

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,255	1,408	-11% ▼
	Admits	187	171	9%
	Discharges	248	221	12% ▲
	Service Hours	7,188	6,482	11% ▲
	Bed Days	3,769	3,842	-2%
	S.Rehab/PHP/IOP	3,546	3,867	-8%

Consumer Satisfaction Survey (Based on 418 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		91%	80%	92%
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Access		87%	80%	88%
✓ Respect		87%	80%	91%
● Recovery		79%	80%	79%
● Outcome		79%	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	1,136	68.0%
	Community Support	183	11.0%
	Social Rehabilitation	179	10.7%
	Residential Services	69	4.1%
	Employment Services	62	3.7%
	Case Management	42	2.5%

Client Demographics

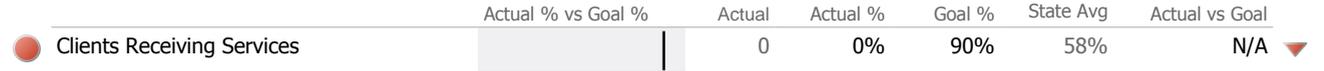
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	87	7%	12%	Female	648	52%	42%
26-34	188	15%	22%	Male	606	48%	58%
35-44	192	15%	19%	Transgender			0%
45-54	361	29%	23%				
55-64	330	26%	18%				
65+	97	8%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,018	81%	75%	White/Caucasian	859	68%	65%
Hispanic-Other	116	9%	7%	Black/African American	219	17%	16%
Unknown	83	7%	6%	Other	55	4%	13%
Hisp-Puerto Rican	37	3%	12%	Unknown	44	4%	3%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	39	3%	1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander	27	2%	0%
				Asian	12	1%	1%
				Multiple Races			1%

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

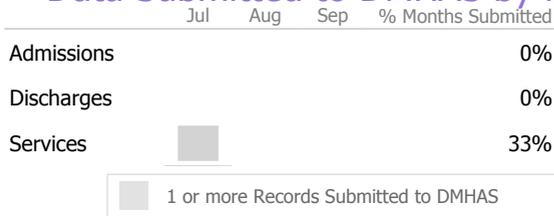
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	12	50% ▲
Admits	-	2	-100% ▼
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	4	6	-33% ▼
Discharges	6	8	-25% ▼
Bed Days	1,120	1,096	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
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		3	50%	60%	73%	-10% ▼
✓ Follow-up within 30 Days of Discharge		3	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	85%	40% ▲
● Stable Living Situation		13	76%	95%	97%	-19% ▼
● Employed		1	6%	25%	7%	-19% ▼
● Improved/Maintained Axis V GAF Score		8	73%	95%	66%	-22% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	214 days	0.8	87%	90%	91%	-3%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 74 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31		
Admits	11	-	
Discharges	-	-	
Service Hours	26	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	83%
SA Screen Complete	94%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	97%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		29	94%	60%	64%	34% ▲
● Stable Living Situation		27	87%	95%	80%	-8%
● Employed		3	10%	30%	19%	-20% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	45%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		24	77%	90%	69%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	18%	75%	64%	-57% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

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

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 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	183	172	6%
Admits	14	19	-26% ▼
Discharges	18	13	38% ▲
Service Hours	1,356	1,094	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	86%
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		14	78%	65%	74%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		172	93%	60%	79%	33% ▲
✓ Stable Living Situation		173	94%	80%	92%	14% ▲
● Employed		30	16%	20%	12%	-4%
● Improved/Maintained Axis V GAF Score		95	67%	95%	58%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		160	96%	90%	94%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 47 Active CSP Programs

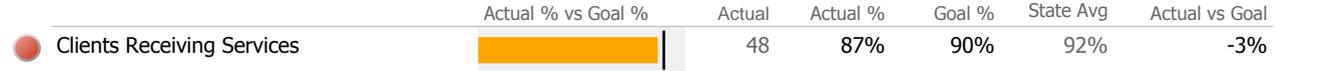
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	59	5%
Admits	29	15	93% ▲
Discharges	7	16	-56% ▼
Service Hours	260	384	-32% ▼

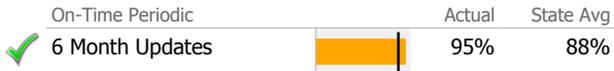
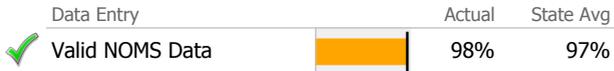
Recovery



Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	0	1	▼
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 6 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	12	11	9%
Discharges	14	12	17% ▲
Service Hours	285	203	41% ▲
Bed Days	444	527	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	N/A	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	86%	95%	76%	-9%
No Re-admit within 30 Days of Discharge		13	93%	85%	84%	8%
Follow-up within 30 Days of Discharge		9	75%	90%	79%	-15%

