Reliance House
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	795	759	5%	
	Admits	632	760	-17%	▼
	Discharges	653	718	-9%	
	Service Hours	18,064	29,501	-39%	▼
	Bed Days	25,906	25,421	2%	
	S.Rehab/PHP/IOP	6,576	5,799	13%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Residential Services		288	22.5%
	Case Management		237	18.5%
	Employment Services		201	15.7%
	Social Rehabilitation		200	15.6%
	Community Support		167	13.0%
	Recovery Support		91	7.1%
	Education Support		75	5.9%
	Housing Services		21	1.6%

Consumer Satisfaction Survey (Based on 135 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		96%	80%	93%
✔ General Satisfaction		94%	80%	92%
✔ Respect		93%	80%	91%
✔ Overall		91%	80%	91%
✔ Participation in Treatment		88%	80%	92%
✔ Access		85%	80%	88%
● Outcome		79%	80%	83%
● Recovery		75%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✔ Goal Met | ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	80	10%	16%
26-34	123	15%	23%
35-44	158	20%	20%
45-54	252	32%	24%
55-64	161	20%	14%
65+	21	3%	4%

Gender

Gender	#	%	State Avg
Male	401	50%	60%
Female	394	50%	40%

Race

Race		#	%		State Avg
White/Caucasian		603	76%	▲	65%
Black/African American		99	12%		17%
Other		60	8%		14%
Multiple Races		15	2%		1%
Am. Indian/Native Alaskan		13	2%		1%
Asian		2	0%		1%
Hawaiian/Other Pacific Islander		2	0%		0%
Unknown		1	0%		3%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		714	90%	▲	75%
Hisp-Puerto Rican		38	5%		12%
Hispanic-Other		24	3%		6%
Unknown		17	2%		6%
Hispanic-Mexican		2	0%		0%
Hispanic-Cuban					0%

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

ABI Case Management
Reliance House
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
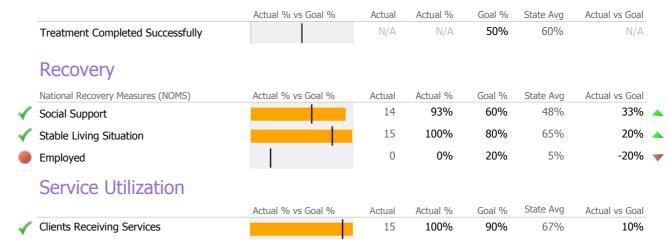Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	1	3	-67%	▼
Discharges	-	3	-100%	▼
Service Hours	159	464	-66%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	60%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		14	93%	60%	48%	33%	▲
✓ Stable Living Situation		15	100%	80%	65%	20%	▲
🔴 Employed		0	0%	20%	5%	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		79%	58%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	67%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							☐						8%
Discharges													0%
Services	☐	☐			☐	☐	☐	☐		☐	☐		75%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 37 Active Standard Case Management Programs

Bozrah 409-256
Reliance House
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
Admits	3	1	200%	▲
Discharges	4	1	300%	▲
Bed Days	2,507	2,486	1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	50%	60%	66%	-10%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		7	70%	60%	81%	10%	
🔴	Stable Living Situation		9	90%	95%	96%	-5%	
🔴	Employed		0	0%	25%	8%	-25%	▼
🔴	Improved/Maintained Axis V GAF Score		7	78%	95%	68%	-17%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✔	6 Month Updates		100%	85%

	Cooccurring		Actual	State Avg
✔	MH Screen Complete		100%	76%
	SA Screen Complete		62%	75%

	Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis		100%	99%
✔	Valid Axis V GAF Score		100%	97%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		7	1,121 days	0.7	98%	90%	95%	8%

🟦 < 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				⬜			⬜				⬜		25%
Discharges			⬜				⬜				⬜		25%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Bridge & Residential
Reliance House
Mental Health - Residential Services - Supervised Apartments

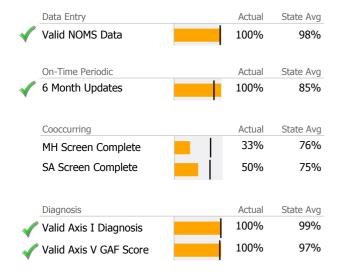Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	12	8%	
Admits	3	2	50%	▲
Discharges	4	2	100%	▲
Bed Days	3,495	3,599	-3%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		4	100%	60%	66%	40%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		11	85%	60%	81%	25%	▲
✔ Improved/Maintained Axis V GAF Score		13	100%	95%	68%	5%	
✔ Stable Living Situation		13	100%	95%	96%	5%	
🔴 Employed		0	0%	25%	8%	-25%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	85%

