Reliance Health, Inc.
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 26, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	844	853	-1%	
	Admits	518	497	4%	
	Discharges	446	530	-16%	▼
	Service Hours	17,805	17,639	1%	
	Bed Days	20,318	20,621	-1%	
	S.Rehab/PHP/IOP	6,503	4,578	42%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Community Support	327	25.9%
	Case Management	282	22.4%
	Social Rehabilitation	228	18.1%
	Employment Services	157	12.5%
	Residential Services	112	8.9%
	Recovery Support	70	5.6%
	Housing Services	42	3.3%
	Education Support	37	2.9%
Forensic MH			
	Case Management	6	0.5%

Consumer Satisfaction Survey   (Based on 144 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		96%	80%	92%
✔ General Satisfaction		94%	80%	92%
✔ Quality and Appropriateness		94%	80%	93%
✔ Respect		93%	80%	91%
✔ Overall		92%	80%	91%
✔ Access		88%	80%	88%
✔ Outcome		87%	80%	83%
✔ Recovery		82%	80%	79%

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

Client Demographics

Age

	#	%		State Avg
18-25	54	6%		12%
26-34	136	16%		24%
35-44	170	20%		21%
45-54	200	24%		20%
55-64	242	29%	▲	17%
65+	42	5%		6%

Gender

	#	%		State Avg
Male	448	53%		60%
Female	396	47%		40%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	696	82%	▲	71%
Unknown	63	7%		9%
Hisp-Puerto Rican	54	6%		13%
Hispanic-Other	26	3%		7%
Hispanic-Cuban	4	0%		0%
Hispanic-Mexican	1	0%		1%

Race

	#	%		State Avg
White/Caucasian	636	75%	▲	63%
Black/African American	98	12%		16%
Other	51	6%		14%
Multiple Races	23	3%		1%
Unknown	18	2%		5%
Am. Indian/Native Alaskan	12	1%		1%
Hawaiian/Other Pacific Islander	5	1%		0%
Asian	1	0%		1%

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

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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	8	0%	
Admits	2	1	100%	▲
Discharges	2	2	0%	
Bed Days	1,776	1,836	-3%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	87%
✓	SA Screen Complete	100%	86%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	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%	68%	40%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	65%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		7	88%	60%	82%	28%	▲
✓ Stable Living Situation		8	100%	95%	96%	5%	
✓ Improved/Maintained Axis V GAF Score		7	100%	95%	65%	5%	
🔴 Employed		0	0%	25%	13%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	808 days	0.3	93%	90%	94%	3%
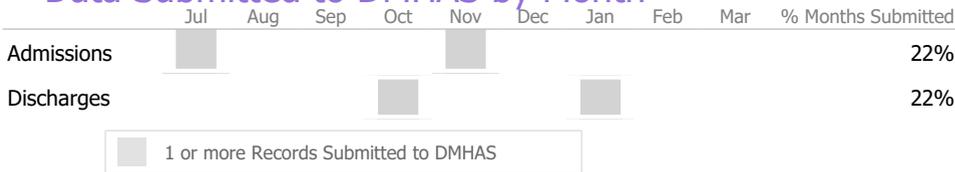
🟦 < 90%   ⬜ 90-110%   🟥 >110%

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 79 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	3	3	0%
Discharges	1	2	-50% ▼
Bed Days	2,598	2,590	0%

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
MH Screen Complete		60%	87%
SA Screen Complete		60%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ 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%	68%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	65%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	91%	60%	82%	31% ▲
✓ Stable Living Situation		11	100%	95%	96%	5%
✓ Improved/Maintained Axis V GAF Score		9	100%	95%	65%	5%
● Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,611 days	0.2	190%	90%	94%	100% ▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month
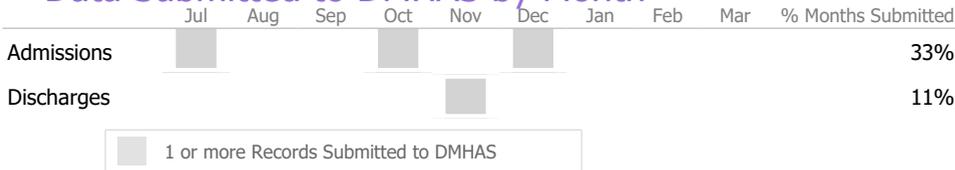
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■			■		■				33%
Discharges					■					11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	157	152	3%	
Admits	61	79	-23%	▼
Discharges	63	65	-3%	
Service Hours	1,912	1,738	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		60	37%	35%	42%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		98	100%	90%	97%	10%