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		4	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	46 days	0.3	97%	90%	80%	7%



* State Avg based on 9 Active Transitional Programs

Data Submitted to DMHAS by Month

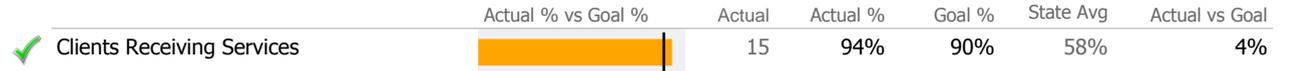
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

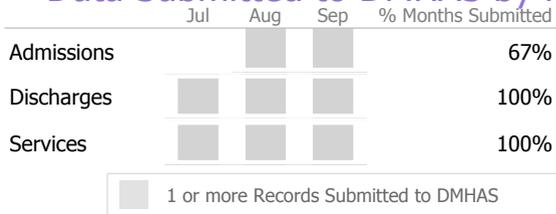
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	28	-18% ▼
Admits	5	6	-17% ▼
Discharges	7	10	-30% ▼
Service Hours	140	32	
Social Rehab/PHP/IOP Days	74	170	-56% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	151	198	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	79%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,113	1,314	-15% ▼
Admits	87	95	-8%
Discharges	179	124	44% ▲
Service Hours	2,216	1,776	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		81	45%	50%	42%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,022	91%	60%	64%	31% ▲
Improved/Maintained Axis V GAF Score		818	82%	75%	45%	7%
Stable Living Situation		958	86%	95%	80%	-9%
Employed		204	18%	30%	19%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		879	91%	90%	69%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		50	57%	75%	64%	-18% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	15	27% ▲
Admits	2	1	100% ▲
Discharges	1	-	
Service Hours	276	227	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	89%	85%	79%	4%

Service Utilization

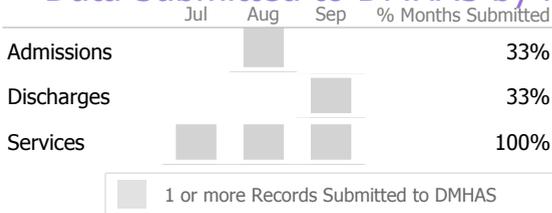
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	166	167	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	83%	6%

Service Utilization

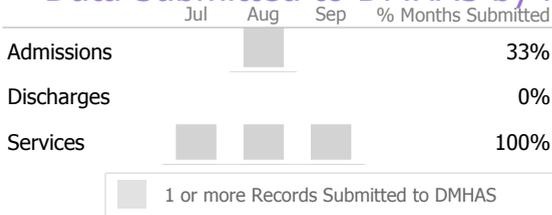
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	87%	1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		69%

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	73%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	85%	40% ▲
✓ Stable Living Situation		4	100%	95%	97%	5%
● Employed		0	0%	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		1	25%	95%	66%	-70% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		90%
✓ SA Screen Complete		89%
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		4	734 days	1.0	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

▲ > 10% Over ▼ < 10% Under

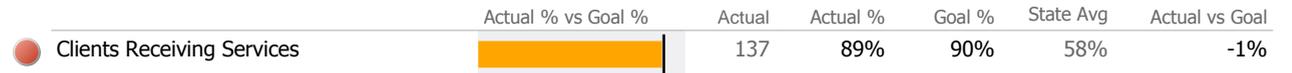
■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 74 Active Supervised Apartments Programs

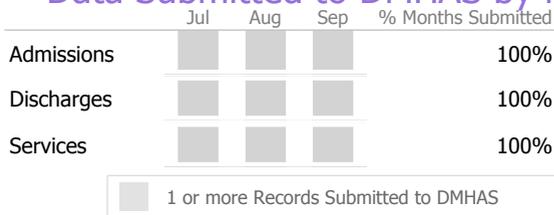
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	187	-13% ▼
Admits	13	15	-13% ▼
Discharges	11	32	-66% ▼
Service Hours	2,048	1,801	14% ▲
Social Rehab/PHP/IOP Days	3,472	3,697	-6%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	22	9%
Admits	6	1	500% ▲
Discharges	1	4	-75% ▼
Bed Days	1,837	1,851	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
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	100%	60%	73%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	81%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	92%	60%	85%	32% ▲
✓ Stable Living Situation		24	100%	95%	97%	5%
● Employed		2	8%	25%	7%	-17% ▼
● Improved/Maintained Axis V GAF Score		8	73%	95%	66%	-22% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	362 days	0.9	95%	90%	91%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 74 Active Supervised Apartments Programs

YAS Initiative

Sound Community Services Inc.

Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	8	50% ▲
Admits	3	-	
Discharges	4	-	
Service Hours	263	600	-56% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	92%	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		6	50%	25%	14%	25% ▲
✓ Stable Living Situation		12	100%	85%	93%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■		33%
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 Residential Support Programs