

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	851	844	1%
	Admits	494	715	-31% ▼
	Discharges	516	652	-21% ▼
	Service Hours	17,639	16,228	9%
	Bed Days	20,621	20,772	-1%
	S.Rehab/PHP/IOP	4,578	4,374	5%

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

Consumer Satisfaction Survey

(Based on 141 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		89%	80%	91%
✓ Access		88%	80%	88%
✓ Outcome		80%	80%	83%
● Recovery		73%	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			
	Community Support	325	26.0%
	Case Management	300	24.0%
	Social Rehabilitation	168	13.4%
	Employment Services	152	12.1%
	Residential Services	120	9.6%
	Housing Services	80	6.4%
	Recovery Support	60	4.8%
	Education Support	40	3.2%
Forensic MH			
	Case Management	7	0.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	66	8%	13%	Male	466	55%	60%
26-34	133	16%	24%	Female	385	45%	40%
35-44	138	16%	20%	Transgender			0%
45-54	226	27%	21%	Race			
55-64	256	30% ▲	17%	White/Caucasian	622	73%	64%
65+	32	4%	5%	Black/African American	112	13%	16%
Ethnicity				Other	65	8%	13%
Non-Hispanic	714	84% ▲	73%	Multiple Races	22	3%	1%
Hisp-Puerto Rican	58	7%	12%	Am. Indian/Native Alaskan	14	2%	1%
Unknown	47	6%	7%	Unknown	9	1%	4%
Hispanic-Other	30	4%	7%	Hawaiian/Other Pacific Islander	5	1%	0%
Hispanic-Cuban	1	0%	0%	Asian	2	0%	1%
Hispanic-Mexican	1	0%	1%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	3	-67% ▼
Discharges	2	2	0%
Bed Days	1,836	1,730	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
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%	69%	-10% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	85%	28% ▲
✓ Stable Living Situation		8	100%	95%	96%	5%
✓ Improved/Maintained Axis V GAF Score		7	100%	95%	65%	5%
● Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	794 days	0.3	96%	90%	93%	6%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								■		11%
Discharges							■	■		22%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	3	2	50% ▲
Discharges	2	1	100% ▲
Bed Days	2,590	2,673	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	83%	86%
SA Screen Complete	83%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	81%	-40% ▼

Recovery

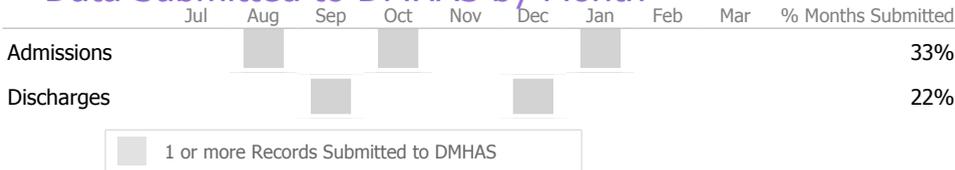
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	100%	60%	85%	40% ▲
✓ Stable Living Situation		12	100%	95%	96%	5%
● Employed		0	0%	25%	9%	-25% ▼
● Improved/Maintained Axis V GAF Score		7	70%	95%	65%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,689 days	0.2	189%	90%	93%	99% ▲

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 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	132	15% ▲
Admits	79	66	20% ▲
Discharges	63	55	15% ▲
Service Hours	1,738	1,760	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		56	36%	35%	43%	1%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		93	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	4	3	33% ▲
Discharges	2	5	-60% ▼
Bed Days	5,171	5,096	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	75%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	81%	-40% ▼

