

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|-----------------|--------|----------|------------|---|
| | Unique Clients | 925 | 820 | 13% | ▲ |
| | Admits | 853 | 669 | 28% | ▲ |
| | Discharges | 827 | 580 | 43% | ▲ |
| | Service Hours | 22,582 | 18,383 | 23% | ▲ |
| | Bed Days | 27,486 | 27,781 | -1% | |
| | S.Rehab/PHP/IOP | 5,863 | 5,915 | -1% | |

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

Consumer Satisfaction Survey

(Based on 152 FY16 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Respect | | 95% | 80% | 91% |
| ✓ Quality and Appropriateness | | 94% | 80% | 93% |
| ✓ General Satisfaction | | 93% | 80% | 92% |
| ✓ Participation in Treatment | | 91% | 80% | 92% |
| ✓ Overall | | 89% | 80% | 91% |
| ✓ Access | | 85% | 80% | 88% |
| ✓ Outcome | | 82% | 80% | 83% |
| ● Recovery | | 76% | 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 | 352 | 24.3% |
| | Community Support | 343 | 23.6% |
| | Residential Services | 253 | 17.4% |
| | Social Rehabilitation | 192 | 13.2% |
| | Employment Services | 153 | 10.5% |
| | Recovery Support | 73 | 5.0% |
| | Education Support | 50 | 3.4% |
| | Housing Services | 35 | 2.4% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-----|-----|-----------|---------------------------------|-----|-----|-----------|
| 18-25 | 89 | 10% | 14% | Male | 497 | 54% | 60% |
| 26-34 | 143 | 15% | 24% | Female | 428 | 46% | 40% |
| 35-44 | 146 | 16% | 20% | Transgender | | | 0% |
| 45-54 | 264 | 29% | 22% | | | | |
| 55-64 | 246 | 27% | 16% | | | | |
| 65+ | 37 | 4% | 5% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 802 | 87% | 74% | White/Caucasian | 658 | 71% | 65% |
| Hisp-Puerto Rican | 59 | 6% | 13% | Black/African American | 134 | 14% | 16% |
| Unknown | 33 | 4% | 6% | Other | 74 | 8% | 13% |
| Hispanic-Other | 31 | 3% | 7% | Multiple Races | 23 | 2% | 1% |
| Hispanic-Cuban | | 0% | | Am. Indian/Native Alaskan | 19 | 2% | 1% |
| Hispanic-Mexican | | 1% | | Unknown | 11 | 1% | 3% |
| | | | | Asian | 4 | 0% | 1% |
| | | | | Hawaiian/Other Pacific Islander | 2 | 0% | 0% |

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

ABI Case Management

Reliance Health, Inc.

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1 | 11 | -91% ▼ |
| Admits | - | 2 | -100% ▼ |
| Discharges | 1 | 10 | -90% ▼ |
| Service Hours | - | 169 | -100% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data | 100% | 96% |
| On-Time Periodic 6 Month Updates | N/A | 73% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 1 | 100% | 50% | 58% | 50% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed | | 1 | 100% | 20% | 10% | 80% ▲ |
| ✓ Social Support | | 1 | 100% | 60% | 68% | 40% ▲ |
| ✓ Stable Living Situation | | 1 | 100% | 80% | 85% | 20% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | N/A | N/A | 90% | 74% | N/A ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 9 | 10 | -10% |
| Admits | 3 | 4 | -25% ▼ |
| Discharges | 2 | 4 | -50% ▼ |
| Bed Days | 2,367 | 2,337 | 1% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 60% | 68% | -60% ▼ |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 78% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 8 | 89% | 60% | 86% | 29% ▲ |
| Stable Living Situation | | 9 | 100% | 95% | 97% | 5% |
| Improved/Maintained Axis V GAF Score | | 8 | 100% | 95% | 69% | 5% |
| Employed | | 0 | 0% | 25% | 7% | -25% ▼ |