Data Submission Quality

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

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

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 43 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	22	5%	▼
Admits	4	4	0%	
Discharges	3	2	50%	▲
Bed Days	5,071	5,171	-2%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
✓ SA Screen Complete		100%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ 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%	68%	-27%	▼
● Follow-up within 30 Days of Discharge		0	0%	90%	65%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		19	83%	60%	82%	23%	▲
✓ Stable Living Situation		23	100%	95%	96%	5%	
● Employed		2	9%	25%	13%	-16%	▼
● Improved/Maintained Axis V GAF Score		17	89%	95%	65%	-6%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	2,373 days	0.3	93%	90%	94%	3%
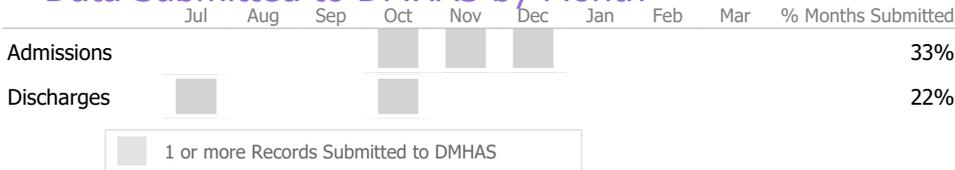
■ < 90%   ■ 90-110%   ■ >110%

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 79 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	327	326	0%
Admits	88	96	-8%
Discharges	92	93	-1%
Service Hours	8,500	8,505	0%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	82%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		82	89%	65%	69%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		295	89%	60%	82%	29% ▲
✔ Stable Living Situation		310	94%	80%	92%	14% ▲
✔ Improved/Maintained Axis V GAF Score		237	86%	65%	65%	21% ▲
🔴 Employed		55	17%	20%	13%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		238	100%	90%	99%	10%

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 37 Active CSP Programs

Doreen's Place 409258
Reliance Health, Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	10	-30%	▼
Admits	1	4	-75%	▼
Discharges	2	4	-50%	▼
Bed Days	1,590	1,639	-3%	

Data Submission Quality

Data Entry	Actual % vs	Actual	State Avg
Valid NOMS Data		90%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	91%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	95%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	75%	54%	25%	▲
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	77%	15%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	82%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Axis V GAF Score		6	100%	75%	54%	25%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		6	576 days	0.3	97%	90%	93%	7%

■ < 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
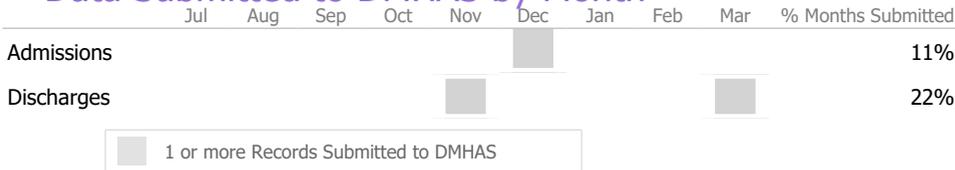
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation 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 2018 - March 2019   (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	-	
Discharges	1	1	0%
Service Hours	401	475	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	86%	6%