Cooccurring		Actual	State Avg
MH Screen Complete		33%	76%
SA Screen Complete		50%	75%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		10	1,793 days	0.8	96%	90%	95%	6%

■ < 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		■	■										17%
Discharges	■	■							■				25%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal
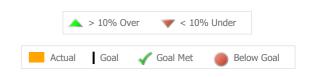
* State Avg based on 72 Active Supervised Apartments Programs

Career Services 409-270
Reliance House
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	201	160	26%	▲
Admits	150	103	46%	▲
Discharges	140	103	36%	▲
Service Hours	1,960	1,892	4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		65	29%	35%	37%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		83	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	90%

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													83%

☐ 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

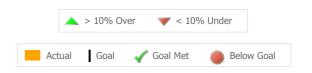**Community Apt.Program 409-251**
Reliance House
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	25	-4%
Admits	3	6	-50% ▼
Discharges	4	4	0%
Bed Days	7,510	7,210	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	85%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		92%	76%
✔ SA Screen Complete		92%	75%

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		2	67%	60%	66%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		15	62%	60%	81%	2%
✔ Stable Living Situation		23	96%	95%	96%	1%
🔴 Employed		1	4%	25%	8%	-21% ▼
🔴 Improved/Maintained Axis V GAF Score		11	48%	95%	68%	-47% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		20	1,966 days	0.8	103%	90%	95%	13% ▲

▨ < 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					▨			▨					17%
Discharges				▨		▨					▨		25%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Community Support Program/RP
Reliance House
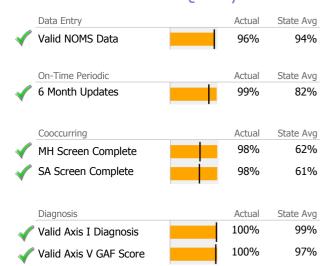Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
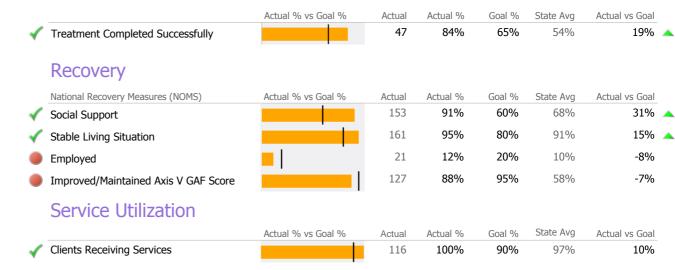Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	167	171	-2%	
Admits	58	137	-58%	▼
Discharges	56	67	-16%	▼
Service Hours	3,895	2,875	35%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	96%	94%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	99%	82%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	98%	62%
✔	SA Screen Complete	98%	61%

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		47	84%	65%	54%	19%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		153	91%	60%	68%	31%	▲
✔	Stable Living Situation		161	95%	80%	91%	15%	▲
🔴	Employed		21	12%	20%	10%	-8%	
🔴	Improved/Maintained Axis V GAF Score		127	88%	95%	58%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		116	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	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪	▪	92%
Services	▪	▪			▪	▪	▪	▪	▪	▪	▪	▪	83%

▪ 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

Doreen's Place 409258
Reliance House
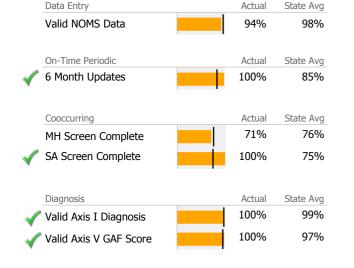Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
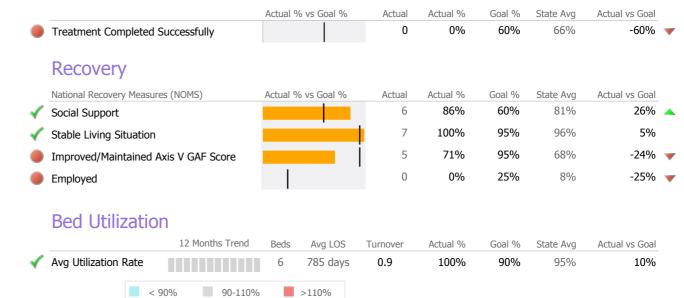Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
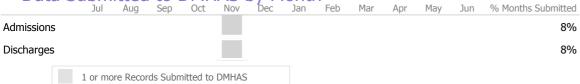
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	9	-22% ▼
Admits	1	3	-67% ▼
Discharges	1	3	-67% ▼
Bed Days	2,188	2,059	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	85%