Data Submission Quality

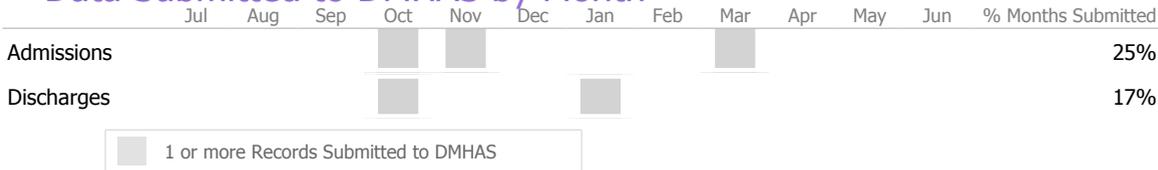
| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | | 84% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | | 86% |
| SA Screen Complete | | 85% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | | 100% |
| Valid Axis V GAF Score | | 96% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 7 | 621 days | 0.2 | 93% | 90% | 94% | 3% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 70 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 11 | 11 | 0% |
| Admits | 2 | 1 | 100% ▲ |
| Discharges | 2 | 2 | 0% |
| Bed Days | 3,523 | 3,515 | 0% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 96% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 84% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 86% |
| SA Screen Complete | 100% | 85% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 100% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 50% | 60% | 68% | -10% ▼ |
| Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 78% | -90% ▼ |

Recovery

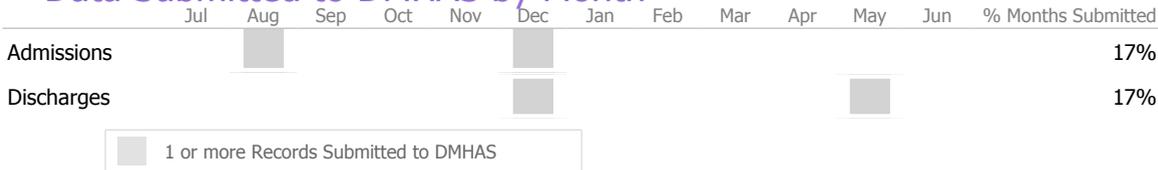
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 9 | 82% | 60% | 86% | 22% ▲ |
| Stable Living Situation | | 11 | 100% | 95% | 97% | 5% |
| Improved/Maintained Axis V GAF Score | | 9 | 82% | 95% | 69% | -13% ▼ |
| Employed | | 0 | 0% | 25% | 7% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 5 | 2,270 days | 0.1 | 193% | 90% | 94% | 103% ▲ |

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 70 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 153 | 125 | 22% ▲ |
| Admits | 87 | 67 | 30% ▲ |
| Discharges | 78 | 58 | 34% ▲ |
| Service Hours | 2,583 | 1,408 | 83% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed | | 71 | 46% | 35% | 43% | 11% ▲ |

Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 77 | 100% | 90% | 97% | 10% |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 92% |

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 40 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 23 | 20 | 15% ▲ |
| Admits | 4 | 1 | 300% ▲ |
| Discharges | 5 | 1 | 400% ▲ |
| Bed Days | 6,709 | 7,220 | -7% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 84% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 86% |
| SA Screen Complete | 100% | 85% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 100% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 4 | 80% | 60% | 68% | 20% ▲ |
| ● Follow-up within 30 Days of Discharge | | 3 | 75% | 90% | 78% | -15% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 23 | 100% | 95% | 97% | 5% |
| ✓ Social Support | | 14 | 61% | 60% | 86% | 1% |
| ● Improved/Maintained Axis V GAF Score | | 18 | 86% | 95% | 69% | -9% |
| ● Employed | | 1 | 4% | 25% | 7% | -21% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 20 | 2,521 days | 0.3 | 92% | 90% | 94% | 2% |

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 70 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 343 | 168 | 104% ▲ |
| Admits | 234 | 55 | 325% ▲ |
| Discharges | 113 | 52 | 117% ▲ |
| Service Hours | 8,976 | 3,985 | 125% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 98% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 98% | 93% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 94% | 88% |
| SA Screen Complete | 94% | 87% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 98% |
| Valid Axis V GAF Score | 100% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 80 | 71% | 65% | 69% | 6% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 308 | 88% | 60% | 81% | 28% ▲ |
| Stable Living Situation | | 326 | 93% | 80% | 92% | 13% ▲ |
| Employed | | 52 | 15% | 20% | 13% | -5% |
| Improved/Maintained Axis V GAF Score | | 262 | 89% | 95% | 69% | -6% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 241 | 100% | 90% | 99% | 10% |

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 48 Active CSP Programs

Critical Time Intervention

Reliance Health, Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 57 | 13 | 338% ▲ |
| Admits | 44 | 13 | 238% ▲ |
| Discharges | 2 | - | |