Recovery

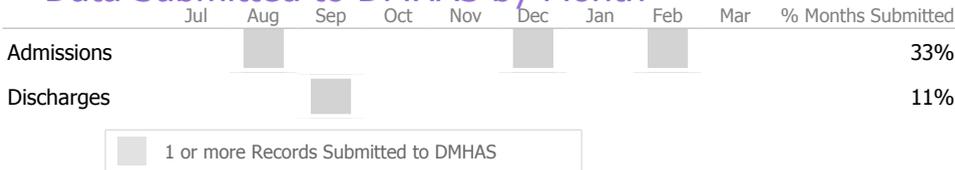
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	68%	60%	85%	8%
✓ Stable Living Situation		22	100%	95%	96%	5%
● Improved/Maintained Axis V GAF Score		17	85%	95%	65%	-10%
● Employed		1	5%	25%	9%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	2,504 days	0.3	94%	90%	93%	4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	325	308	6%
Admits	95	197	-52% ▼
Discharges	92	84	10%
Service Hours	8,505	6,129	39% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	89%
SA Screen Complete	99%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		76	83%	65%	68%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		288	88%	60%	82%	28% ▲
Stable Living Situation		303	92%	80%	92%	12% ▲
Improved/Maintained Axis V GAF Score		247	88%	65%	64%	23% ▲
Employed		53	16%	20%	13%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		242	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

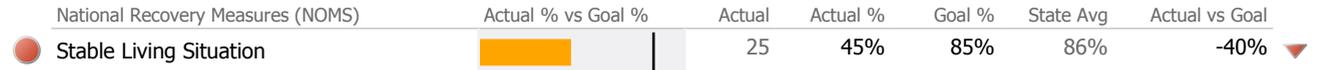
Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	54	2%
Admits	-	41	-100% ▼
Discharges	55	2	2650% ▲

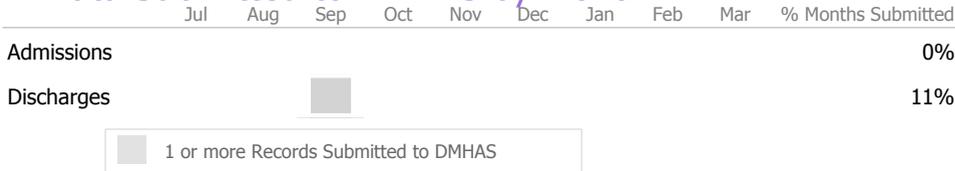
Recovery



Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	4	2	100%	▲
Discharges	4	3	33%	▲
Bed Days	1,639	1,814	-10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	75%	63%	-25% ▼
No Re-admit within 30 Days of Discharge		1	33%	85%	66%	-52% ▼
Follow-up within 30 Days of Discharge		1	50%	90%	72%	-40% ▼

Recovery

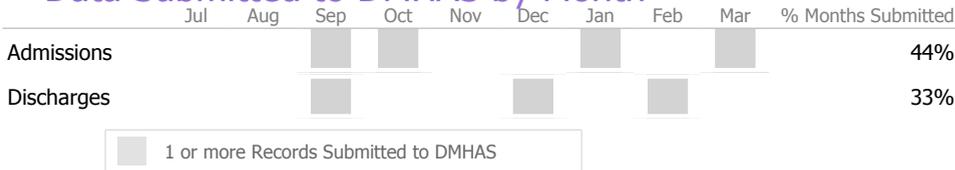
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		6	86%	75%	53%	11% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	860 days	0.3	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	1	-	
Service Hours	475	339	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	86%	5%

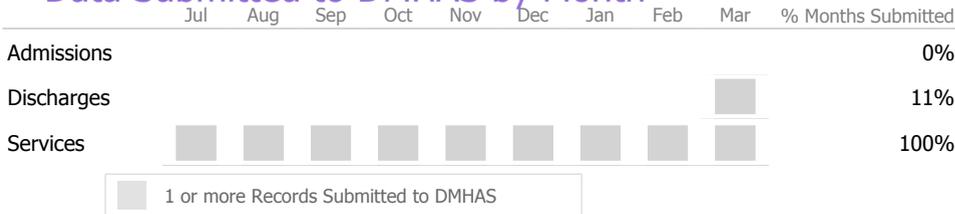
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

