Sound Community Services Inc.
New London, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,770	1,960	-10%	
	Admits	854	1,055	-19%	▼
	Discharges	1,218	1,038	17%	▲
	Service Hours	44,001	47,719	-8%	
	Bed Days	13,714	13,126	4%	
	S.Rehab/PHP/IOP	7,957	8,050	-1%	

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		1,701	96.1%
	Social Rehabilitation		291	16.4%
	Community Support		229	12.9%
	Case Management		146	8.2%
	Residential Services		118	6.7%
	Employment Services		74	4.2%
	Housing Services		3	0.2%

Consumer Satisfaction Survey   (Based on 325 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		94%	80%	92%
✔	General Satisfaction		93%	80%	92%
✔	Respect		93%	80%	91%
✔	Quality and Appropriateness		93%	80%	93%
✔	Overall		89%	80%	91%
✔	Access		88%	80%	88%
🔴	Recovery		71%	80%	79%
🔴	Outcome		69%	80%	83%

Satisfied %		Goal %		0-80%		80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age		#	%	State Avg
18-25		185	10%	17%
26-34		293	17%	22%
35-44		365	21%	20%
45-54		554	31%	24%
55-64		306	17%	13%
65+		66	4%	4%

Gender		#	%		State Avg
Female		910	51%	▲	40%
Male		860	49%	▼	60%

Ethnicity		#	%	State Avg
Non-Hispanic		1,448	82%	74%
Hisp-Puerto Rican		125	7%	12%
Unknown		113	6%	7%
Hispanic-Other		79	4%	7%
Hispanic-Mexican		3	0%	0%
Hispanic-Cuban		2	0%	0%

Race		#	%	State Avg
White/Caucasian		1,262	71%	64%
Black/African American		262	15%	17%
Other		179	10%	15%
Am. Indian/Native Alaskan		39	2%	1%
Hawaiian/Other Pacific Islander		10	1%	0%
Asian		9	1%	1%
Unknown		9	1%	2%
Multiple Races				1%

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

Bent Crandall Res Prgm 406-252
Sound Community Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	43	-21%	▼
Admits	21	34	-38%	▼
Discharges	24	32	-25%	▼
Bed Days	5,160	4,005	29%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		17	71%	60%	59%	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		29	83%	60%	77%	23%	▲
✔ Stable Living Situation		34	97%	95%	92%	2%	
⬤ Employed		1	3%	25%	7%	-22%	▼
⬤ Improved/Maintained Axis V GAF Score		22	71%	95%	55%	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	74%

Cooccurring		Actual	State Avg
MH Screen Complete		66%	78%
SA Screen Complete		66%	77%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ 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		14	333 days	0.4	101%	90%	96%	11%	▲
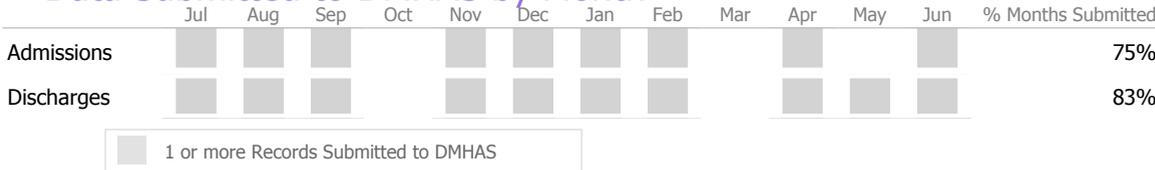
- ▮ < 90%
- ▮ 90-110%
- ▮ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪		▪	▪	▪	▪		▪			75%
Discharges	▪	▪	▪		▪	▪	▪	▪		▪	▪		83%

▪ 1 or more Records Submitted to DMHAS

Legend

- ▲ > 10% Over
- ▼ < 10% Under
- ▮ Actual
- | Goal
- ✔ Goal Met
- ⬤ Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

CSP/RP 406550
Sound Community Services Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	229	103	122%	▲
Admits	167	38	339%	▲
Discharges	67	35	91%	▲
Service Hours	5,021	3,430	46%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		94%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		19%	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		68%	64%
✔ SA Screen Complete		68%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		42	65%	65%	49%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		205	86%	60%	61%	26%	▲
✔ Stable Living Situation		221	93%	80%	86%	13%	▲
● Employed		23	10%	20%	10%	-10%	▼
● Improved/Maintained Axis V GAF Score		159	74%	95%	49%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		171	100%	90%	97%	10%