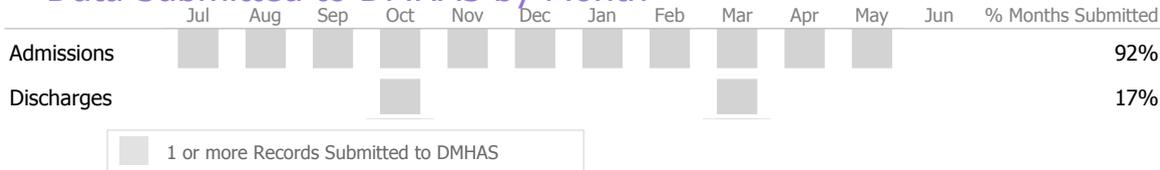
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 21 | 37% | 85% | 85% | -48% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | | 98% |
| On-Time Periodic | | |
| 6 Month Updates | | 87% |

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 | 10 | 10 | 0% |
| Admits | 3 | 4 | -25% ▼ |
| Discharges | 4 | 3 | 33% ▲ |
| Bed Days | 2,354 | 2,361 | 0% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 99% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 20% | 84% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 75% | 86% |
| SA Screen Complete | 75% | 85% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 100% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 2 | 50% | 60% | 68% | -10% ▼ |
| Follow-up within 30 Days of Discharge | | 1 | 50% | 90% | 78% | -40% ▼ |

Recovery

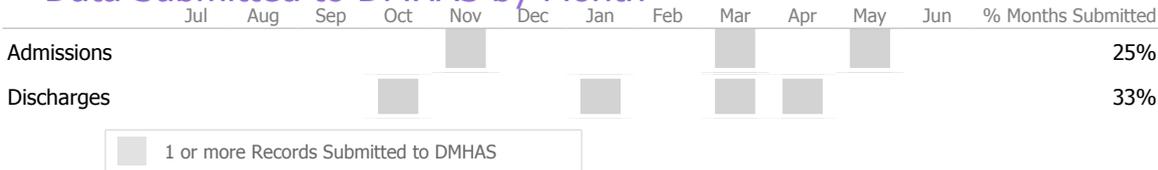
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 8 | 80% | 60% | 86% | 20% ▲ |
| Stable Living Situation | | 10 | 100% | 95% | 97% | 5% |
| Employed | | 0 | 0% | 25% | 7% | -25% ▼ |
| Improved/Maintained Axis V GAF Score | | 7 | 78% | 95% | 69% | -17% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 6 | 943 days | 0.2 | 107% | 90% | 94% | 17% ▲ |

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 70 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 11 | 10 | 10% |
| Admits | 1 | 5 | -80% ▼ |
| Discharges | 1 | - | |
| Service Hours | 539 | 349 | 55% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 10 | 91% | 85% | 85% | 6% |

Service Utilization

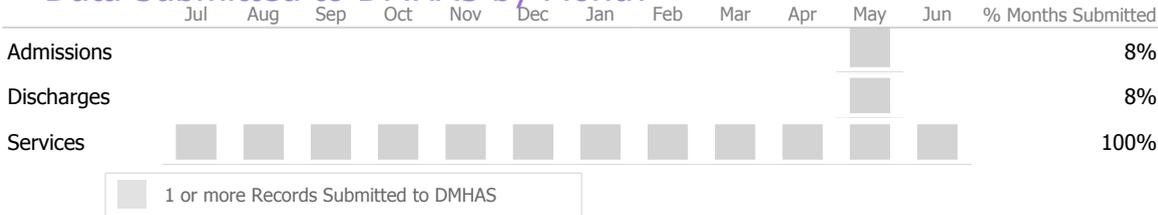
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 10 | 100% | 90% | 97% | 10% |

Data Submission Quality

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

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

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 | 35 | 49 | -29% ▼ |
| Admits | 12 | 21 | -43% ▼ |
| Discharges | 18 | 24 | -25% ▼ |
| Service Hours | 1 | 15 | -91% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Housing Coordination Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 2 | 2 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 837 | 514 | 63% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 100% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 87% | N/A |