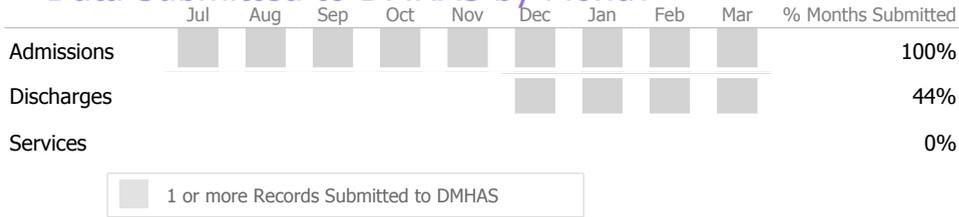
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	49	63% ▲
Admits	34	26	31% ▲
Discharges	36	18	100% ▲
Service Hours	-	1	-100% ▼

Data Submitted to DMHAS by Month



* State Avg based on 6 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	1	-	
Service Hours	241	675	-64% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	66%	50% ▲

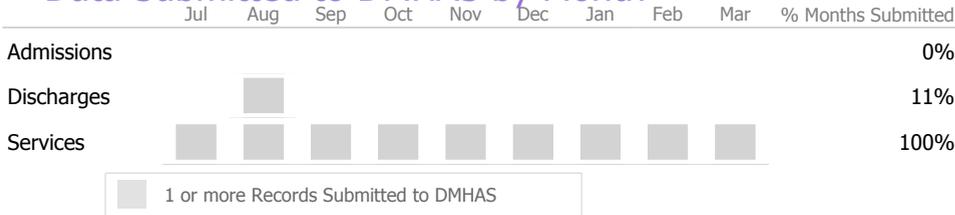
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		2	100%	85%	97%	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		1	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	13	13	0%
Admits	10	10	0%
Discharges	9	8	13% ▲
Service Hours	1,502	1,132	33% ▲
Bed Days	888	903	-2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	60%	69%	29% ▲
● Follow-up within 30 Days of Discharge		7	88%	90%	81%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	77%	60%	85%	17% ▲
● Stable Living Situation		12	92%	95%	96%	-3%
● Employed		1	8%	25%	9%	-17% ▼
● Improved/Maintained Axis V GAF Score		7	70%	95%	65%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	86%
✓ SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ 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	212 days	0.3	54%	90%	93%	-36% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■	■	■		■		■	67%
Discharges		■		■	■			■		44%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	5	5	0%
Discharges	4	5	-20% ▼
Bed Days	1,147	1,241	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
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%	69%	-10% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	81%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	88%	60%	85%	28% ▲
Stable Living Situation		8	100%	95%	96%	5%
Employed		1	12%	25%	9%	-13% ▼
Improved/Maintained Axis V GAF Score		5	71%	95%	65%	-24% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	410 days	0.4	70%	90%	93%	-20% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■					44%
Discharges		■	■	■	■					44%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	1,370	1,254	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	86%
SA Screen Complete	75%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	69%	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		5	100%	60%	85%	40% ▲
✓ Improved/Maintained Axis V GAF Score		5	100%	95%	65%	5%
✓ Stable Living Situation		5	100%	95%	96%	5%
● Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,049 days	0.3	100%	90%	93%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	3	2	50% ▲
Discharges	3	5	-40% ▼
Service Hours	589	381	54% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	87%	85%	91%	2%

Service Utilization

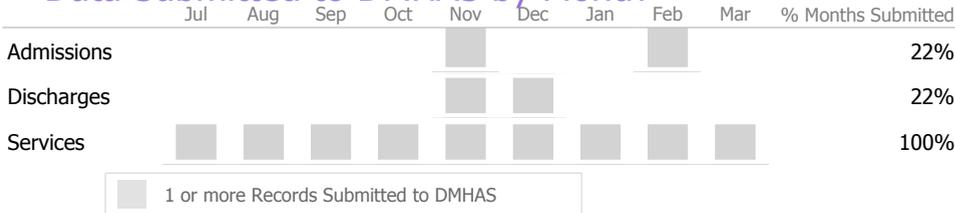
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		78%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	38	-3%
Admits	6	5	20% ▲
Discharges	4	5	-20% ▼
Service Hours	1,169	1,226	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		27	73%	85%	86%	-12% ▼