Service Utilization

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

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

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

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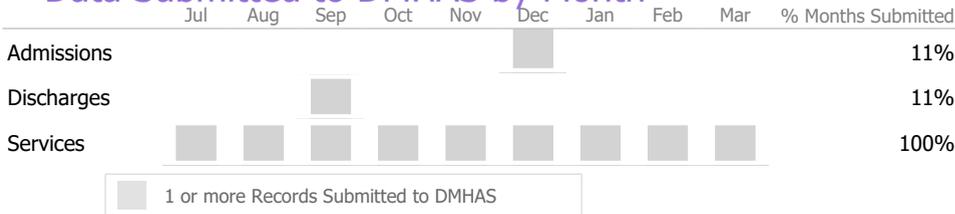
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Housing Developer
Reliance Health, Inc.
Mental Health - Housing Services - Housing Coordination

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

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

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 4 Active Housing Coordination 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	76	-45%	▼
Admits	10	36	-72%	▼
Discharges	23	43	-47%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month
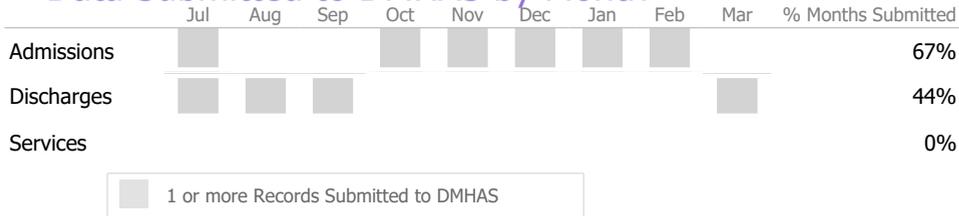
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢		▢	▢	▢	▢	▢		67%
Discharges	▢	▢	▢						▢	44%
Services										0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 4 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	125	241	-48% ▼

Data Submission Quality

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

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

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%	84%	40% ▲
✔ Stable Living Situation		1	100%	85%	97%	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%	99%	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 |
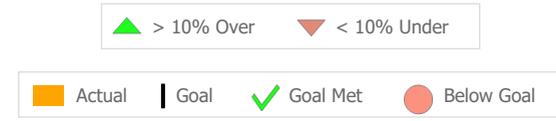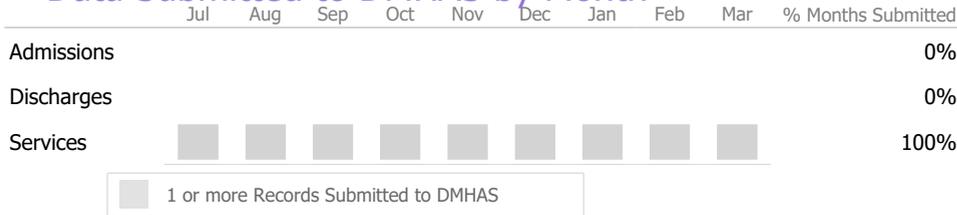
* State Avg based on 25 Active Residential Support Programs

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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	13	-54% ▼
Admits	1	10	-90% ▼
Discharges	4	9	-56% ▼
Service Hours	1,614	1,502	7%
Bed Days	920	888	4%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		3	75%	60%	68%	15% ▲
●	Follow-up within 30 Days of Discharge		2	67%	90%	65%	-23% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		4	67%	60%	82%	7%
✓	Stable Living Situation		6	100%	95%	96%	5%
●	Employed		1	17%	25%	13%	-8%
●	Improved/Maintained Axis V GAF Score		4	80%	95%	65%	-15% ▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	87%
✓	SA Screen Complete	100%	86%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	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	347 days	0.4	56%	90%	94%	-34% ▼
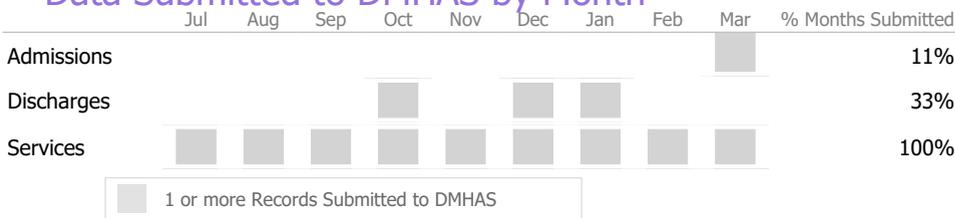
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▪	11%
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 79 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	8	-38%	▼
Admits	2	5	-60%	▼
Discharges	1	4	-75%	▼
Bed Days	1,145	1,147	0%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
✓ SA Screen Complete		100%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ 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%	68%	40%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	65%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		3	60%	25%	13%	35%	▲
✓	Improved/Maintained Axis V GAF Score		5	100%	95%	65%	5%	
✓	Stable Living Situation		5	100%	95%	96%	5%	
✓	Social Support		3	60%	60%	82%	0%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		6	344 days	0.4	70%	90%	94%	-20%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month
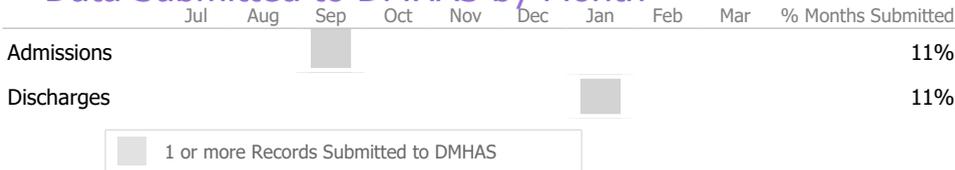
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■							11%
Discharges							■			11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,370	1,370	0%