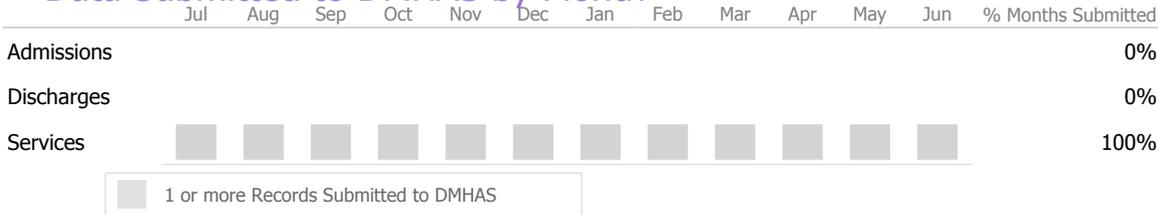
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 2 | 100% | 85% | 94% | 15% ▲ |
| Social Support | | 1 | 50% | 60% | 88% | -10% |
| Employed | | 0 | 0% | 25% | 11% | -25% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 2 | 100% | 90% | 99% | 10% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14 | 12 | 17% ▲ |
| Admits | 11 | 10 | 10% |
| Discharges | 11 | 9 | 22% ▲ |
| Service Hours | 1,725 | 1,150 | 50% ▲ |
| Bed Days | 1,233 | 873 | 41% ▲ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 7 | 64% | 60% | 68% | 4% |
| ● Follow-up within 30 Days of Discharge | | 6 | 86% | 90% | 78% | -4% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 11 | 79% | 60% | 86% | 19% ▲ |
| ● Employed | | 1 | 7% | 25% | 7% | -18% ▼ |
| ● Stable Living Situation | | 10 | 71% | 95% | 97% | -24% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 7 | 58% | 95% | 69% | -37% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data | 100% | 99% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 100% | 84% |
| Cooccurring | Actual | State Avg |
| ✓ MH Screen Complete | 100% | 86% |
| ✓ SA Screen Complete | 100% | 85% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | 100% | 100% |
| ✓ Valid Axis V GAF Score | 100% | 96% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 6 | 163 days | 0.2 | 56% | 90% | 94% | -34% ▼ |

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 70 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10 | 11 | -9% |
| Admits | 6 | 7 | -14% ▼ |
| Discharges | 7 | 7 | 0% |
| Bed Days | 1,634 | 1,750 | -7% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 5 | 71% | 60% | 68% | 11% ▲ |
| ● Follow-up within 30 Days of Discharge | | 4 | 80% | 90% | 78% | -10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 7 | 70% | 60% | 86% | 10% |
| ✓ Stable Living Situation | | 10 | 100% | 95% | 97% | 5% |
| ● Employed | | 1 | 10% | 25% | 7% | -15% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 7 | 88% | 95% | 69% | -7% |

Data Submission Quality

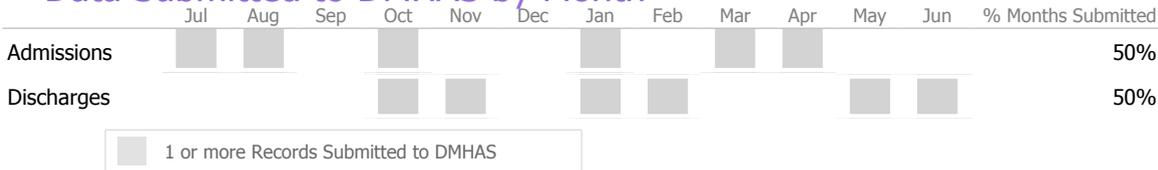
| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data | | 99% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | | 84% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | | 86% |
| SA Screen Complete | | 85% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | | 100% |
| ✓ Valid Axis V GAF Score | | 96% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 6 | 327 days | 0.3 | 75% | 90% | 94% | -15% ▼ |

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 70 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7 | 8 | -13% ▼ |
| Admits | 2 | 3 | -33% ▼ |
| Discharges | 2 | 3 | -33% ▼ |
| Bed Days | 1,677 | 1,680 | 0% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 1 | 50% | 60% | 68% | -10% ▼ |
| ✓ Follow-up within 30 Days of Discharge | | 1 | 100% | 90% | 78% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 7 | 100% | 60% | 86% | 40% ▲ |
| ✓ Stable Living Situation | | 7 | 100% | 95% | 97% | 5% |
| ● Improved/Maintained Axis V GAF Score | | 5 | 83% | 95% | 69% | -12% ▼ |
| ● Employed | | 0 | 0% | 25% | 7% | -25% ▼ |

Data Submission Quality

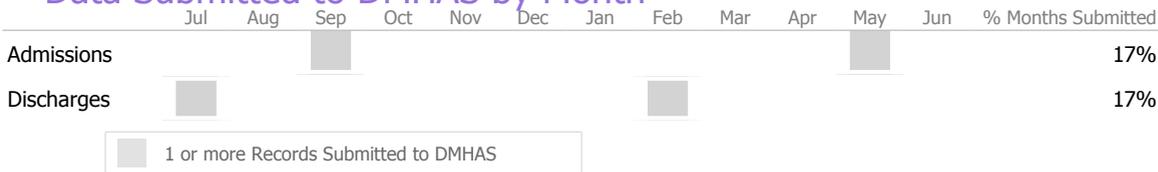
| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data | | 89% 99% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | | 100% 84% |
| Cooccurring | Actual | State Avg |
| ✓ MH Screen Complete | | 100% 86% |
| ✓ SA Screen Complete | | 100% 85% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | | 100% 100% |
| ✓ Valid Axis V GAF Score | | 100% 96% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 5 | 892 days | 0.2 | 92% | 90% | 94% | 2% |