Cooccurring		Actual	State Avg
MH Screen Complete		71%	76%
✔ SA Screen Complete		100%	75%

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		0	0%	60%	66%	-60% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		6	86%	60%	81%	26% ▲
✔ Stable Living Situation		7	100%	95%	96%	5%
🔴 Improved/Maintained Axis V GAF Score		5	71%	95%	68%	-24% ▼
🔴 Employed		0	0%	25%	8%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		6	785 days	0.9	100%	90%	95%	10%

▨ < 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					▨								8%
Discharges					▨								8%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

FUSE - Norwich, New London Site
Reliance House
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	14	-7%	
Admits	2	6	-67%	▼
Discharges	8	3	167%	▲
Service Hours	894	524	71%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	85%	85%	89%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	93%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■				■								17%
Discharges		■										■	17%
Services	■				■	■	■	■		■	■		67%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Hsg Serv & Com Outreach409-295
Reliance House
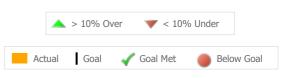Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	33	-36%	▼
Admits	14	23	-39%	▼
Discharges	11	26	-58%	▼
Service Hours	48	80	-39%	▼

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	▪	▪			▪	▪	▪	▪	▪	▪	▪		75%

☐ 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

Individual supports Program (ISP) 409-259
Reliance House
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
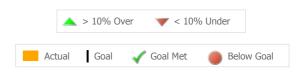Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	206	226	-9%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	70%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1	100%	60%	86%	40%	▲
✓ Stable Living Situation		1	100%	85%	93%	15%	▲
● Employed		0	0%	25%	13%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	98%	10%

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	▨				▨	▨	▨	▨	▨	▨	▨		67%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 52 Active Residential Support Programs

LEAP - YAS L661409301
Reliance House
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	4	8	-50%	▼
Discharges	7	5	40%	▲
Bed Days	1,562	1,794	-13%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		83%	76%
✓ SA Screen Complete		83%	75%

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	100%	60%	66%	40%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		9	90%	60%	81%	30%	▲
✓	Stable Living Situation		10	100%	95%	96%	5%	
✓	Improved/Maintained Axis V GAF Score		9	100%	95%	68%	5%	
●	Employed		0	0%	25%	8%	-25%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		6	349 days	0.7	71%	90%	95%	-19%	▼

■ < 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	■			■						■			25%
Discharges	■		■					■			■		33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Montville House   409-257
Reliance House
Mental Health - Residential Services - Supervised Apartments

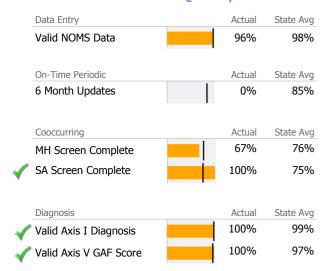Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	▲
Admits	3	1	200%	▲
Discharges	3	1	200%	▲
Bed Days	1,818	1,823	0%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	85%

Cooccurring		Actual	State Avg
MH Screen Complete		67%	76%
✔ SA Screen Complete		100%	75%

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		3	100%	60%	66%	40%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		7	88%	60%	81%	28%	▲
✔ Stable Living Situation		8	100%	95%	96%	5%	
● Employed		0	0%	25%	8%	-25%	▼
● Improved/Maintained Axis V GAF Score		5	83%	95%	68%	-12%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		5	768 days	0.6	100%	90%	95%	10%

▨ < 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						▨	▨					▨	25%
Discharges					▨		▨					▨	25%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual   │ Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Next Step Legion & NSP 409550
Reliance House
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
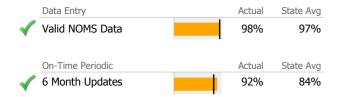Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	20	15%	▲
Admits	5	16	-69%	▼
Discharges	4	2	100%	▲
Service Hours	798	876	-9%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		23	100%	85%	90%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		19	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪			▪	▪			▪			42%
Discharges	▪	▪				▪			▪				33%
Services	▪			▪	▪	▪	▪	▪	▪	▪	▪		75%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Next Steps Supp Housing409-551
Reliance House
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	27	4%	
Admits	4	3	33%	▲
Discharges	3	3	0%	
Service Hours	1,160	1,106	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		23	82%	85%	89%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		25	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		92%	84%

