Reliance Health, Inc.
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
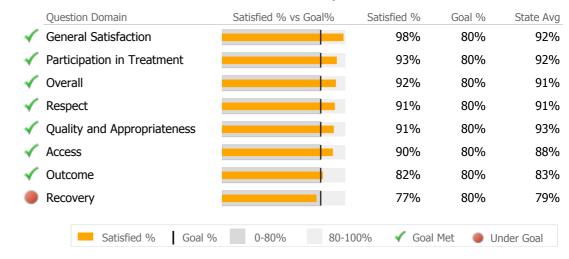Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	730	681	7%	
	Admits	459	350	31%	▲
	Discharges	340	428	-21%	▼
	Service Hours	13,277	12,418	7%	
	Bed Days	19,748	18,097	9%	
	S.Rehab/PHP/IOP	4,365	3,923	11%	▲

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

Consumer Satisfaction Survey   (Based on 130 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		98%	80%	92%
✓	Participation in Treatment		93%	80%	92%
✓	Overall		92%	80%	91%
✓	Respect		91%	80%	91%
✓	Quality and Appropriateness		91%	80%	93%
✓	Access		90%	80%	88%
✓	Outcome		82%	80%	83%
●	Recovery		77%	80%	79%

Legend: ▬ Satisfied % | Goal %   0-80%   80-100%   ✓ Goal Met   ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Residential Services		267	24.4%
	Case Management		205	18.7%
	Social Rehabilitation		169	15.4%
	Community Support		155	14.1%
	Employment Services		108	9.9%
	Recovery Support		89	8.1%
	Housing Services		63	5.7%
	Education Support		40	3.6%

Client Demographics

Age

Age		#	%		State Avg
18-25		57	8%		15%
26-34		106	15%		24%
35-44		119	16%		19%
45-54		237	32%		23%
55-64		181	25%		15%
65+		30	4%		5%

Gender

Gender		#	%	State Avg
Male		381	52%	60%
Female		348	48%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		651	89%	▲	75%
Hispanic-Other		32	4%		7%
Hisp-Puerto Rican		28	4%		12%
Unknown		18	2%		5%
Hispanic-Mexican		1	0%		1%
Hispanic-Cuban					0%

Race

Race		#	%	State Avg
White/Caucasian		546	75%	65%
Black/African American		101	14%	17%
Other		47	6%	13%
Am. Indian/Native Alaskan		12	2%	0%
Multiple Races		12	2%	1%
Asian		5	1%	1%
Unknown		5	1%	3%
Hawaiian/Other Pacific Islander		2	0%	0%

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

ABI Case Management
Reliance Health, Inc.
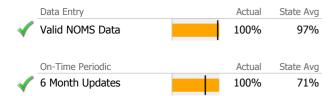Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
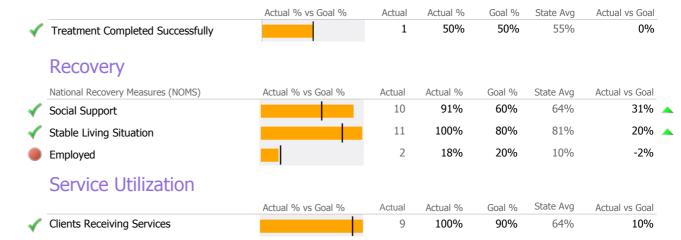Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	17	-35%	▼
Admits	2	2	0%	
Discharges	2	4	-50%	▼
Service Hours	146	256	-43%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✔ 6 Month Updates		100%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		1	50%	50%	55%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		10	91%	60%	64%	31% ▲
✔ Stable Living Situation		11	100%	80%	81%	20% ▲
🔴 Employed		2	18%	20%	10%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	100%	90%	64%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪		▪						22%
Discharges				▪			▪			22%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 32 Active Standard Case Management Programs