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 70 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 25 | 23 | 9% |
| Admits | 5 | 5 | 0% |
| Discharges | 5 | 3 | 67% ▲ |
| Service Hours | 633 | 565 | 12% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 23 | 92% | 85% | 91% | 7% |

Service Utilization

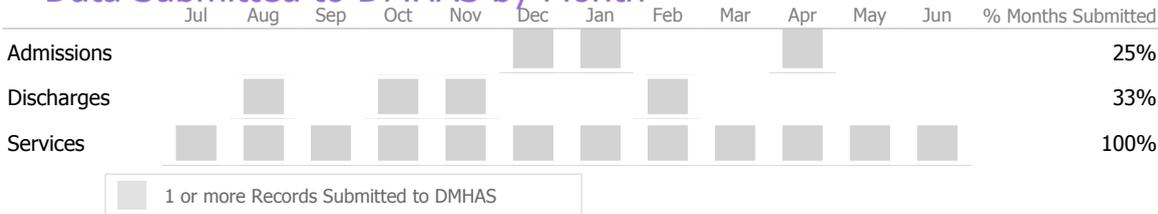
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 20 | 100% | 90% | 91% | 10% |

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 82% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 38 | 38 | 0% |
| Admits | 5 | 8 | -38% ▼ |
| Discharges | 7 | 5 | 40% ▲ |
| Service Hours | 1,643 | 1,666 | -1% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ● Stable Living Situation | | 32 | 84% | 85% | 85% | -1% |

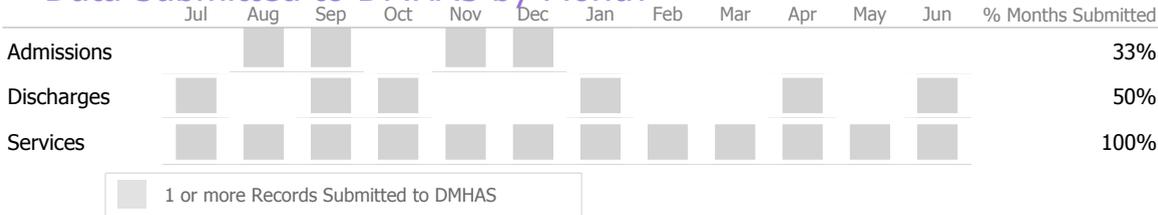
Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 31 | 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 | | 87% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

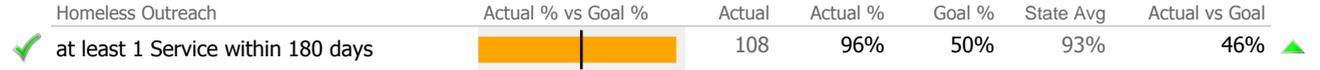
█ Actual | Goal ✓ Goal Met ● Below Goal

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

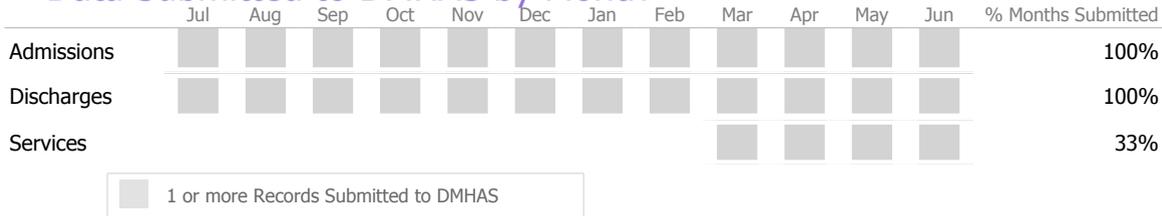
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 130 | 35 | 271% ▲ |
| Admits | 120 | 31 | 287% ▲ |
| Discharges | 99 | 17 | 482% ▲ |
| Service Hours | 982 | 168 | |

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

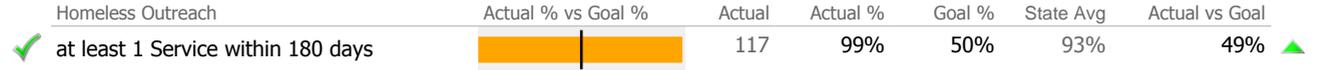
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