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	▫	▫			▫	▫	▫	▫	▫	▫	▫		83%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Outreach to Homeless 409-294
Reliance House
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
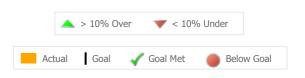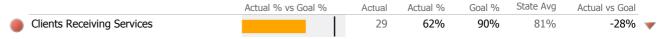Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	136	6%
Admits	99	106	-7%
Discharges	89	93	-4%
Service Hours	1,147	1,909	-40% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ at least 1 Service within 180 days		88	92%	50%	86%	42% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢		▢	▢	▢		▢	▢	▢	▢	83%
Services	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 41 Active Outreach & Engagement Programs

Penobscot Place 409-285
Reliance House
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
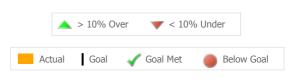Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	55	-11%	▼
Admits	16	10	60%	▲
Discharges	24	22	9%	
Service Hours	-	5,833	-100%	▼
Social Rehab/PHP/IOP Days	705	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		29	62%	90%	81%	-28%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■		■	■	■		75%
Discharges							■					■	17%
Services	■	■			■	■		■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

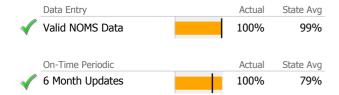**PILOTS Development 409-555**
Reliance House
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	314	274	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

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	▢	▢			▢	▢	▢	▢	▢	▢	▢		75%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| | Actual | | Goal | ✓ Goal Met | ● Below Goal |

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

Pilots Supp. Housing 409-552Y
Reliance House
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	16	-6%	
Admits	1	2	-50%	▼
Discharges	-	2	-100%	▼
Service Hours	982	1,148	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	89%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	93%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												▪	8%
Discharges													0%
Services	▪			▪									17%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Respite Apartment 409-201
Reliance House
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
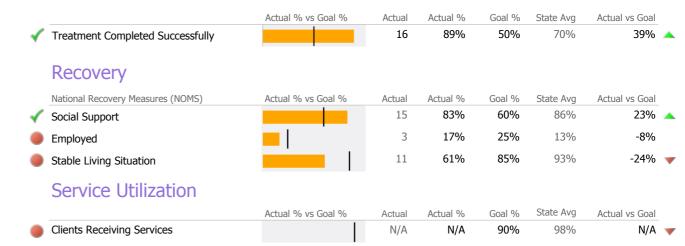Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	24	-25%	▼
Admits	16	22	-27%	▼
Discharges	18	24	-25%	▼
Service Hours		77	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		84%	99%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		16	89%	50%	70%	39%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		15	83%	60%	86%	23%	▲
●	Employed		3	17%	25%	13%	-8%	
●	Stable Living Situation		11	61%	85%	93%	-24%	▼

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪		▪			75%
Discharges		▪		▪		▪	▪	▪	▪	▪		▪	67%
Services	▪	▪			▪				▪				33%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 52 Active Residential Support Programs

Scattered Site Apt.Prog.409252
Reliance House
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
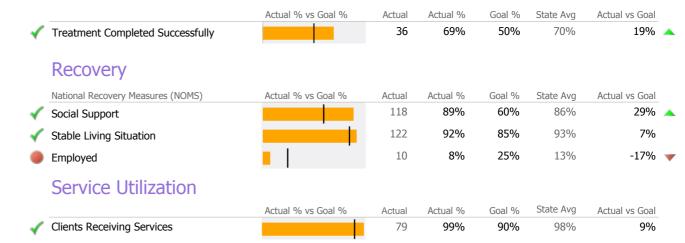
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	131	126	4%	
Admits	51	69	-26%	▼
Discharges	52	47	11%	▲
Service Hours	3,774	4,960	-24%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		36	69%	50%	70%	19%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		118	89%	60%	86%	29%	▲
✔	Stable Living Situation		122	92%	85%	93%	7%	
🔴	Employed		10	8%	25%	13%	-17%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	91%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		79	99%	90%	98%	9%	

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	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪	▪	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

	Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 52 Active Residential Support Programs

Supported Education 409-271
Reliance House
Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	63	19%	▲
Admits	44	38	16%	▲
Discharges	45	30	50%	▲
Service Hours	698	668	4%	

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	▢	▢			▢	▢	▢	▢	▢	▢	▢		75%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 5 Active Education Support Programs