Bozrah 409-256
Reliance Health, Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
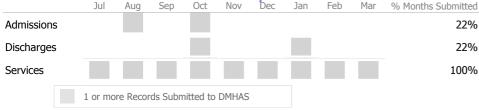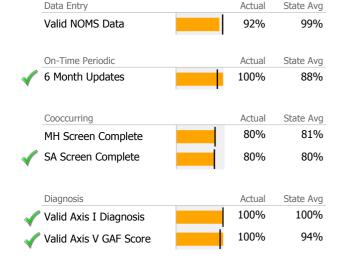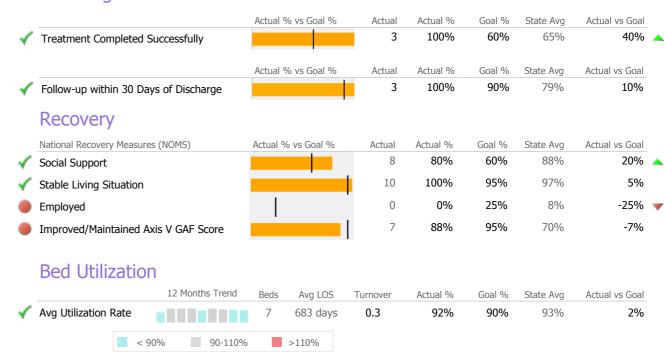Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	4	4	0%
Discharges	3	4	-25% ▼
Bed Days	1,780	1,699	5%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

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		100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	65%	40% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	80%	60%	88%	20% ▲
✓ Stable Living Situation		10	100%	95%	97%	5%
🔴 Employed		0	0%	25%	8%	-25% ▼
🔴 Improved/Maintained Axis V GAF Score		7	88%	95%	70%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	683 days	0.3	92%	90%	93%	2%

▢ < 90%	▢ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢	▢	▢					33%
Discharges		▢		▢						22%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

Bridge & Residential
Reliance Health, Inc.
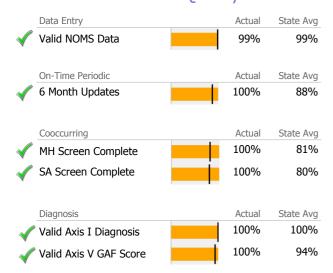Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	11	0%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Bed Days	2,651	2,380	11%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	81%
✓ SA Screen Complete		100%	80%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	60%	65%	-60%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		10	91%	60%	88%	31%	▲
🔴 Stable Living Situation		10	91%	95%	97%	-4%	
🔴 Improved/Maintained Axis V GAF Score		8	80%	95%	70%	-15%	▼
🔴 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		10	2,084 days	0.3	96%	90%	93%	6%

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

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

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

Career Services 409-270
Reliance Health, Inc.
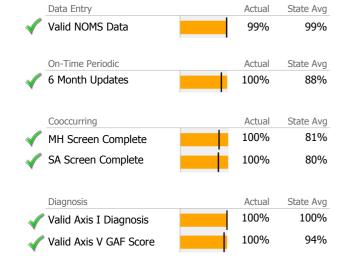Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	122	-11%	▼
Admits	49	41	20%	▲
Discharges	38	73	-48%	▼
Service Hours	1,027	1,260	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		49	45%	35%	40%	10%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		66	94%	90%	96%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		90%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
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

Community Apt.Program 409-251
Reliance Health, Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
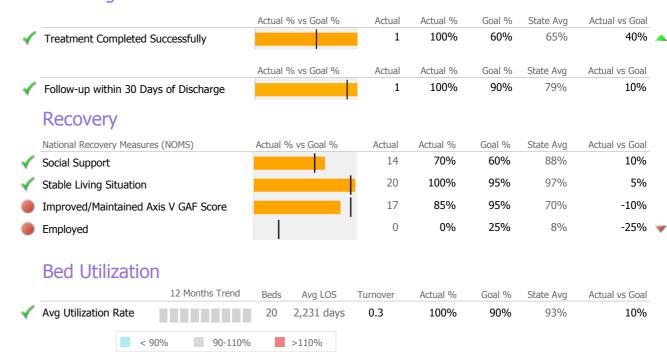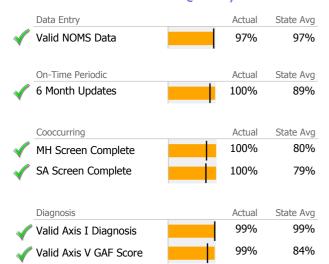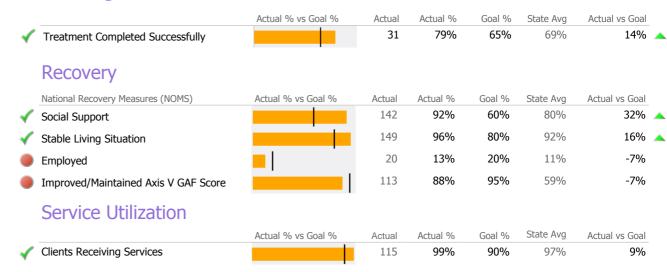Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	22	-9%	
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Bed Days	5,491	5,492	0%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	81%
✔ SA Screen Complete		100%	80%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		1	100%	60%	65%	40%	▲
✔ Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		14	70%	60%	88%	10%	
✔ Stable Living Situation		20	100%	95%	97%	5%	
● Improved/Maintained Axis V GAF Score		17	85%	95%	70%	-10%	
● 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		20	2,231 days	0.3	100%	90%	93%	10%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual	Goal	✔ Goal Met	● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