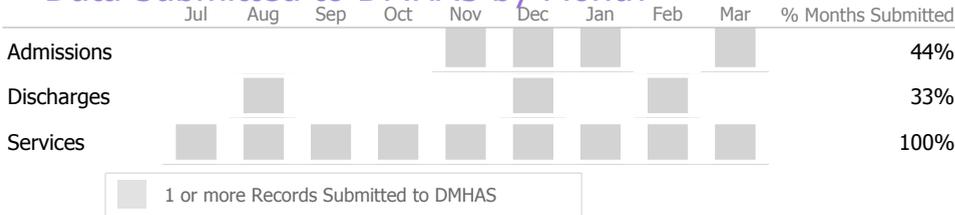
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Outreach to Homeless 409-294

Reliance Health, Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

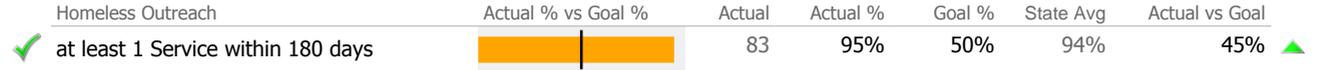
Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

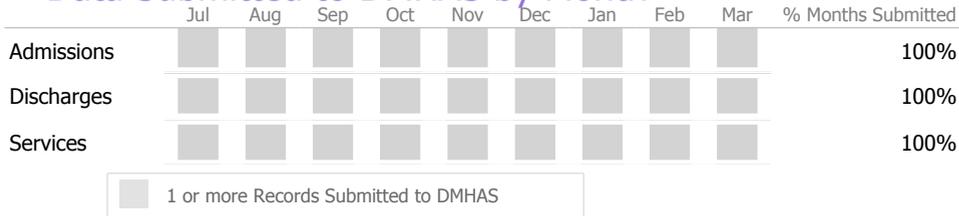
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	104	17% ▲
Admits	89	92	-3%
Discharges	91	69	32% ▲
Service Hours	1,041	663	57% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

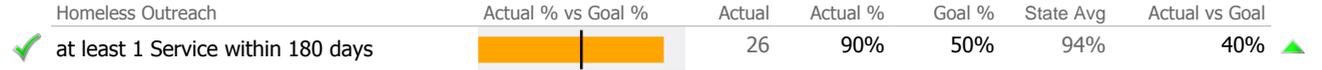
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

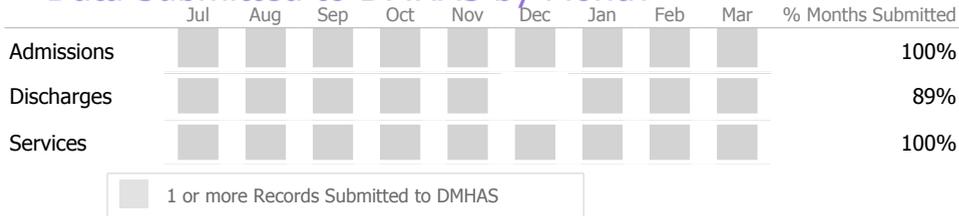
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	159	-74% ▼
Admits	31	120	-74% ▼
Discharges	18	136	-87% ▼
Service Hours	250	696	-64% ▼

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	50	42	19% ▲
Admits	18	15	20% ▲
Discharges	13	12	8%
Service Hours	10	14	-26% ▼
Social Rehab/PHP/IOP Days	1,532	1,306	17% ▲

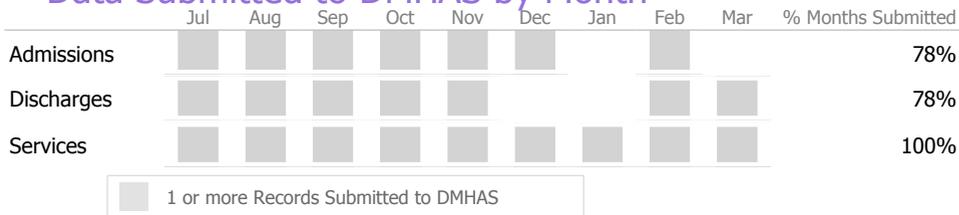
Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	38	100%	90%	75%	10%



Clients Receiving Services

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	289	122	138% ▲

Recovery

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

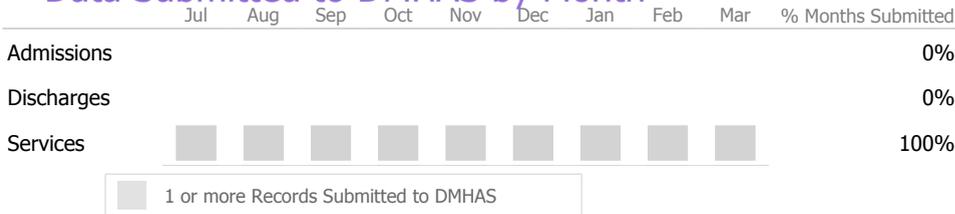
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		78%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	2	2	0%
Discharges	2	-	
Service Hours	838	1,056	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	86%	5%

Service Utilization

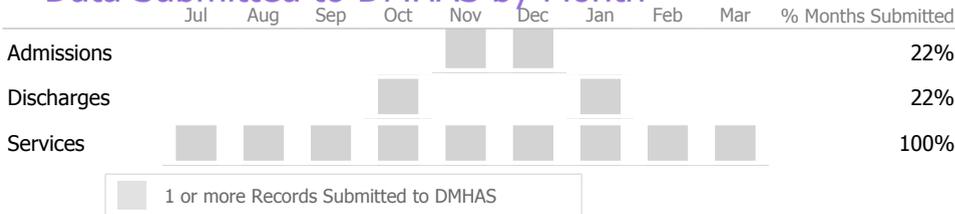
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	7	-	
Discharges	1	-	
Service Hours	277	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	15%	50% ▲

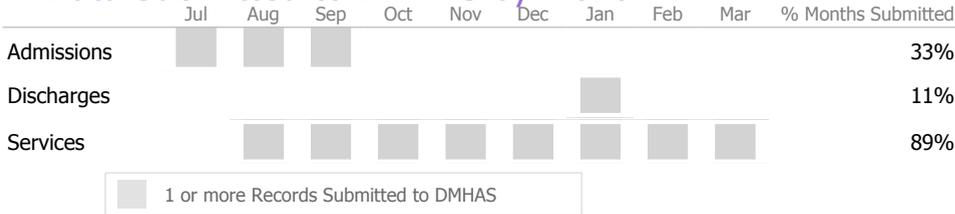
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		7	100%	60%	95%	40% ▲
✓ Social Support		6	86%	60%	57%	26% ▲
✓ Stable Living Situation		7	100%	80%	70%	20% ▲
● Employed		0	0%	20%	9%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	100%	10%

Data Submitted to DMHAS by Month



▲ > 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	18	15	20% ▲
Admits	15	12	25% ▲
Discharges	14	12	17% ▲
Service Hours	192	149	29% ▲
Bed Days	991	1,038	-5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	71%	95%	81%	-24% ▼
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	93%	8%
● Follow-up within 30 Days of Discharge		5	50%	90%	91%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	50%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Service Utilization

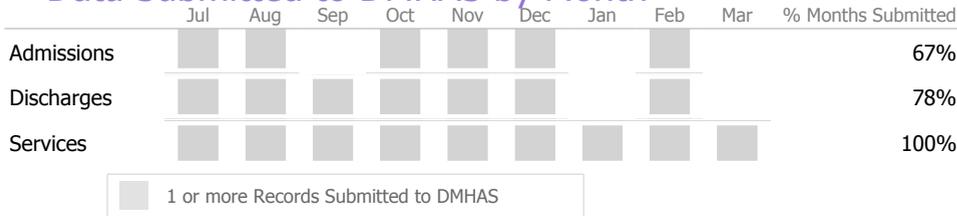
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	78 days	0.2	90%	90%	65%	0%



