Sound Community Services Inc.
New London, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)
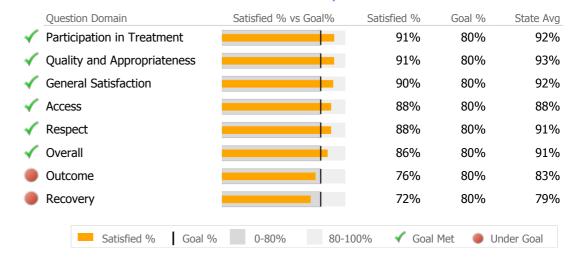
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,500	1,715	-13%	▼
	Admits	310	604	-49%	▼
	Discharges	346	569	-39%	▼
	Service Hours	13,763	16,305	-16%	▼
	Bed Days	7,258	7,233	0%	
	S.Rehab/PHP/IOP	8,854	9,183	-4%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,396	70.5%
	Social Rehabilitation	209	10.6%
	Community Support	187	9.4%
	Residential Services	80	4.0%
	Employment Services	64	3.2%
	Case Management	41	2.1%
	Housing Services	2	0.1%

Consumer Satisfaction Survey   (Based on 236 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		91%	80%	92%
✔	Quality and Appropriateness		91%	80%	93%
✔	General Satisfaction		90%	80%	92%
✔	Access		88%	80%	88%
✔	Respect		88%	80%	91%
✔	Overall		86%	80%	91%
🔴	Outcome		76%	80%	83%
🔴	Recovery		72%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	118	8%	13%
26-34	247	16%	23%
35-44	236	16%	19%
45-54	460	31%	23%
55-64	348	23%	16%
65+	91	6%	5%

Gender	#	%	State Avg
Female	759	51%	41%
Male	740	49%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,187	79%	75%
Hispanic-Other	151	10%	6%
Unknown	115	8%	6%
Hisp-Puerto Rican	45	3%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	1,064	71%	65%
Black/African American	234	16%	17%
Other	59	4%	13%
Unknown	47	3%	3%
Am. Indian/Native Alaskan	45	3%	0%
Hawaiian/Other Pacific Islander	34	2%	0%
Asian	17	1%	1%
Multiple Races			1%

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

Access Center
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)
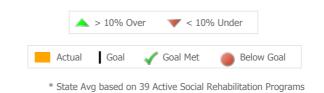
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	3	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	64%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
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 39 Active Social Rehabilitation Programs

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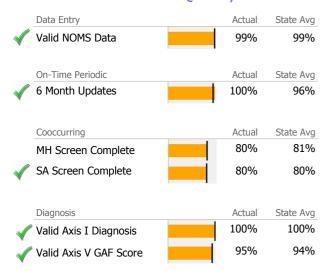Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	22	-9%	
Admits	9	13	-31%	▼
Discharges	11	11	0%	
Bed Days	1,991	1,795	11%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	96%

Cooccurring		Actual	State Avg
MH Screen Complete		80%	81%
✓ SA Screen Complete		80%	80%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		95%	94%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		7	64%	60%	61%	4%
✓	Follow-up within 30 Days of Discharge		7	100%	90%	80%	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		20	95%	60%	88%	35%	▲
✓	Stable Living Situation		20	95%	95%	98%	0%	
●	Employed		2	10%	25%	9%	-15%	▼
●	Improved/Maintained Axis V GAF Score		11	79%	95%	70%	-16%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		14	214 days	0.5	77%	90%	92%	-13%	▼

☐ < 90%	☐ 90-110%	☐ >110%

▲ > 10% Over   ▼ < 10% Under

☐ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

BHH ADULT NAE
Sound Community Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	64%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	77%
SA Screen Complete		N/A	74%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	20%	-30% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
● Social Support		N/A	N/A	60%	67%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

BHH CHILDREN Program
Sound Community Services Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