Community Support Program/RP
Reliance Health, Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	155	161	-4%	
Admits	42	49	-14%	▼
Discharges	39	46	-15%	▼
Service Hours	2,953	3,101	-5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	89%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	80%
✔ SA Screen Complete		100%	79%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
✔ Valid Axis V GAF Score		99%	84%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		31	79%	65%	69%	14%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		142	92%	60%	80%	32%	▲
✔	Stable Living Situation		149	96%	80%	92%	16%	▲
⬤	Employed		20	13%	20%	11%	-7%	
⬤	Improved/Maintained Axis V GAF Score		113	88%	95%	59%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		115	99%	90%	97%	9%	

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

⬛ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 40 Active CSP Programs

Critical Time Intervention
Reliance Health, Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

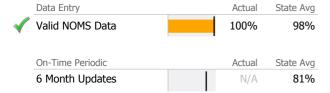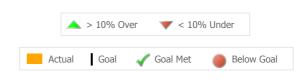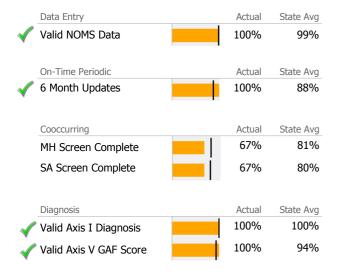Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
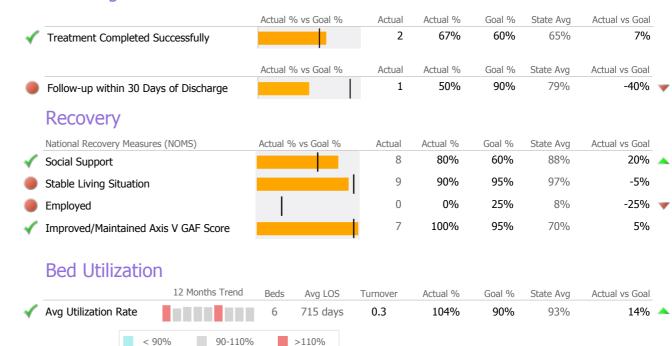Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		2	29%	85%	80%	-56% 🔻

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▢	▢		22%
Discharges										0%

☐ 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

Doreen's Place 409258
Reliance Health, Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
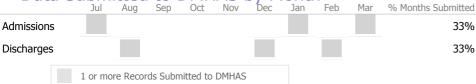
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	4	4	0%
Discharges	3	3	0%
Bed Days	1,724	1,742	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	65%	7%
● Follow-up within 30 Days of Discharge		1	50%	90%	79%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	80%	60%	88%	20% ▲
● Stable Living Situation		9	90%	95%	97%	-5%
● Employed		0	0%	25%	8%	-25% ▼
✓ Improved/Maintained Axis V GAF Score		7	100%	95%	70%	5%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
MH Screen Complete		67%	81%
SA Screen Complete		67%	80%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	715 days	0.3	104%	90%	93%	14% ▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										33%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

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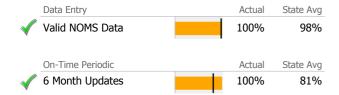Reliance Health, Inc.
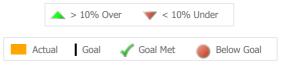Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	▲
Admits	2	-		
Discharges	-	-		
Service Hours	232	299	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		5	71%	85%	80%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		7	100%	90%	94%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▇			11%
Discharges										0%
Services	▇	▇	▇	▇	▇	▇	▇	▇	▇	100%

▇ 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

Hsg Serv & Com Outreach409-295
Reliance Health, Inc.
Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	46	37%	▲
Admits	13	11	18%	▲
Discharges	2	3	-33%	▼
Service Hours	12	21	-44%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢			▢	78%
Discharges						▢		▢		22%
Services		▢	▢	▢	▢	▢	▢	▢	▢	89%

