

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 89 | 42 | 112% | ▲ |
| | Admits | 27 | 9 | 200% | ▲ |
| | Discharges | 9 | 11 | -18% | ▼ |
| | Service Hours | 224 | 79 | 182% | ▲ |
| | Bed Days | 1,563 | 1,442 | 8% | |

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

Consumer Satisfaction Survey (Based on 54 FY15 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | | 100% | 80% | 93% |
| ✓ Access | | 100% | 80% | 88% |
| ✓ Participation in Treatment | | 98% | 80% | 92% |
| ✓ General Satisfaction | | 98% | 80% | 92% |
| ✓ Overall | | 96% | 80% | 91% |
| ✓ Respect | | 96% | 80% | 91% |
| ✓ Outcome | | 94% | 80% | 83% |
| ✓ Recovery | | 85% | 80% | 79% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|----------------------|----|-------|
| Mental Health | Case Management | 69 | 77.5% |
| | Residential Services | 20 | 22.5% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|----|-----|-----------|---------------------------------|----|-----|-----------|
| 18-25 | | | ▼ 13% | Male | 54 | 61% | 58% |
| 26-34 | 8 | 9% | ▼ 22% | Female | 35 | 39% | 42% |
| 35-44 | 11 | 12% | 19% | | | | |
| 45-54 | 40 | 45% | ▲ 24% | | | | |
| 55-64 | 26 | 29% | ▲ 17% | | | | |
| 65+ | 4 | 4% | 5% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 74 | 83% | 75% | White/Caucasian | 41 | 46% | ▼ 66% |
| Hisp-Puerto Rican | 13 | 15% | 12% | Black/African American | 38 | 43% | ▲ 16% |
| Hispanic-Other | 1 | 1% | 6% | Other | 9 | 10% | 13% |
| Unknown | 1 | 1% | 5% | Unknown | 1 | 1% | 3% |
| Hispanic-Cuban | | | 0% | Am. Indian/Native Alaskan | | | 0% |
| Hispanic-Mexican | | | 1% | Asian | | | 1% |
| | | | | Multiple Races | | | 1% |
| | | | | Hawaiian/Other Pacific Islander | | | 0% |

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

Program Activity

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

Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|-------------------------|--------------------------------|--------|----------|--------|-----------|----------------|
| | Stable Living Situation | <div style="width: 0%;"></div> | N/A | N/A | 85% | 82% | -85% |

Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|----------------------------|--------------------------------|--------|----------|--------|-----------|----------------|
| | Clients Receiving Services | <div style="width: 0%;"></div> | N/A | N/A | 90% | 86% | N/A |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|------------------------------------|-----------|
| Valid NOMS Data | <div style="width: 0%;"></div> N/A | 97% |

| On-Time Periodic | Actual | State Avg |
|------------------|------------------------------------|-----------|
| 6 Month Updates | <div style="width: 0%;"></div> N/A | 80% |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % 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 70 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 20 | 20 | 0% |
| Admits | 5 | 7 | -29% ▼ |
| Discharges | 2 | 6 | -67% ▼ |
| Bed Days | 1,563 | 1,442 | 8% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 100% | 100% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 83% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 2 | 100% | 85% | 64% | 15% ▲ |
| ● Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 33% | -90% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Self Help | | 11 | 55% | 60% | 70% | -5% |
| ● Abstinence/Reduced Drug Use | | 0 | 0% | 70% | 0% | -70% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 16 | 247 days | 0.8 | 106% | 90% | 98% | 16% ▲ |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 67% |
| Discharges | | | | 67% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 4 Active AIDS Residential Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 54 | | |
| Admits | 22 | - | |
| Discharges | 2 | - | |
| Service Hours | 135 | - | |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|---------------------------------------|
| ● Stable Living Situation | | 37 | 69% | 85% | 82% | -16% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 49 | 94% | 90% | 86% | 4% |

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 100% |
| Discharges | | | | 33% |
| Services | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 70 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 20 | 22 | -9% |
| Admits | - | 2 | -100% ▼ |
| Discharges | 5 | 5 | 0% |
| Service Hours | 89 | 79 | 12% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 15 | 75% | 85% | 82% | -10% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 15 | 100% | 90% | 86% | 10% |

Data Submission Quality

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

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 70 Active Supportive Housing – Scattered Site Programs