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													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | ● Below Goal

* State Avg based on 40 Active CSP Programs

Employment Services 406-270
Sound Community Services Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	110	-33%	▼
Admits	31	42	-26%	▼
Discharges	37	69	-46%	▼
Service Hours	950	1,392	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		30	40%	35%	31%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		38	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		84%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		24%	73%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%
Services													100%

☐ 1 or more Records Submitted to DMHAS
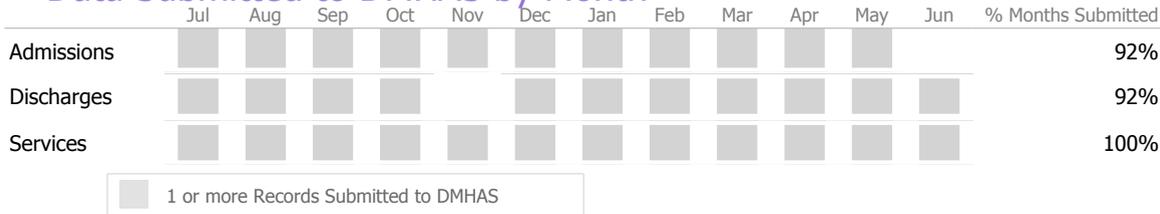
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Housing Developer 406-295
Sound Community Services Inc.
Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	4	-25%	▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	-	18	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

Michael Kerr RespitePrgm406201
Sound Community Services Inc.
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	47	-6%	
Admits	44	49	-10%	
Discharges	44	48	-8%	
Service Hours	1,154	937	23%	▲
Bed Days	1,600	1,668	-4%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		28	64%	95%	61%	-31%	▼
✔️	No Re-admit within 30 Days of Discharge		38	86%	85%	83%	1%	
🔴	Follow-up within 30 Days of Discharge		22	79%	90%	89%	-11%	▼

Recovery

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	93%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔️	Clients Receiving Services		5	100%	90%	67%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		5	49 days	0.1	88%	90%	90%	-2%

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													92%
Services													100%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual		Goal	✔️ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Transitional Programs

Modified IntensRehabPrgm406281
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	46	-15%	▼
Admits	24	18	33%	▲
Discharges	21	29	-28%	▼
Service Hours	10	706	-99%	▼
Social Rehab/PHP/IOP Days	408	646	-37%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	▮▮▮▮▮▮	19	95%	90%	82%	5%

Data Submitted to DMHAS by Month
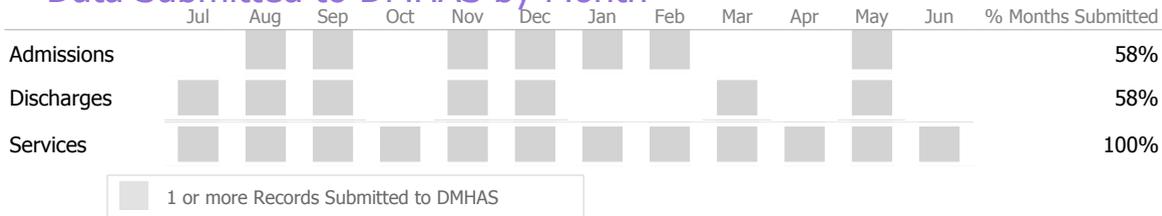
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▮	▮		▮	▮	▮	▮			▮		58%
Discharges	▮	▮	▮		▮	▮			▮		▮		58%
Services	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

Next Step 406-552
Sound Community Services Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	13	8%	
Admits	5	3	67%	▲
Discharges	4	4	0%	
Service Hours	524	1,146	-54%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		14	100%	85%	90%	15%	▲

Service Utilization

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

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		17%	72%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢						▢	▢			25%
Discharges	▢				▢		▢						25%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