▢ 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 Health, Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
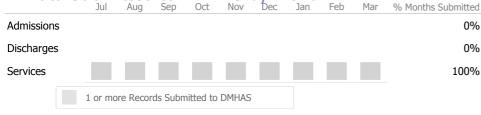
Program Activity

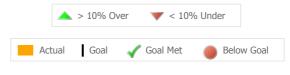| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	1	100%	▲
Admits	-	-		
Discharges	-	-		
Service Hours	319	222	44%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	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		N/A	N/A	50%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		2	100%	60%	87%	40%	▲
✔ Stable Living Situation		2	100%	85%	94%	15%	▲
🔴 Employed		0	0%	25%	14%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		2	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										100%

☐ 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

Joe's Place
Reliance Health, Inc.
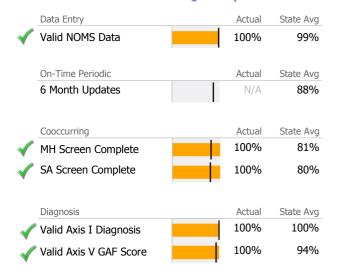Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
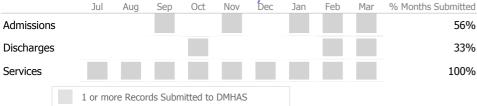
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	6	-	
Discharges	4	-	
Service Hours	768	-	
Bed Days	619	-	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		2	50%	60%	65%	-10% ▼
✓	Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		6	75%	60%	88%	15% ▲
✓	Stable Living Situation		8	100%	95%	97%	5%
🔴	Employed		0	0%	25%	8%	-25% ▼
🔴	Improved/Maintained Axis V GAF Score		2	50%	95%	70%	-45% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	88%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	81%
✓	SA Screen Complete	100%	80%

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

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		6	150 days	0.5	38%	90%	93%	-52% ▼

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			☐		☐		☐	☐	☐	56%
Discharges				☐				☐	☐	33%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual	Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

LEAP - YAS L661409301
Reliance Health, Inc.
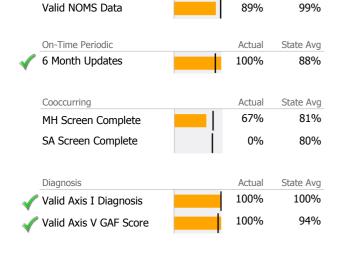Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	4	6	-33%	▼
Discharges	3	4	-25%	▼
Bed Days	1,305	838	56%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	81%
✓ SA Screen Complete		100%	80%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	33%	60%	65%	-27%	▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		6	75%	60%	88%	15%	▲
✓ Stable Living Situation		8	100%	95%	97%	5%	
🔴 Employed		1	12%	25%	8%	-13%	▼
✓ Improved/Maintained Axis V GAF Score		6	100%	95%	70%	5%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		6	479 days	0.4	79%	90%	93%	-11%	▼

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	⬜			⬜	⬜			⬜		44%
Discharges		⬜		⬜					⬜	33%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| 🟧 Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |

* State Avg based on 73 Active Supervised Apartments Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

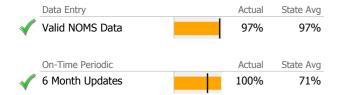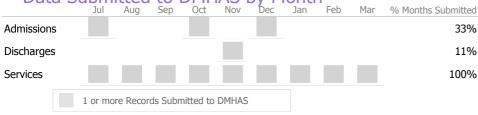| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	2	2	0%
Discharges	2	2	0%
Bed Days	1,288	1,356	-5%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
MH Screen Complete		67%	81%
SA Screen Complete		0%	80%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		2	100%	60%	65%	40%	▲
✔ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		7	100%	60%	88%	40%	▲
✔ Stable Living Situation		7	100%	95%	97%	5%	
✔ Improved/Maintained Axis V GAF Score		5	100%	95%	70%	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		5	662 days	0.3	94%	90%	93%	4%