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	87%
SA Screen Complete		N/A	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	94%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	82%	40% ▲
✓ Improved/Maintained Axis V GAF Score		5	100%	95%	65%	5%
✓ Stable Living Situation		5	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	707 days	0.3	100%	90%	94%	10%

☐ < 90%	☐ 90-110%	☐ >110%

▲ > 10% Over	▼ < 10% Under

☐ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 79 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	1	3	-67%	▼
Discharges	1	3	-67%	▼
Service Hours	700	589	19%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		21	100%	85%	92%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	95%	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	% Months Submitted
Admissions						▪				11%
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 66 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 2018 - March 2019 (Data as of Jun 26, 2019)
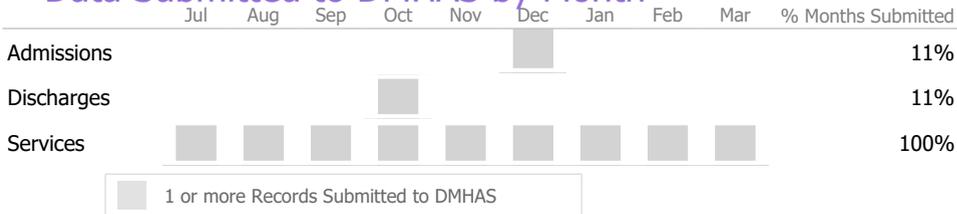
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	37	-5%	
Admits	1	6	-83%	▼
Discharges	3	4	-25%	▼
Service Hours	1,469	1,169	26%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	86%	85%	86%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					■					11%
Discharges	■			■				■		33%
Services	■	■	■	■	■	■	■	■	■	100%

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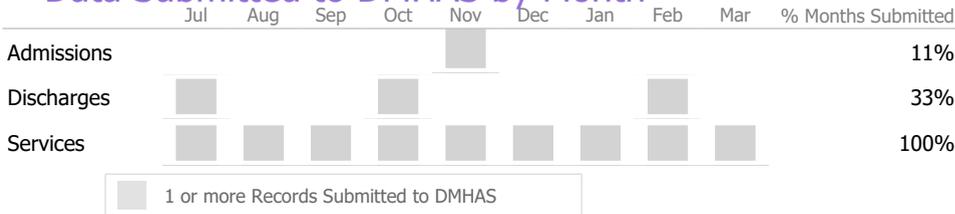
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Outreach to Homeless 409-294
Reliance Health, Inc.
Mental Health - Case Management - Outreach & Engagement
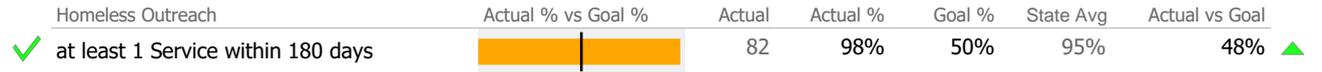
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	112	122	-8%	
Admits	85	89	-4%	
Discharges	65	91	-29%	▼
Service Hours	898	1,041	-14%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		82	98%	50%	95%	48%	▲