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

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
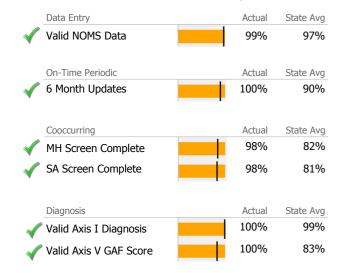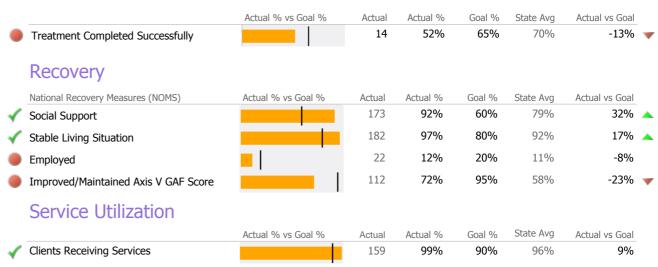Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	187	173	8%	
Admits	32	23	39%	▲
Discharges	27	27	0%	
Service Hours	2,256	2,303	-2%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✔	MH Screen Complete	98%	82%
✔	SA Screen Complete	98%	81%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
✔	Valid Axis V GAF Score	100%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							83%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		14	52%	65%	70%	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		173	92%	60%	79%	32%	▲
✔ Stable Living Situation		182	97%	80%	92%	17%	▲
🔴 Employed		22	12%	20%	11%	-8%	
🔴 Improved/Maintained Axis V GAF Score		112	72%	95%	58%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		159	99%	90%	96%	9%

▲ > 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 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	89	-28%	▼
Admits	22	38	-42%	▼
Discharges	23	34	-32%	▼
Service Hours	688	439	57%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		22	34%	35%	43%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		41	98%	90%	95%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	96%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪		83%
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

Housing Developer 406-297
Sound Community Services Inc.
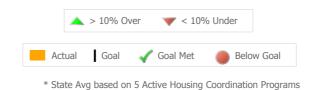Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	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

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

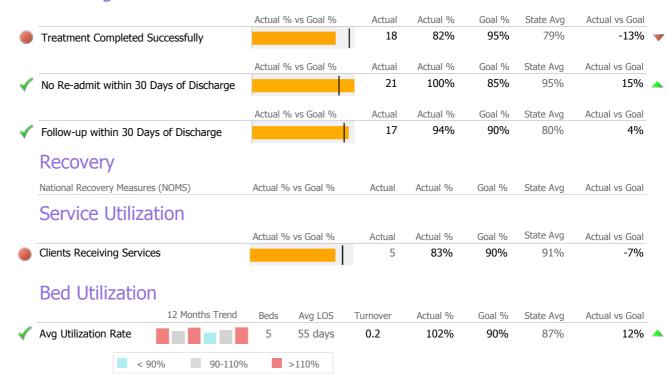Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	16	69%	▲
Admits	22	12	83%	▲
Discharges	22	11	100%	▲
Service Hours	372	554	-33%	▼
Bed Days	939	1,049	-10%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		18	82%	95%	79%	-13%	▼
✔	No Re-admit within 30 Days of Discharge		21	100%	85%	95%	15%	▲
✔	Follow-up within 30 Days of Discharge		17	94%	90%	80%	4%	

Data Submission Quality

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

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		5	83%	90%	91%	-7%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		5	55 days	0.2	102%	90%	87%	12%	▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 9 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
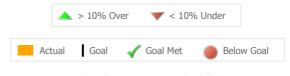Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	65	-52%	▼
Admits	10	18	-44%	▼
Discharges	17	27	-37%	▼
Service Hours	37	27	40%	▲
Social Rehab/PHP/IOP Days	322	657	-51%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		15	100%	90%	64%	10%