Outpatient 406-210
Sound Community Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)
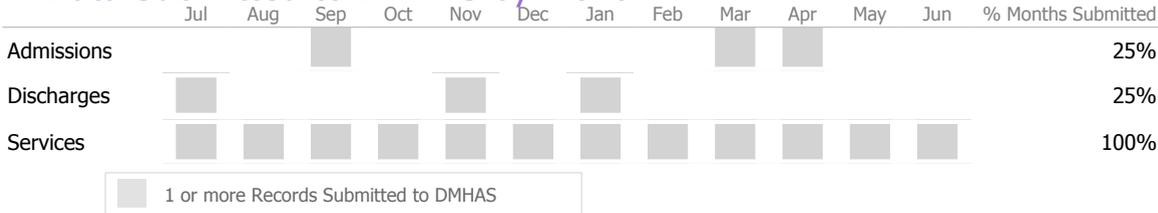
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,701	1,888	-10%	
Admits	420	674	-38%	▼
Discharges	740	659	12%	▲
Service Hours	8,969	10,152	-12%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		88%	79%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		61%	43%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		77%	60%
✔ SA Screen Complete		77%	60%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		252	34%	50%	54%	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		1,295	74%	60%	49%	14%	▲
● Improved/Maintained Axis V GAF Score		1,204	73%	75%	39%	-2%	
● Employed		319	18%	30%	17%	-12%	▼
● Stable Living Situation		1,444	83%	95%	74%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		996	99%	90%	90%	9%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		136	33%	75%	60%	-42%	▼

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 91 Active Standard Outpatient Programs

PILOTS 406-551
Sound Community Services Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	4	2	100%	▲
Discharges	3	2	50%	▲
Service Hours	1,070	1,435	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		15	83%	85%	90%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		15	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		57%	72%

Data Submitted to DMHAS by Month
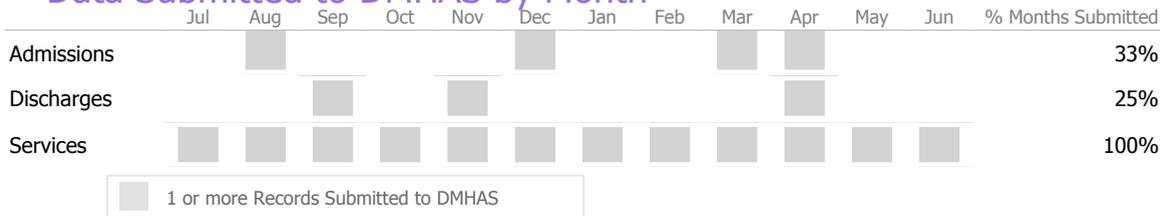
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪				▪			▪	▪			33%
Discharges			▪		▪					▪			25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 65 Active Supportive Housing – Scattered Site Programs

PILOTS Development   406-554
Sound Community Services Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	14	-7%	
Admits	1	2	-50%	▼
Discharges	2	2	0%	
Service Hours	884	1,255	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		12	92%	85%	80%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	90%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		10%	59%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										▢			8%
Discharges						▢					▢		17%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
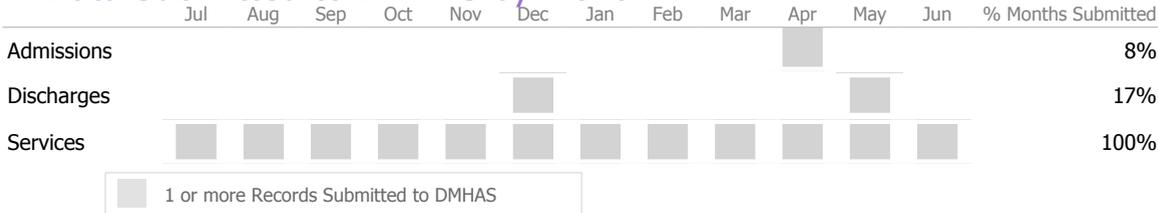
▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

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

Recovery Pathways (de-activated 10.1.12)
Sound Community Services Inc.
Mental Health - Case Management - Recovery Pathways

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	136	-25%	▼
Admits	5	36	-86%	▼
Discharges	102	40	155%	▲
Service Hours	226	2,798	-92%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		100	98%	50%	74%	48%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		68	67%	60%	58%	7%	
✔ Stable Living Situation		89	87%	85%	84%	2%	
⬤ Employed		8	8%	25%	10%	-17%	▼
⬤ Improved/Maintained Axis V GAF Score		75	74%	95%	77%	-21%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		13%	36%
SA Screen Complete		13%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	98%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services		0	0%	90%	100%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪												8%
Discharges	▪	▪	▪										25%
Services	▪	▪	▪		▪								33%