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual	ǀ Goal	✔ Goal Met	● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	21	0%	
Admits	3	2	50%	▲
Discharges	1	2	-50%	▼
Service Hours	440	462	-5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		20	95%	85%	90%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		20	100%	90%	90%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▦		▦			▦				33%
Discharges					▦					11%
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 Supportive Housing – Development Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	25	44%	▲
Admits	6	1	500%	▲
Discharges	3	2	50%	▲
Service Hours	1,240	771	61%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		30	83%	85%	80%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		33	100%	90%	94%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪		▪	▪	▪			44%
Discharges			▪		▪					22%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 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

Outreach to Homeless 409-294
Reliance Health, Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
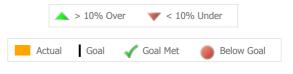Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	65		▼
Admits	-	11	-100%	▼
Discharges	-	65	-100%	▼
Service Hours	-	186	-100%	▼

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

PATH - Outreach and Eng
Reliance Health, Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
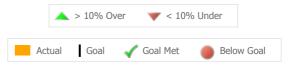Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104		
Admits	123	-	
Discharges	65	-	
Service Hours	391	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		97	93%	50%	82%	43%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			☐	☐	☐	☐	☐	☐	☐	78%
Discharges				☐	☐	☐	☐	☐	☐	67%
Services						☐	☐	☐	☐	44%

☐ 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

Penobscot Place 409-285
Reliance Health, Inc.
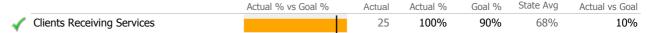Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
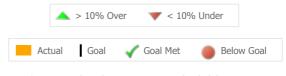
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	34	12%	▲
Admits	14	10	40%	▲
Discharges	15	-		
Service Hours	-	-		
Social Rehab/PHP/IOP Days	1,381	941	47%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		25	100%	90%	68%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢	▢	▢		▢	78%
Discharges		▢		▢	▢		▢		▢	56%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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 Health, Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity
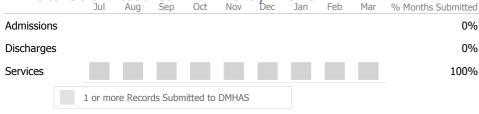
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	139	136	3%

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%	90%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
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 Supportive Housing – Development Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	18	-6%	
Admits	2	3	-33%	▼
Discharges	-	3	-100%	▼
Service Hours	614	757	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	80%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪							22%
Discharges										0%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 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

Respite Apartment 409-201
Reliance Health, Inc.
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)
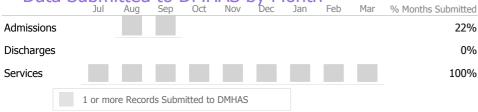
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	13	-31%	▼
Admits	6	13	-54%	▼
Discharges	6	9	-33%	▼
Service Hours	106	26		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		6	100%	95%	81%	5%	
✔ No Re-admit within 30 Days of Discharge		6	100%	85%	93%	15%	▲
🔴 Follow-up within 30 Days of Discharge		1	17%	90%	79%	-73%	▼

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		2	67%	90%	98%	-23%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪			▪	▪	▪			▪	56%
Discharges				▪	▪	▪		▪	▪	56%
Services	▪		▪	▪	▪	▪	▪	▪	▪	89%

☐ 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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
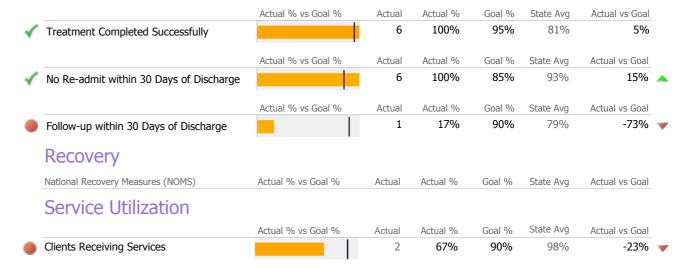Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	115	4%	
Admits	47	36	31%	▲
Discharges	46	42	10%	
Service Hours	2,975	2,771	7%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	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		32	70%	50%	72%	20%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		102	84%	60%	87%	24%	▲
✓	Stable Living Situation		113	93%	85%	94%	8%	
●	Employed		15	12%	25%	14%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		74	99%	90%	97%	9%	