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

▲ > 10% Over   ▼ < 10% Under

▮ Actual	▮ Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 39 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
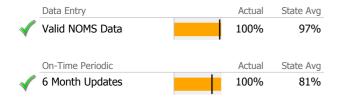Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	12	-17%	▼
Admits	-	2	-100%	▼
Discharges	1	2	-50%	▼
Service Hours	343	363	-6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		10	100%	85%	80%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	88%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges						▪	17%
Services	▪	▪	▪		▪	▪	83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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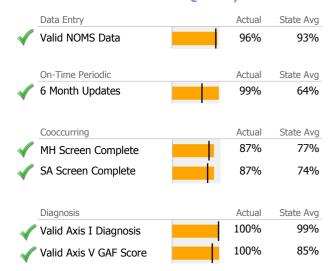Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,396	1,632	-14%	▼
Admits	180	419	-57%	▼
Discharges	190	410	-54%	▼
Service Hours	3,966	4,414	-10%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	64%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		87%	77%
✓ SA Screen Complete		87%	74%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		31	16%	50%	45%	-34%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1,263	90%	60%	67%	30%	▲
✓ Improved/Maintained Axis V GAF Score		976	79%	75%	52%	4%	
🔴 Stable Living Situation		1,205	86%	95%	85%	-9%	
🔴 Employed		236	17%	30%	20%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		1,076	89%	90%	80%	-1%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		93	52%	75%	62%	-23%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 94 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
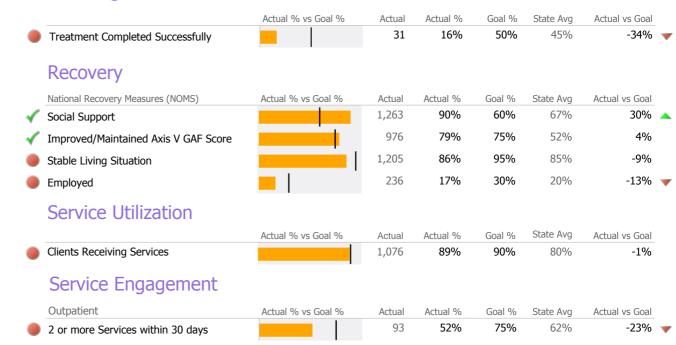Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	21	-29%	▼
Admits	1	7	-86%	▼
Discharges	2	6	-67%	▼
Service Hours	499	631	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		15	100%	85%	80%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	88%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪				17%
Discharges				▪		▪	33%
Services	▪	▪	▪		▪	▪	83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 71 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 2015 - December 2015 (Data as of Mar 22, 2016)
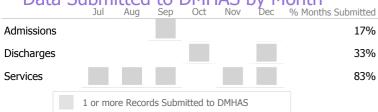
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	12	17%	▲
Admits	2	1	100%	▲
Discharges	2	-		
Service Hours	420	356	18%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	93%	85%	89%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	88%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	68%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪	▪		33%
Discharges	▪	▪					33%
Services	▪	▪	▪		▪	▪	83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Rite of Passage Program
Sound Community Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	5	-20%	▼
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	736	602	22%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	96%

Cooccurring		Actual	State Avg
MH Screen Complete		45%	81%
SA Screen Complete		45%	80%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	61%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		4	100%	60%	88%	40%	▲
✓ Stable Living Situation		4	100%	95%	98%	5%	
✓ Employed		1	25%	25%	9%	0%	
🔴 Improved/Maintained Axis V GAF Score		2	50%	95%	70%	-45%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	612 days	0.5	100%	90%	92%	10%

☐ < 90%	☐ 90-110%	☐ >110%

▲ > 10% Over	▼ < 10% Under

☐ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

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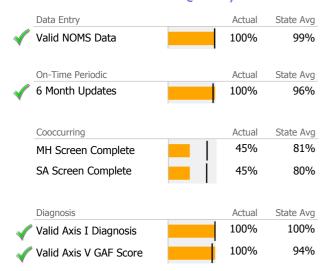Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	196	253	-23%	▼
Admits	25	56	-55%	▼
Discharges	44	30	47%	▲
Service Hours	4,103	6,082	-33%	▼
Social Rehab/PHP/IOP Days	8,532	8,526	0%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		141	92%	90%	64%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢		▢	83%
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

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
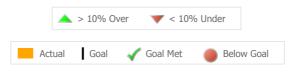Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	27	-7% ▼
Admits	4	7	-43% ▼
Discharges	6	7	-14% ▼
Bed Days	3,592	3,787	-5%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	96%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		91%	81%
✓ SA Screen Complete		91%	80%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢		▢	▢	▢	67%
Discharges		▢	▢			▢	50%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		3	50%	60%	61%	-10% ▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Follow-up within 30 Days of Discharge		2	67%	90%	80%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	100%	60%	88%	40% ▲
✓ Stable Living Situation		25	100%	95%	98%	5%
🔴 Employed		4	16%	25%	9%	-9%
🔴 Improved/Maintained Axis V GAF Score		17	81%	95%	70%	-14% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	461 days	0.5	93%	90%	92%	3%

< 90%	90-110%	>110%

▲ > 10% Over   ▼ < 10% Under

▬ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

YAS Initiative
Sound Community Services Inc.
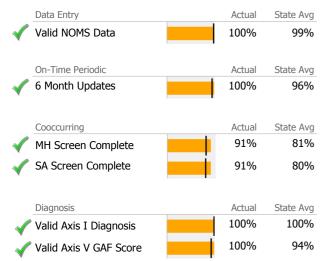Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)
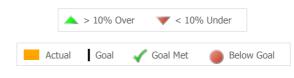
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	6	-100%	▼
Discharges	1	3	-67%	▼
Service Hours	1,078	1,138	-5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	50%	71%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		8	100%	60%	87%	40%	▲
✓	Stable Living Situation		8	100%	85%	93%	15%	▲
✓	Employed		2	25%	25%	13%	0%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		6	86%	90%	96%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges						▪	17%
Services	▪	▪	▪		▪	▪	83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 51 Active Residential Support Programs