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 42 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
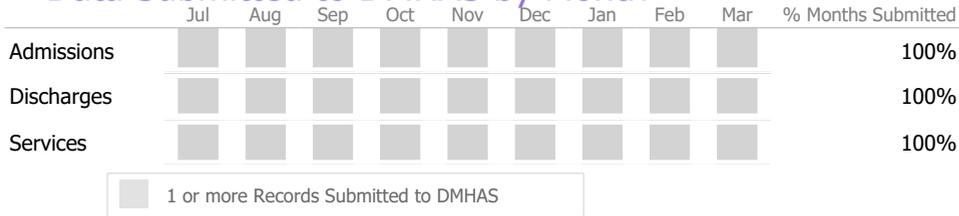Reporting Period: July 2018 - March 2019   (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	41	88%	▲
Admits	46	31	48%	▲
Discharges	34	18	89%	▲
Service Hours	310	250	24%	▲

Service Engagement
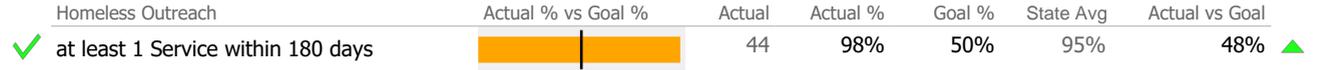
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		44	98%	50%	95%	48%	▲

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

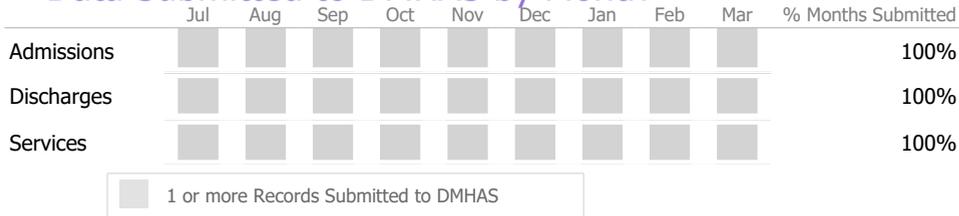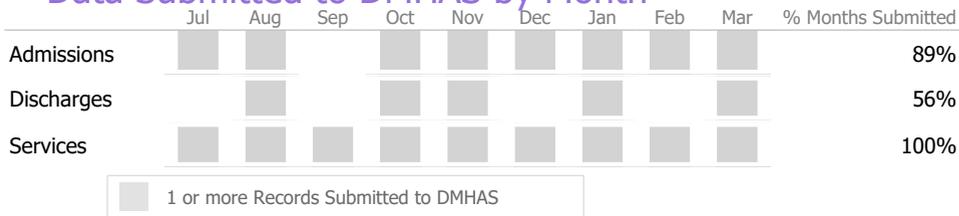* State Avg based on 42 Active Outreach & Engagement Programs

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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	50	62%	▲
Admits	44	18	144%	▲
Discharges	21	14	50%	▲
Service Hours	4	10	-66%	▼
Social Rehab/PHP/IOP Days	1,774	1,532	16%	▲

Service Utilization
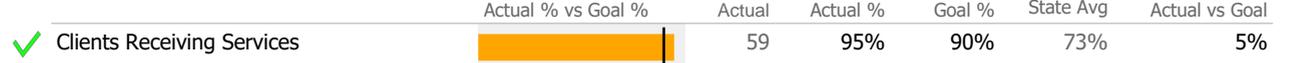
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		59	95%	90%	73%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢	▢	▢	▢	▢	▢	89%
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 33 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	192	289	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	92%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	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	% 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 66 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 2018 - March 2019   (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	20	25%	▲
Admits	5	2	150%	▲
Discharges	12	2	500%	▲
Service Hours	546	838	-35%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		19	76%	85%	86%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪				▪				33%
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 96 Active Supportive Housing – Scattered Site Programs