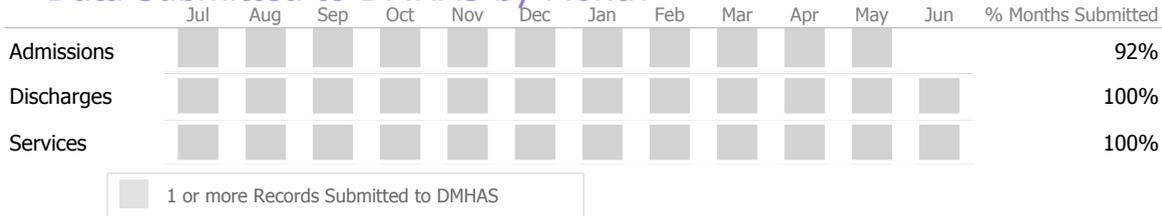
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 165 | 149 | 11% ▲ |
| Admits | 127 | 171 | -26% ▼ |
| Discharges | 164 | 122 | 34% ▲ |
| Service Hours | 762 | 606 | 26% ▲ |

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 52 | 40 | 30% ▲ |
| Admits | 26 | 16 | 63% ▲ |
| Discharges | 20 | 15 | 33% ▲ |
| Service Hours | 18 | - | |
| Social Rehab/PHP/IOP Days | 1,827 | 1,823 | 0% |

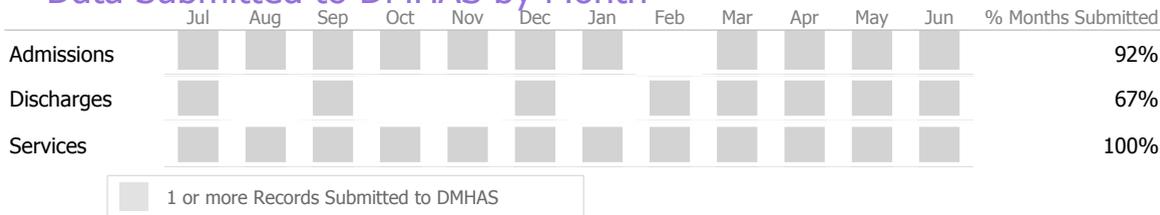
Service Utilization



Clients Receiving Services

| Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------|--------|----------|--------|-----------|----------------|
| | 33 | 100% | 90% | 78% | 10% |

Data Submitted to DMHAS by Month



* State Avg based on 35 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 4 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 171 | 191 | -11% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 4 | 100% | 85% | 91% | 15% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 4 | 100% | 90% | 91% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| Valid NOMS Data | 96% | 98% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 100% | 82% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 18 | 17 | 6% |
| Admits | 2 | 2 | 0% |
| Discharges | - | 1 | -100% ▼ |
| Service Hours | 1,438 | 866 | 66% ▲ |

Recovery

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

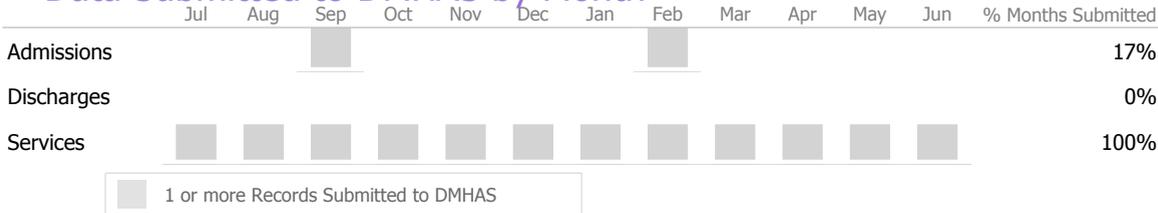
Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 18 | 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 | | 87% |

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 | 0 | | |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | - | - | |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 11% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | N/A | N/A | 20% | 4% | -20% ▼ |
| Self Help | | N/A | N/A | 60% | 96% | -60% ▼ |
| Social Support | | N/A | N/A | 60% | 40% | -60% ▼ |
| Stable Living Situation | | N/A | N/A | 80% | 65% | -80% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | N/A | N/A | 90% | 98% | N/A ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 91% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 82% |

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 4 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 21 | 14 | 50% ▲ |
| Admits | 18 | 11 | 64% ▲ |
| Discharges | 18 | 11 | 64% ▲ |
| Service Hours | 181 | 127 | 42% ▲ |
| Bed Days | 1,338 | 1,364 | -2% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 13 | 72% | 50% | 87% | 22% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 13 | 62% | 60% | 88% | 2% |
| ● Stable Living Situation | | 16 | 76% | 85% | 94% | -9% |
| ● Employed | | 1 | 5% | 25% | 11% | -20% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 3 | 100% | 90% | 99% | 10% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 4 | 98 days | 0.1 | 92% | 90% | 107% | 2% |