Teamworks 409-280
Reliance House
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
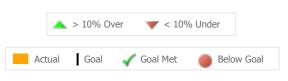Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	173	225	-23%	▼
Admits	62	118	-47%	▼
Discharges	100	113	-12%	▼
Service Hours	55	3,658	-99%	▼
Social Rehab/PHP/IOP Days	5,871	5,799	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		94	100%	90%	81%	10%

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	▪	▪			▪	▪	▪	▪	▪	▪	▪		83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Trans. Living Community09-553Y
Reliance House
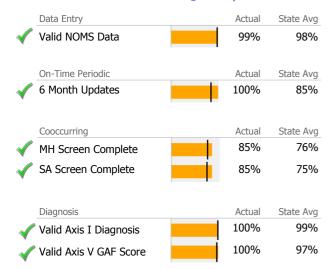Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
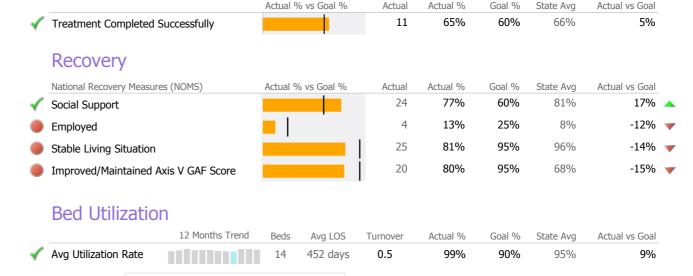
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	29	-3%	
Admits	17	15	13%	▲
Discharges	17	15	13%	▲
Bed Days	5,062	4,980	2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	85%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		85%	76%
✔ SA Screen Complete		85%	75%

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		11	65%	60%	66%	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		24	77%	60%	81%	17%	▲
🔴 Employed		4	13%	25%	8%	-12%	▼
🔴 Stable Living Situation		25	81%	95%	96%	-14%	▼
🔴 Improved/Maintained Axis V GAF Score		20	80%	95%	68%	-15%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		14	452 days	0.5	99%	90%	95%	9%

▦ < 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	▦	▦	▦	▦			▦	▦	▦	▦		▦	83%
Discharges	▦	▦	▦				▦	▦	▦	▦	▦		67%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
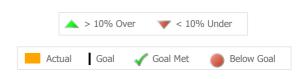
▮ Actual	▏ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Transitional Apt.Program409250
Reliance House
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)
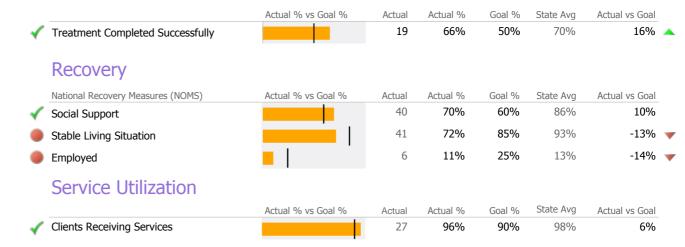
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	47	13%	▲
Admits	27	21	29%	▲
Discharges	29	18	61%	▲
Service Hours	1,974	2,640	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		19	66%	50%	70%	16%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		40	70%	60%	86%	10%	
🔴	Stable Living Situation		41	72%	85%	93%	-13%	▼
🔴	Employed		6	11%	25%	13%	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		27	96%	90%	98%	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													100%
Services													83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 52 Active Residential Support Programs

Transportation 409-729
Reliance House
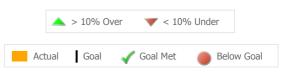Mental Health - Recovery Support - Transportation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	89	2%	
Admits	47	38	24%	▲
Discharges	32	41	-22%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢				▢	▢	▢	▢	▢	▢		▢	75%
Discharges				▢	▢		▢	▢	▢	▢	▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 2 Active Transportation Programs

Young Adult Serv 409300
Reliance House
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	11	-45%	▼
Admits	1	6	-83%	▼
Discharges	2	6	-67%	▼
Bed Days	1,764	1,470	20%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	100%	85%

Cooccurring	Actual	State Avg
✔ MH Screen Complete	80%	76%
✔ SA Screen Complete	80%	75%

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		0	0%	60%	66%	-60%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		5	83%	60%	81%	23%	▲
🔴 Improved/Maintained Axis V GAF Score		5	83%	95%	68%	-12%	▼
🔴 Stable Living Situation		5	83%	95%	96%	-12%	▼
🔴 Employed		0	0%	25%	8%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		5	555 days	0.8	97%	90%	95%	7%

< 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		▪											8%
Discharges	▪								▪				17%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs