

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,424	1,633	-13%	▼
	Admits	515	563	-9%	
	Discharges	286	719	-60%	▼
	Service Hours	14,820	15,859	-7%	
	Bed Days	7,050	7,226	-2%	
	S.Rehab/PHP/IOP	7,754	4,152	87%	▲

### Consumer Satisfaction Survey

(Based on 186 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		89%	80%	91%
✓ Access		86%	80%	88%
✓ Overall		85%	80%	91%
● Outcome		73%	80%	83%
● Recovery		69%	80%	79%



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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,331	69.4%
	Social Rehabilitation	229	11.9%
	Community Support	186	9.7%
	Residential Services	68	3.5%
	Employment Services	60	3.1%
	Case Management	41	2.1%
	Housing Services	3	0.2%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	129	9%	15%	Female	732	51%	42%
26-34	203	14%	22%	Male	692	49%	58%
35-44	274	19%	19%				
45-54	469	33%	25%				
55-64	289	20%	15%				
65+	60	4%	4%				
				Race	#	%	State Avg
				White/Caucasian	1,033	73%	64%
				Black/African American	234	16%	17%
				Other	94	7%	14%
				Am. Indian/Native Alaskan	32	2%	1%
				Hawaiian/Other Pacific Islander	20	1%	0%
				Asian	9	1%	1%
				Unknown	2	0%	3%
				Multiple Races			1%

Unique Clients (orange bar) | State Avg (vertical line)    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	29	-24% ▼
Admits	13	15	-13% ▼
Discharges	10	14	-29% ▼
Bed Days	2,148	2,675	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	79%
Cooccurring	Actual	State Avg
MH Screen Complete	78%	81%
SA Screen Complete	78%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	70%	60%	65%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	86%	60%	78%	26% ▲
● Stable Living Situation		20	91%	95%	94%	-4%
● Employed		0	0%	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		10	71%	95%	56%	-24% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	235 days	0.6	83%	90%	97%	-7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 71 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	186	207	-10%
Admits	16	140	-89% ▼
Discharges	41	35	17% ▲
Service Hours	2,541	2,450	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	68%	78%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	57%
SA Screen Complete	92%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	76%	65%	50%	11% ▲

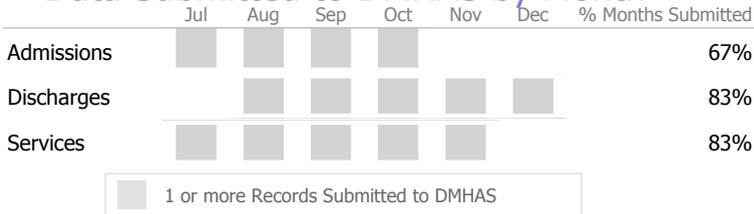
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		158	85%	60%	64%	25% ▲
Stable Living Situation		174	94%	80%	90%	14% ▲
Employed		19	10%	20%	9%	-10% ▼
Improved/Maintained Axis V GAF Score		131	75%	95%	47%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		149	99%	90%	94%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 40 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	59	2%
Admits	23	16	44% ▲
Discharges	20	20	0%
Service Hours	440	581	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	43%	35%	36%	8%

### Service Utilization

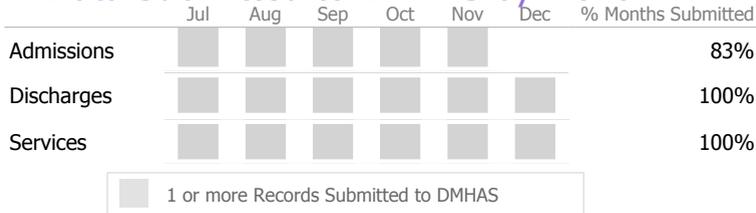
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	92%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 39 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 5 Active Housing Coordination Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	25	-28% ▼
Admits	14	23	-39% ▼
Discharges	14	23	-39% ▼
Service Hours	368	538	-32% ▼
Bed Days	820	846	-3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Treatment Completed Successfully		10	71%	95%	68%	-24% ▼
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	87%	8%
⊘ Follow-up within 30 Days of Discharge		7	70%	90%	92%	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		88% 97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	89%

### 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%	62%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
⊘ Avg Utilization Rate		5	65 days	0.3	89%	90%	88%	-1%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%
Services							83%

1 or more Records Submitted to DMHAS



\* State Avg based on 10 Active Transitional Programs

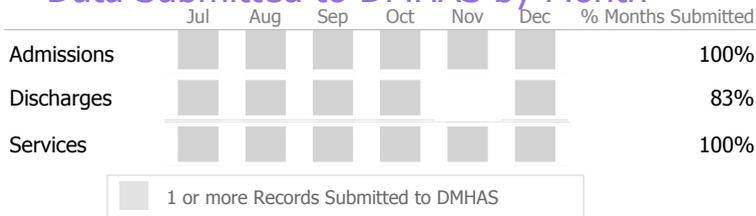
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	35	37% ▲
Admits	28	20	40% ▲
Discharges	16	14	14% ▲
Service Hours	17	7	154% ▲
Social Rehab/PHP/IOP Days	495	205	141% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	91%	90%	70%	1%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	1	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	398	325	22% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	84%	15% ▲