Pre-Release - Joe's Place
Reliance Health, Inc.
Forensic MH - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)
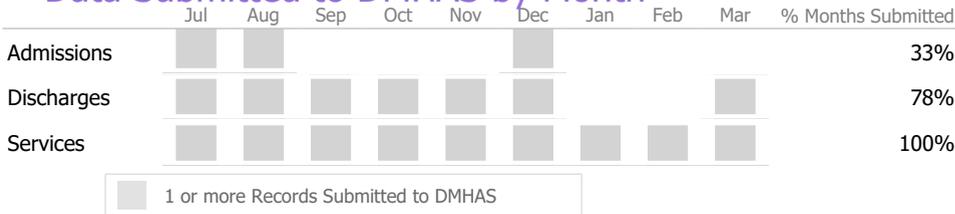
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	-	7	-100%	▼
Discharges	2	1	100%	▲
Service Hours	386	277	39%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	86%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	50%	31%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		6	100%	60%	82%	40%	▲
✓	Social Support		5	83%	60%	91%	23%	▲
✓	Stable Living Situation		6	100%	80%	84%	20%	▲
⬤	Employed		0	0%	20%	16%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		4	100%	90%	95%	10%	

Data Submitted to DMHAS by Month

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

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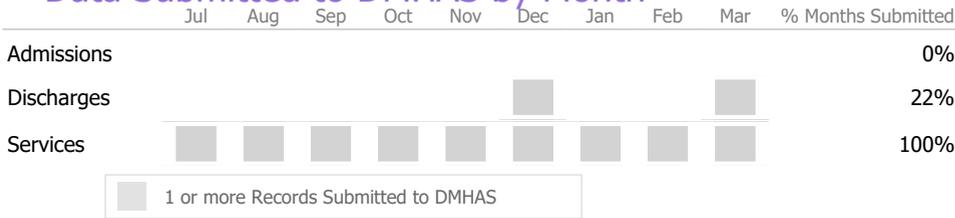
▲ > 10% Over   ▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Rspite 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	15	15	0%
Discharges	15	14	7%
Service Hours	186	192	-3%
Bed Days	1,058	991	7%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		10	67%	95%	83%	-28% ▼
✔	No Re-admit within 30 Days of Discharge		14	93%	85%	89%	8%
🔴	Follow-up within 30 Days of Discharge		3	30%	90%	84%	-60% ▼

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		3	100%	90%	100%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	90%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	90%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		4	77 days	0.1	97%	90%	85%	7%

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
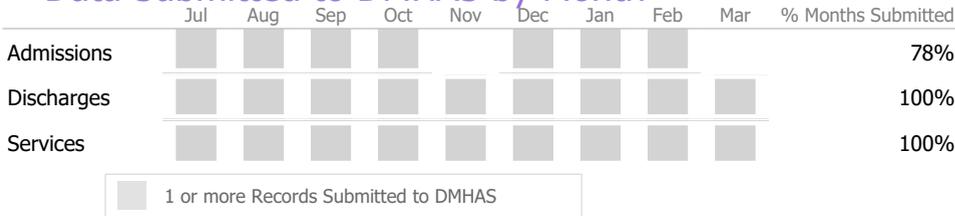
* State Avg based on 6 Active Transitional Programs

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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	40	-8%	
Admits	13	10	30%	▲
Discharges	8	17	-53%	▼
Service Hours	471	448	5%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Enrolled in Educational Program		27	73%	35%	75%	38%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		28	97%	90%	98%	7%