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submission Quality

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

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 98% |

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 | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 92% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 85 | 137 | -38% ▼ |
| Admits | 8 | 66 | -88% ▼ |
| Discharges | 85 | 63 | 35% ▲ |
| Service Hours | 856 | 4,065 | -79% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------------------|--------|-----------|
| Valid NOMS Data | 97% | 99% |
| On-Time Periodic 6 Month Updates | N/A | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 79 | 93% | 50% | 87% | 43% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 70 | 82% | 60% | 88% | 22% ▲ |
| ✓ Stable Living Situation | | 78 | 92% | 85% | 94% | 7% |
| ● Employed | | 10 | 12% | 25% | 11% | -13% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | N/A | N/A | 90% | 99% | N/A ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 50 | 44 | 14% ▲ |
| Admits | 23 | 17 | 35% ▲ |
| Discharges | 22 | 17 | 29% ▲ |
| Service Hours | 752 | 603 | 25% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Enrolled in Educational Program | | 27 | 52% | 35% | 67% | 17% ▲ |

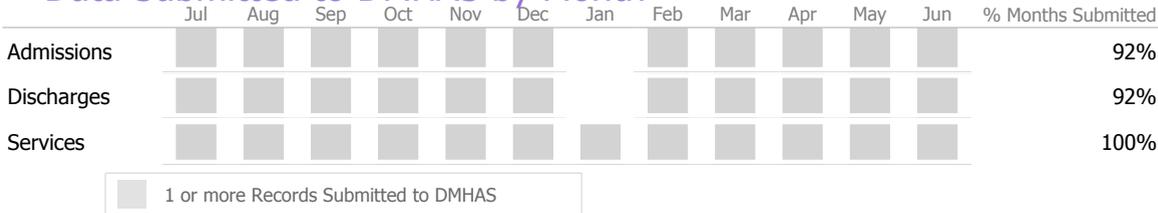
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 30 | 100% | 90% | 99% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| Valid NOMS Data | 97% | 99% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 100% | 99% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

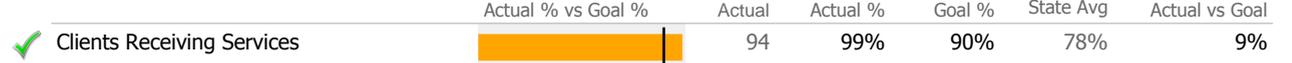
Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 5 Active Education Support Programs

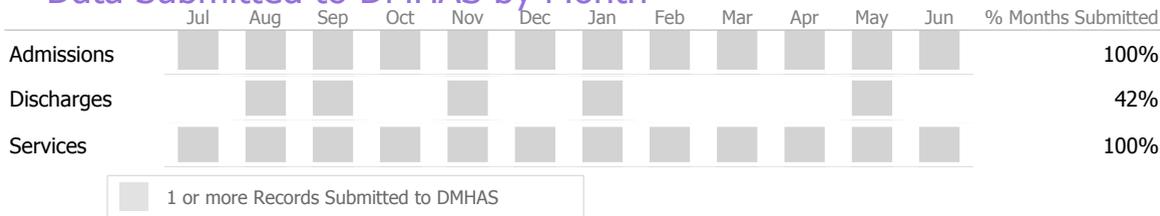
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 157 | 174 | -10% |
| Admits | 63 | 88 | -28% ▼ |
| Discharges | 74 | 78 | -5% |
| Service Hours | 142 | 13 | |
| Social Rehab/PHP/IOP Days | 4,036 | 4,092 | -1% |

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 35 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 29 | 26 | 12% ▲ |
| Admits | 15 | 12 | 25% ▲ |
| Discharges | 17 | 12 | 42% ▲ |
| Bed Days | 4,858 | 4,930 | -1% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 99% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 84% |
| Cooccurring | Actual | State Avg |
| MH Screen Complete | 100% | 86% |
| SA Screen Complete | 100% | 85% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 97% | 100% |
| Valid Axis V GAF Score | 97% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 9 | 53% | 60% | 68% | -7% |
| Follow-up within 30 Days of Discharge | | 4 | 44% | 90% | 78% | -46% |

Recovery

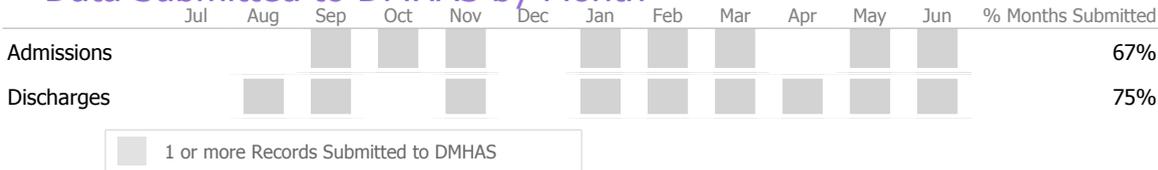
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 24 | 83% | 60% | 86% | 23% |
| Employed | | 7 | 24% | 25% | 7% | -1% |
| Stable Living Situation | | 25 | 86% | 95% | 97% | -9% |
| Improved/Maintained Axis V GAF Score | | 16 | 70% | 95% | 69% | -25% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 14 | 413 days | 0.2 | 95% | 90% | 94% | 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 70 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 31 | 42 | -26% ▼ |
| Admits | 4 | 12 | -67% ▼ |
| Discharges | 31 | 18 | 72% ▲ |
| Service Hours | 344 | 1,922 | -82% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data | 98% | 99% |
| On-Time Periodic 6 Month Updates | N/A | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 31 | 100% | 50% | 87% | 50% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 26 | 84% | 60% | 88% | 24% ▲ |
| ● Stable Living Situation | | 26 | 84% | 85% | 94% | -1% |
| ● Employed | | 4 | 13% | 25% | 11% | -12% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | N/A | N/A | 90% | 99% | N/A ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Transportation 409-729

Reliance Health, Inc.

Mental Health - Recovery Support - Transportation

Connecticut Dept of Mental Health and Addiction Services

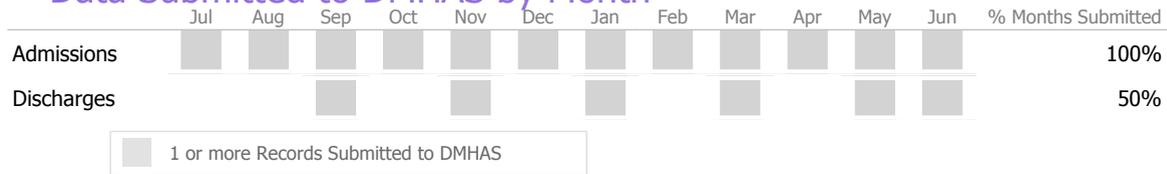
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 73 | 92 | -21% ▼ |
| Admits | 23 | 34 | -32% ▼ |
| Discharges | 34 | 42 | -19% ▼ |

Data Submitted to DMHAS by Month



* State Avg based on 2 Active Transportation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10 | 8 | 25% ▲ |
| Admits | 5 | 3 | 67% ▲ |
| Discharges | 5 | 3 | 67% ▲ |
| Bed Days | 1,793 | 1,751 | 2% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 3 | 60% | 60% | 68% | 0% |
| ✓ Follow-up within 30 Days of Discharge | | 3 | 100% | 90% | 78% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 9 | 90% | 60% | 86% | 30% ▲ |
| ● Stable Living Situation | | 9 | 90% | 95% | 97% | -5% |
| ● Employed | | 0 | 0% | 25% | 7% | -25% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 5 | 71% | 95% | 69% | -24% ▼ |

Data Submission Quality

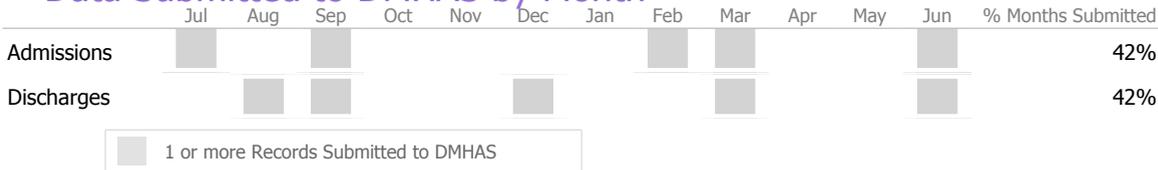
| Data Entry | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data | | 99% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | | 84% |
| Cooccurring | Actual | State Avg |
| ✓ MH Screen Complete | | 86% |
| ✓ SA Screen Complete | | 85% |
| Diagnosis | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | | 100% |
| ✓ Valid Axis V GAF Score | | 96% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 5 | 450 days | 0.2 | 98% | 90% | 94% | 8% |

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 70 Active Supervised Apartments Programs