Data Submitted to DMHAS by Month



* State Avg based on 9 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	45	-11% ▼
Admits	10	17	-41% ▼
Discharges	17	17	0%
Service Hours	448	572	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		24	60%	35%	83%	25% ▲

Service Utilization

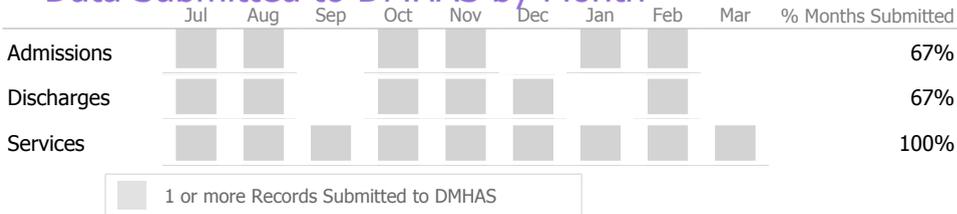
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		95%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

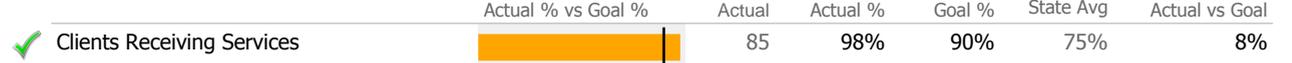
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs

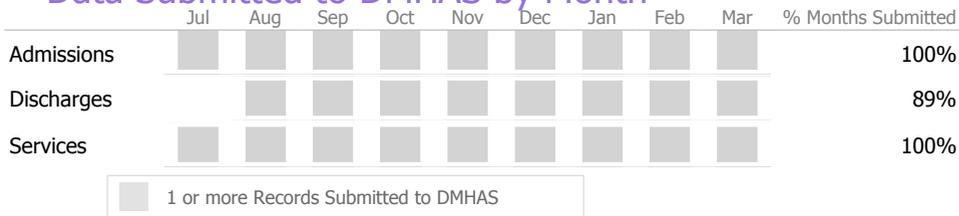
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	147	-7%
Admits	47	50	-6%
Discharges	56	48	17% ▲
Service Hours	75	113	-34% ▼
Social Rehab/PHP/IOP Days	3,046	3,068	-1%

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	26	-15% ▼
Admits	10	12	-17% ▼
Discharges	8	12	-33% ▼
Bed Days	3,614	3,710	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	60%	69%	-10% ▼
Follow-up within 30 Days of Discharge		2	50%	90%	81%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	86%	60%	85%	26% ▲
Employed		4	18%	25%	9%	-7%
Stable Living Situation		19	86%	95%	96%	-9%
Improved/Maintained Axis V GAF Score		15	88%	95%	65%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	403 days	0.3	94%	90%	93%	4%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										56%

Legend: Grey bar = 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Supervised Apartments 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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	69	-13% ▼
Admits	18	16	13% ▲
Discharges	15	30	-50% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Transportation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	3	4	-25% ▼
Discharges	3	4	-25% ▼
Bed Days	1,375	1,313	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	81%	10%

Recovery

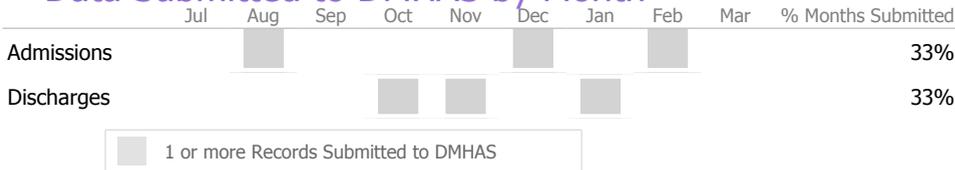
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	85%	28% ▲
✓ Stable Living Situation		8	100%	95%	96%	5%
● Employed		1	12%	25%	9%	-13% ▼
● Improved/Maintained Axis V GAF Score		4	67%	95%	65%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	375 days	0.3	100%	90%	93%	10%

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 62 Active Supervised Apartments Programs