1 or more Records Submitted to DMHAS
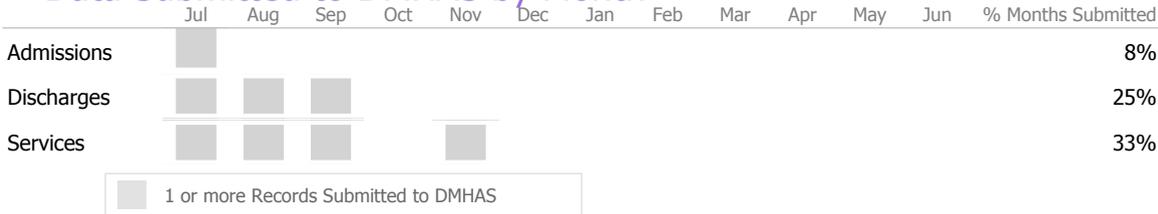
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 24 Active Recovery Pathways Programs

SocialRehab-TheOasisCntr406280
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	290	280	4%	
Admits	99	128	-23%	▼
Discharges	143	87	64%	▲
Service Hours	10,541	12,682	-17%	▼
Social Rehab/PHP/IOP Days	7,549	7,404	2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		148	97%	90%	82%	7%

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 38 Active Social Rehabilitation Programs

Supervised Apt. Prgm 406-253
Sound Community Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	41	7%	
Admits	24	20	20%	▲
Discharges	25	20	25%	▲
Bed Days	6,954	7,453	-7%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		22	88%	60%	59%	28%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		37	82%	60%	77%	22%	▲
✓	Stable Living Situation		43	96%	95%	92%	1%	
●	Employed		2	4%	25%	7%	-21%	▼
●	Improved/Maintained Axis V GAF Score		29	78%	95%	55%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		8%	74%

Cooccurring		Actual	State Avg
MH Screen Complete		59%	78%
SA Screen Complete		59%	77%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	99%
✓ Valid Axis V GAF Score		98%	96%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		21	428 days	0.5	91%	90%	96%	1%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month
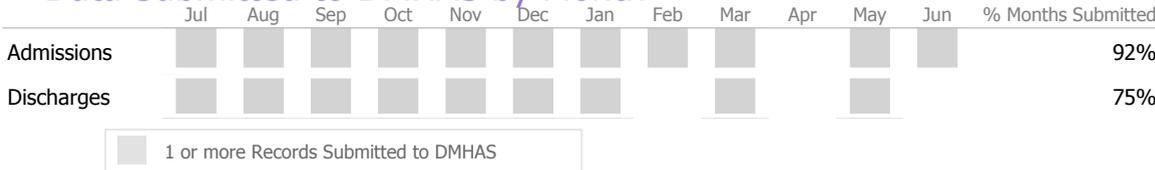
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													75%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 68 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	11	0%	
Admits	9	7	29%	▲
Discharges	6	9	-33%	▼
Service Hours	1,783	2,484	-28%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	67%	50%	57%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		11	100%	60%	79%	40%	▲
● Stable Living Situation		9	82%	85%	93%	-3%	
● Employed		2	18%	25%	10%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	96%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪		▪	▪			▪			42%
Discharges		▪		▪	▪		▪	▪					42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS
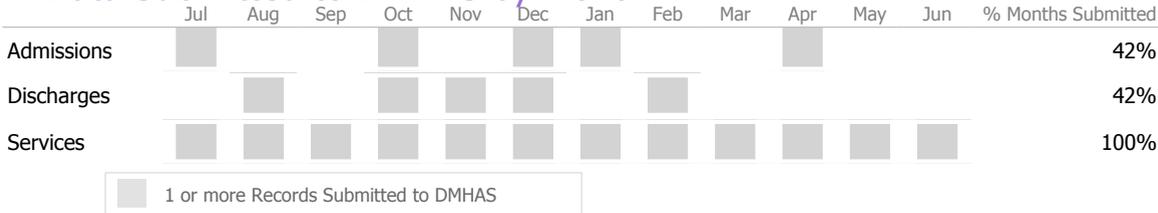
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 54 Active Residential Support Programs