▲ |
| ✓ Stable Living Situation | | 10 | 91% | 85% | 94% | 6% |
| ✓ Employed | | 3 | 27% | 25% | 12% | 2% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 7 | 100% | 90% | 98% | 10% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 51 Active Residential Support Programs