### Service Utilization

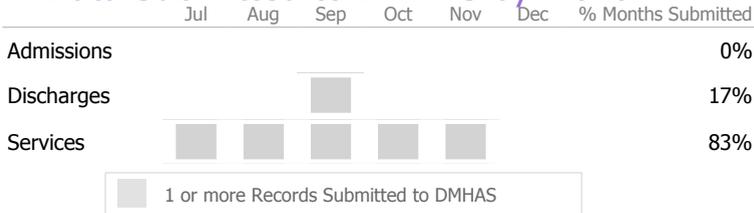
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	90%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		73%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,331	1,572	-15% ▼
Admits	329	265	24% ▲
Discharges	127	385	-67% ▼
Service Hours	4,448	4,394	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	83%
On-Time Periodic 6 Month Updates	35%	53%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	64%
SA Screen Complete	97%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		42	34%	50%	45%	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,125	84%	60%	51%	24% ▲
Stable Living Situation		1,079	81%	95%	75%	-14% ▼
Employed		210	16%	30%	17%	-14% ▼
Improved/Maintained Axis V GAF Score		795	78%	75%	37%	3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,163	96%	90%	81%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		194	59%	75%	65%	-16% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	471	578	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	84%	9%

### Service Utilization

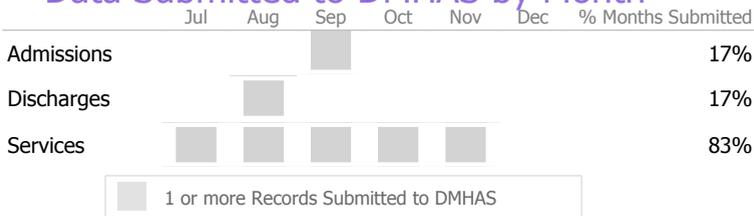
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	90%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		73%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	409	470	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	81%	7%

### Service Utilization

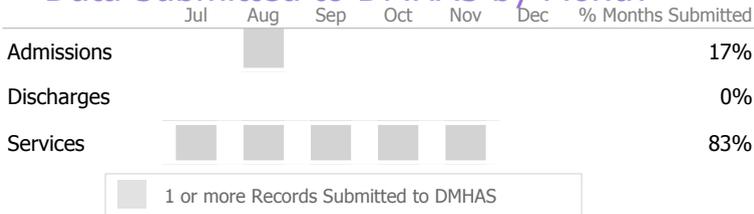
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	87%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		72%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	1	2	-50% ▼
Discharges	-	-	
Bed Days	503	243	107% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	0%	79%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	81%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	65%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	67%	60%	78%	7%
✓ Stable Living Situation		3	100%	95%	94%	5%
● Employed		0	0%	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	56%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	382 days	1.3	68%	90%	97%	-22% ▼

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

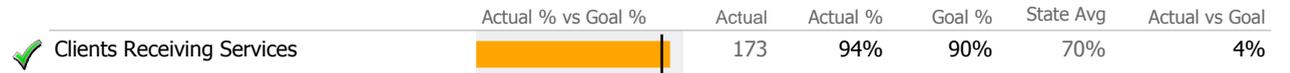
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 71 Active Supervised Apartments Programs

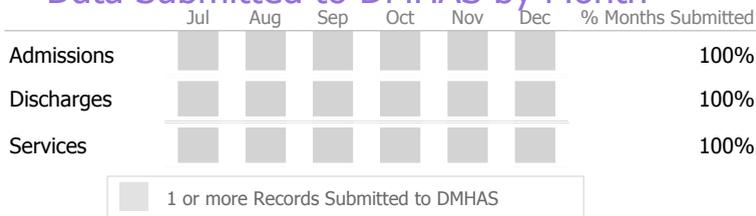
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	228	250	-9%
Admits	78	54	44% ▲
Discharges	44	97	-55% ▼
Service Hours	5,139	5,467	-6%
Social Rehab/PHP/IOP Days	7,259	3,947	84% ▲

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	34	-12% ▼
Admits	10	14	-29% ▼
Discharges	10	18	-44% ▼
Bed Days	3,579	3,462	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	45%	79%
Cooccurring	Actual	State Avg
MH Screen Complete	88%	81%
SA Screen Complete	88%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	60%	65%	40% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	80%	60%	78%	20% ▲
● Stable Living Situation		27	90%	95%	94%	-5%
● Employed		3	10%	25%	7%	-15% ▼
● Improved/Maintained Axis V GAF Score		19	90%	95%	56%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	373 days	0.7	93%	90%	97%	3%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							83%

Legend: 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over, ▼ < 10% Under

Legend: Actual (orange bar), Goal (vertical line), Goal Met (green checkmark), Below Goal (red circle)

\* State Avg based on 71 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 2013 - December 2013 (Data as of Apr 04, 2014)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	8	-38% ▼
Admits	-	6	-100% ▼
Discharges	2	5	-60% ▼
Service Hours	588	824	-29% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	63%	-50% ▼

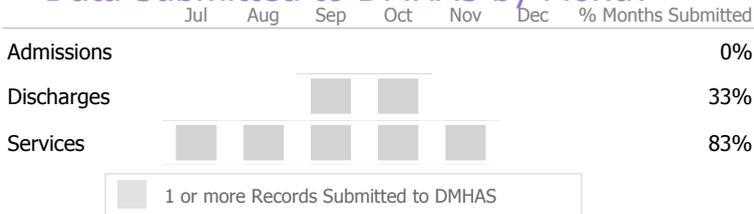
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	100%	60%	84%	40% ▲
Stable Living Situation		5	100%	85%	94%	15% ▲
Employed		1	20%	25%	10%	-5%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	100%	90%	95%	10%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 53 Active Residential Support Programs