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

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

* State Avg based on 51 Active Residential Support Programs

Supported Education 409-271
Reliance Health, Inc.
Mental Health - Education Support - Education Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
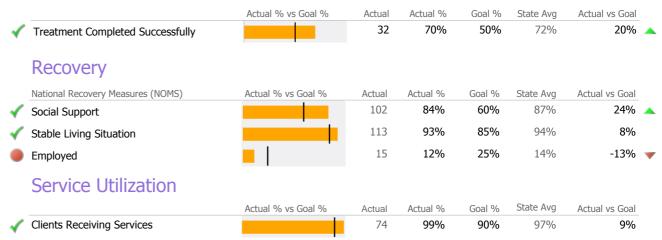Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	50	-20%	▼
Admits	13	20	-35%	▼
Discharges	14	26	-46%	▼
Service Hours	472	515	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Enrolled in Educational Program		13	31%	35%	58%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		28	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										78%
Services										100%

 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 Health, Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	148	148	0%	
Admits	61	63	-3%	
Discharges	39	72	-46%	▼
Service Hours	10	10	8%	
Social Rehab/PHP/IOP Days	2,984	2,982	0%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		114	98%	90%	68%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges			▢		▢				▢	33%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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 Health, Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	29	-17%	▼
Admits	10	15	-33%	▼
Discharges	11	15	-27%	▼
Bed Days	3,665	3,556	3%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		88%	81%
✔ SA Screen Complete		88%	80%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		6	55%	60%	65%	-5%	
🔴 Follow-up within 30 Days of Discharge		2	33%	90%	79%	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		20	83%	60%	88%	23%	▲
🔴 Employed		3	12%	25%	8%	-13%	▼
🔴 Stable Living Situation		19	79%	95%	97%	-16%	▼
🔴 Improved/Maintained Axis V GAF Score		14	74%	95%	70%	-21%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		14	363 days	0.3	95%	90%	93%	5%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

Transitional Apt.Program409250
Reliance Health, Inc.
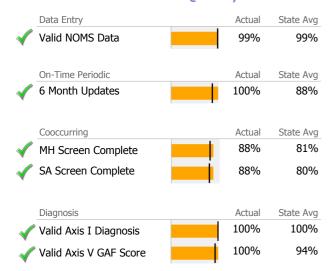Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	44	-11%	▼
Admits	7	17	-59%	▼
Discharges	12	14	-14%	▼
Service Hours	1,432	1,624	-12%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	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		7	58%	50%	72%	8%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		30	75%	60%	87%	15%	▲
✔	Stable Living Situation		34	85%	85%	94%	0%	
●	Employed		2	5%	25%	14%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		28	100%	90%	97%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
Discharges										44%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 51 Active Residential Support Programs

Transportation 409-729
Reliance Health, Inc.
Mental Health - Recovery Support - Transportation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
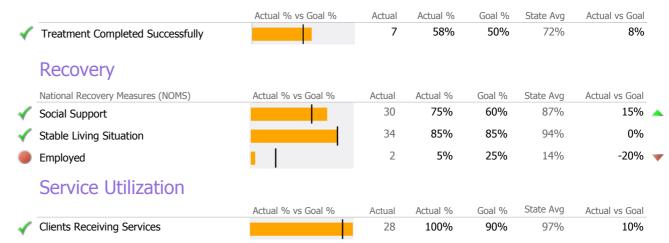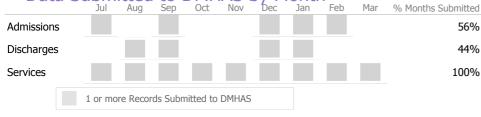Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	99	-10%	▼
Admits	28	34	-18%	▼
Discharges	28	33	-15%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪		89%
Discharges		▪	▪		▪				▪	44%

☐ 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 Health, Inc.
Mental Health - Residential Services - Supervised Apartments
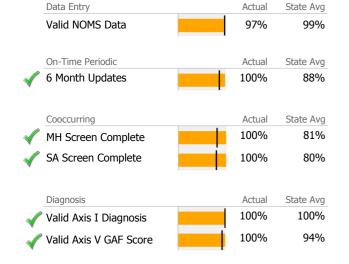
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	2	2	0%	
Discharges	2	2	0%	
Bed Days	1,225	1,034	18%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	81%
✓ SA Screen Complete		100%	80%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	50%	60%	65%	-10%	▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		6	86%	60%	88%	26%	▲
✓ Stable Living Situation		7	100%	95%	97%	5%	
🔴 Employed		1	14%	25%	8%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		3	60%	95%	70%	-35%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		5	479 days	0.3	89%	90%	93%	-1%	

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 73 Active Supervised Apartments Programs