Data Submission Quality

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

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	▪	▪	▪	▪	▪		▪	▪	▪	89%
Discharges				▪		▪	▪		▪	44%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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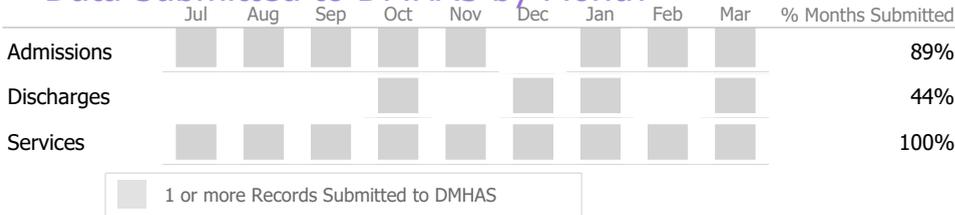
▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 5 Active Education Support Programs
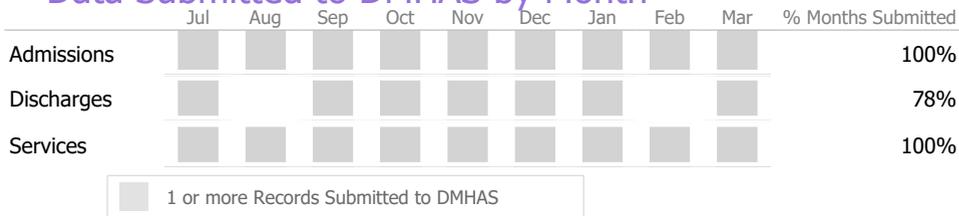
Teamworks 409-280
Reliance Health, Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	174	137	27%	▲
Admits	90	47	91%	▲
Discharges	41	58	-29%	▼
Service Hours	92	75	24%	▲
Social Rehab/PHP/IOP Days	4,729	3,046	55%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		139	100%	90%	73%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
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 33 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	22	32%	▲
Admits	15	10	50%	▲
Discharges	15	8	88%	▲
Bed Days	3,565	3,614	-1%	

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
✓ SA Screen Complete		100%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		11	73%	60%	68%	13%	▲
● Follow-up within 30 Days of Discharge		6	55%	90%	65%	-35%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		25	86%	60%	82%	26%	▲
✓ Employed		10	34%	25%	13%	9%	
● Stable Living Situation		25	86%	95%	96%	-9%	
✓ Improved/Maintained Axis V GAF Score		20	95%	95%	65%	0%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	258 days	0.3	93%	90%	94%	3%
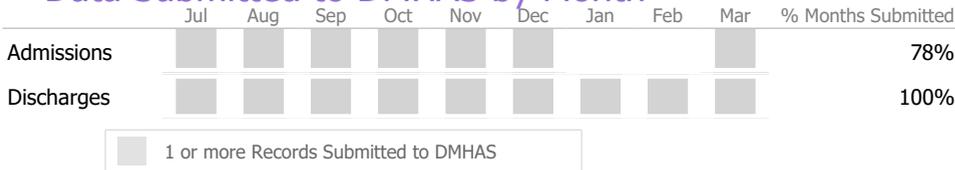
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 Active Supervised Apartments 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	60	17%	▲
Admits	29	18	61%	▲
Discharges	35	16	119%	▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	│ Goal	✓ Goal Met	● Below Goal
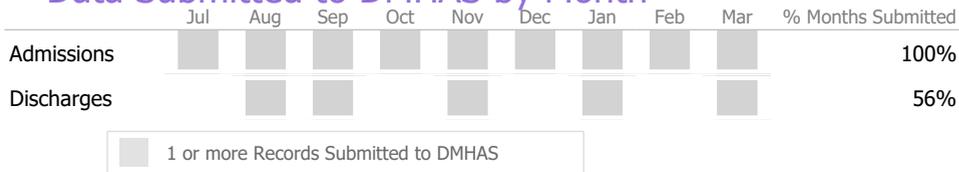
* State Avg based on 2 Active Transportation Programs

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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	8	-25%	▼
Admits	1	3	-67%	▼
Discharges	2	3	-33%	▼
Bed Days	1,225	1,375	-11%	▼

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	87%
✓ SA Screen Complete		100%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ 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%	68%	40%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	65%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		6	100%	60%	82%	40%	▲
✓	Employed		2	33%	25%	13%	8%	
✓	Stable Living Situation		6	100%	95%	96%	5%	
●	Improved/Maintained Axis V GAF Score		3	60%	95%	65%	-35%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		5	482 days	0.3	89%	90%	94%	-1%

▢ < 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	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs