**Reliance House**
Norwich, CT

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

## Provider Activity

| 12 Month Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 749 | 713 | 5% | |
| | Admits | 746 | 740 | 1% | |
| | Discharges | 705 | 728 | -3% | |
| | Service Hours | 44,867 | 37,705 | 19% | ▲ |
| | Bed Days | 30,093 | 32,048 | -6% | |
| | S.Rehab/PHP/IOP | 5,799 | 5,401 | 7% | |

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

## Unique Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Case Management | | 303 | 40.5% |
| | Residential Services | | 282 | 37.7% |
| | Social Rehabilitation | | 247 | 33.0% |
| | Community Support | | 172 | 23.0% |
| | Employment Services | | 156 | 20.8% |
| | Recovery Support | | 92 | 12.3% |
| | Education Support | | 62 | 8.3% |
| | Housing Services | | 30 | 4.0% |
| | ACT | | 11 | 1.5% |

## Consumer Satisfaction Survey    (Based on 155 FY12 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | General Satisfaction | | 92% | 80% | 92% |
| ✓ | Quality and Appropriateness | | 91% | 80% | 93% |
| ✓ | Participation in Treatment | | 90% | 80% | 92% |
| ✓ | Respect | | 87% | 80% | 91% |
| ✓ | Overall | | 86% | 80% | 91% |
| ✓ | Access | | 84% | 80% | 88% |
| ● | Recovery | | 77% | 80% | 79% |
| ● | Outcome | | 76% | 80% | 83% |

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

## Client Demographics

| Age | | # | % | | State Avg |
|---|---|---|---|---|---|
| 18-25 | | 77 | 10% | | 17% |
| 26-34 | | 112 | 15% | | 22% |
| 35-44 | | 161 | 22% | | 20% |
| 45-54 | | 223 | 30% | | 24% |
| 55-64 | | 154 | 21% | | 13% |
| 65+ | | 21 | 3% | | 4% |

| Gender | | # | % | State Avg |
|---|---|---|---|---|
| Male | | 384 | 51% | 60% |
| Female | | 363 | 49% | 40% |

| Race | | # | % | State Avg |
|---|---|---|---|---|
| White/Caucasian | | 555 | 74% | 64% |
| Black/African American | | 105 | 14% | 17% |
| Other | | 57 | 8% | 15% |
| Am. Indian/Native Alaskan | | 11 | 1% | 1% |
| Unknown | | 9 | 1% | 2% |
| Multiple Races | | 7 | 1% | 1% |
| Asian | | 3 | 0% | 1% |
| Hawaiian/Other Pacific Islander | | 2 | 0% | 0% |

| Ethnicity | | # | % | | State Avg |
|---|---|---|---|---|---|
| Non-Hispanic | | 667 | 89% | ▲ | 74% |
| Hisp-Puerto Rican | | 36 | 5% | | 12% |
| Hispanic-Other | | 24 | 3% | | 7% |
| Unknown | | 21 | 3% | | 7% |
| Hispanic-Mexican | | 1 | 0% | | 0% |
| Hispanic-Cuban | | | | | 0% |

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

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 17 | 15 | 13% | ▲ |
| Admits | 3 | 3 | 0% | |
| Discharges | 3 | 1 | 200% | ▲ |
| Service Hours | 464 | 546 | -15% | ▼ |
| Bed Days | 5,166 | 4,973 | 4% | |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 95% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 93% | 38% |

| Cooccurring | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | 57% | 73% |
| SA Screen Complete | | 57% | 75% |

| Diagnosis | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 45% |
| ✔ Valid Axis V GAF Score | | 100% | 44% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 1 | 33% | 50% | 43% | -17% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 17 | 100% | 60% | 38% | 40% | ▲ |
| ✔ Stable Living Situation | | 17 | 100% | 80% | 60% | 20% | ▲ |
| 🔴 Employed | | 1 | 6% | 20% | 7% | -14% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 14 | 100% | 90% | 68% | 10% |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ✔ Avg Utilization Rate | | 2 | 905 days | 0.1 | 708% | 90% | 708% | 618% |

| ▢ < 90% | ▢ 90-110% | ▢ >110% |
|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | ▢ | ▢ | ▢ | | | | | | | 25% |
| Discharges | | ▢ | | | | ▢ | | | ▢ | | | | 25% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | | | | 75% |

▢ 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▢ Actual | │ Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|

* State Avg based on 37 Active Standard Case Management Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 8 | 9 | -11% | ▼ |
| Admits | 1 | 2 | -50% | ▼ |
| Discharges | 1 | 2 | -50% | ▼ |
| Bed Days | 2,486 | 2,563 | -3% | |

## Data Submission Quality
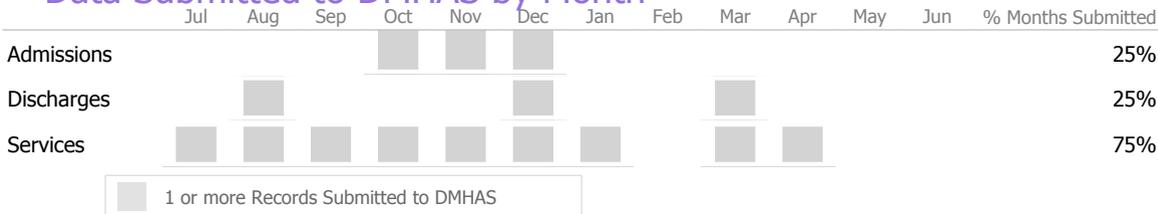
| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 99% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 74% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | 50% | 78% |
| SA Screen Complete | | 50% | 77% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 99% |
| ✔ Valid Axis V GAF Score | | 100% | 96% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 0 | 0% | 60% | 59% | -60% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 8 | 100% | 95% | 92% | 5% | |
| ✔ Social Support | | 5 | 62% | 60% | 77% | 2% | |
| 🔴 Improved/Maintained Axis V GAF Score | | 6 | 86% | 95% | 55% | -9% | |
| 🔴 Employed | | 0 | 0% | 25% | 7% | -25% | ▼ |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ✔ Avg Utilization Rate | | 7 | 1,443 days | 0.9 | 97% | 90% | 96% | 7% |

| | | |
|---|---|---|
| ■ < 90% | ■ 90-110% | ■ >110% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | ■ | | | | | 8% |
| Discharges | | | | | | ■ | | | | | | | 8% |

■ 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ■ Actual | │ Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|

* State Avg based on 68 Active Supervised Apartments Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 12 | 13 | -8% | |
| Admits | 2 | 6 | -67% | ▼ |
| Discharges | 2 | 4 | -50% | ▼ |
| Bed Days | 3,599 | 3,247 | 11% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 96% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 74% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 78% | 78% |
| ✔ SA Screen Complete | | 78% | 77% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 99% |
| ✔ Valid Axis V GAF Score | | 100% | 96% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 1 | 50% | 60% | 59% | -10% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 9 | 75% | 60% | 77% | 15% | ▲ |
| 🔴 Stable Living Situation | | 11 | 92% | 95% | 92% | -3% | |
| 🔴 Improved/Maintained Axis V GAF Score | | 10 | 91% | 95% | 55% | -4% | |
| 🔴 Employed | | 1 | 8% | 25% | 7% | -17% | ▼ |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ✔ Avg Utilization Rate | | 10 | 1,818 days | 0.8 | 99% | 90% | 96% | 9% |

| | < 90% | | 90-110% | | >110% |
|---|---|---|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | ▣ | | | ▣ | | | | | 17% |
| Discharges | | | | ▣ | | | | ▣ | | | | | 17% |

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over  ▼ < 10% Under

■ Actual  | Goal  ✔ Goal Met  🔴 Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

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

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

## Program Activity

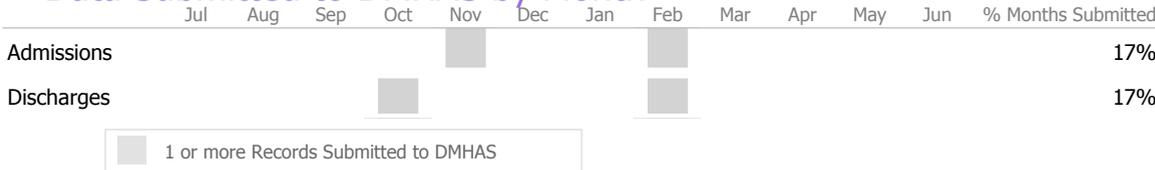| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 156 | 150 | 4% | |
| Admits | 99 | 79 | 25% | ▲ |
| Discharges | 103 | 86 | 20% | ▲ |
| Service Hours | 1,892 | 1,703 | 11% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Employed | | 63 | 37% | 35% | 31% | 2% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 68 | 100% | 90% | 96% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 94% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 73% |

## Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

☐ Actual    | Goal    ✔ Goal Met    ⬤ Below Goal

* State Avg based on 40 Active Employment Services Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 25 | 23 | 9% | |
| Admits | 6 | 3 | 100% | ▲ |
| Discharges | 4 | 4 | 0% | |
| Bed Days | 7,210 | 7,221 | 0% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ● | Treatment Completed Successfully | | 2 | 50% | 60% | 59% | -10% | ▼ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 22 | 88% | 60% | 77% | 28% | ▲ |
| ✓ | Stable Living Situation | | 25 | 100% | 95% | 92% | 5% | |
| ● | Employed | | 1 | 4% | 25% | 7% | -21% | ▼ |
| ● | Improved/Maintained Axis V GAF Score | | 11 | 50% | 95% | 55% | -45% | ▼ |

## Data Submission Quality

| | Data Entry | | Actual | State Avg |
|---|---|---|---|---|
| ✓ | Valid NOMS Data | | 99% | 97% |

| | On-Time Periodic | | Actual | State Avg |
|---|---|---|---|---|
| | 6 Month Updates | | 72% | 74% |

| | Cooccurring | | Actual | State Avg |
|---|---|---|---|---|
| ✓ | MH Screen Complete | | 86% | 78% |
| ✓ | SA Screen Complete | | 86% | 77% |

| | Diagnosis | | Actual | State Avg |
|---|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | | 100% | 99% |
| ✓ | Valid Axis V GAF Score | | 100% | 96% |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| ✓ | Avg Utilization Rate | | 20 | 2,063 days | 0.8 | 99% | 90% | 96% | 9% |

| ■ < 90% | ■ 90-110% | ■ >110% |
|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ■ | ■ | | ■ | | | ■ | | ■ | | | | 42% |
| Discharges | ■ | | ■ | | | | | ■ | | | | | 25% |

| ■ 1 or more Records Submitted to DMHAS |
|---|

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ■ Actual | | Goal | ✓ Goal Met | ● Below Goal |
|---|---|---|---|---|

* State Avg based on 68 Active Supervised Apartments Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 172 | 130 | 32% | ▲ |
| Admits | 136 | 80 | 70% | ▲ |
| Discharges | 64 | 91 | -30% | ▼ |
| Service Hours | 2,875 | 1,847 | 56% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 98% | 92% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 98% | 66% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 95% | 64% |
| ✔ SA Screen Complete | | 92% | 67% |

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

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 25 | 41% | 65% | 49% | -24% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 167 | 93% | 60% | 61% | 33% | ▲ |
| ✔ Stable Living Situation | | 169 | 94% | 80% | 86% | 14% | ▲ |
| 🔴 Employed | | 23 | 13% | 20% | 10% | -7% | |
| 🔴 Improved/Maintained Axis V GAF Score | | 132 | 88% | 95% | 49% | -7% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 113 | 98% | 90% | 97% | 8% |

## Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* State Avg based on 40 Active CSP Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 9 | 10 | -10% | |
| Admits | 3 | 4 | -25% | ▼ |
| Discharges | 3 | 4 | -25% | ▼ |
| Bed Days | 2,059 | 2,169 | -5% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 99% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 74% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | 38% | 78% |
| SA Screen Complete | | 50% | 77% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 89% | 99% |
| Valid Axis V GAF Score | | 89% | 96% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Treatment Completed Successfully | | 2 | 67% | 60% | 59% | 7% |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 6 | 67% | 60% | 77% | 7% | |
| ● Stable Living Situation | | 8 | 89% | 95% | 92% | -6% | |
| ● Employed | | 0 | 0% | 25% | 7% | -25% | ▼ |
| ● Improved/Maintained Axis V GAF Score | | 6 | 75% | 95% | 55% | -20% | ▼ |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ✓ Avg Utilization Rate | | 6 | 745 days | 0.7 | 94% | 90% | 96% | 4% |

■ < 90%   ■ 90-110%   ■ >110%

## Data Submitted to DMHAS by Month
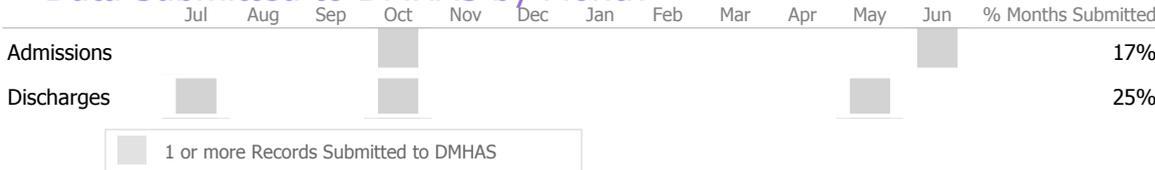
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | ■ | | | | | | | | ■ | 17% |
| Discharges | ■ | | | ■ | | | | | | ■ | | | 25% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 14 | 11 | 27% | ▲ |
| Admits | 6 | 4 | 50% | ▲ |
| Discharges | 2 | 3 | -33% | ▼ |
| Service Hours | 524 | 542 | -3% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Stable Living Situation | | 10 | 71% | 85% | 90% | -14% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 11 | 92% | 90% | 96% | 2% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 50% | 72% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | ☐ | | ☐ | ☐ | | | | ☐ | | ☐ | | 42% |
| Discharges | | | | ☐ | | | ☐ | | | | | | 17% |
| Services | ☐ | ☐ | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | | 92% |

☐ 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| 🟧 Actual | \| Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|

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

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 30 | 56 | -46% | ▼ |
| Admits | 22 | 45 | -51% | ▼ |
| Discharges | 26 | 49 | -47% | ▼ |
| Service Hours | 81 | 43 | 90% | ▲ |

## Data Submitted to DMHAS by Month

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

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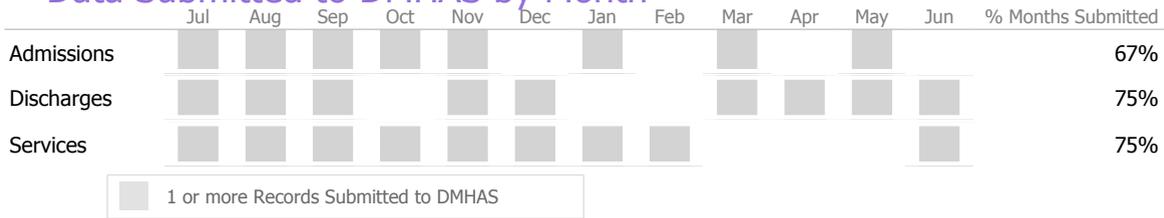
▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 5 Active Housing Coordination Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 1 | 10 | -90% | ▼ |
| Admits | - | 3 | -100% | ▼ |
| Discharges | - | 9 | -100% | ▼ |
| Service Hours | 226 | 228 | -1% | |
| Bed Days | 365 | 637 | -43% | ▼ |

## Data Submission Quality

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

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

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | 86% |
| SA Screen Complete | | N/A | 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 | | N/A | N/A | 50% | 57% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 1 | 100% | 85% | 93% | 15% | ▲ |
| ● Employed | | 0 | 0% | 25% | 10% | -25% | ▼ |
| ● Social Support | | 0 | 0% | 60% | 79% | -60% | ▼ |
| ● Improved/Maintained Axis V GAF Score | | 0 | 0% | 95% | 53% | -95% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 1 | 100% | 90% | 96% | 10% |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|
| ● Avg Utilization Rate | | 2 | 2,559 days | 2.0 | 50% | 90% | 50% | -40% | ▼ |

| | < 90% | 90-110% | >110% |
|---|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 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 Residential Support Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 13 | 12 | 8% | |
| Admits | 9 | 11 | -18% | ▼ |
| Discharges | 5 | 8 | -38% | ▼ |
| Bed Days | 2,537 | 1,714 | 48% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 100% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 25% | 74% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 82% | 78% |
| ✔ SA Screen Complete | | 82% | 77% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 77% | 99% |
| Valid Axis V GAF Score | | 77% | 96% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Treatment Completed Successfully | | 3 | 60% | 60% | 59% | 0% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 9 | 69% | 60% | 77% | 9% | |
| ● Employed | | 1 | 8% | 25% | 7% | -17% | ▼ |
| ● Stable Living Situation | | 10 | 77% | 95% | 92% | -18% | ▼ |
| ● Improved/Maintained Axis V GAF Score | | 5 | 56% | 95% | 55% | -39% | ▼ |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|
| ✔ Avg Utilization Rate | | 6 | 672 days | 0.5 | 116% | 90% | 96% | 26% | ▲ |

| ■ < 90% | ■ 90-110% | ■ >110% |
|---|---|---|
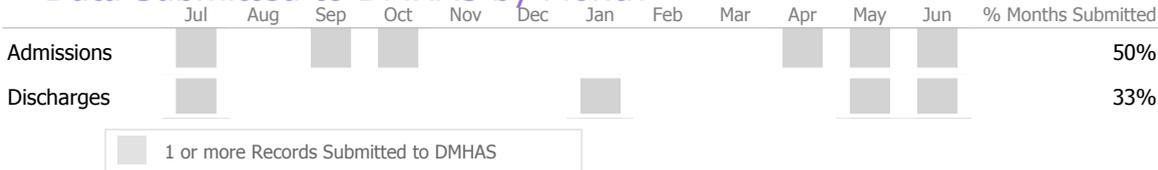
## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ■ | | ■ | ■ | | | | | | ■ | ■ | ■ | 50% |
| Discharges | ■ | | | | | ■ | | | | | ■ | ■ | 33% |

| ■ 1 or more Records Submitted to DMHAS |
|---|

▲ > 10% Over    ▼ < 10% Under

| ■ Actual | | Goal | ✔ Goal Met | ● Below Goal |
|---|---|---|---|---|

* State Avg based on 68 Active Supervised Apartments Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 6 | 7 | -14% | ▼ |
| Admits | 1 | 3 | -67% | ▼ |
| Discharges | 1 | 2 | -50% | ▼ |
| Bed Days | 1,823 | 1,704 | 7% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ● | Treatment Completed Successfully | | 0 | 0% | 60% | 59% | -60% | ▼ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 4 | 67% | 60% | 77% | 7% | |
| ✓ | Improved/Maintained Axis V GAF Score | | 6 | 100% | 95% | 55% | 5% | |
| ✓ | Stable Living Situation | | 6 | 100% | 95% | 92% | 5% | |
| ● | Employed | | 0 | 0% | 25% | 7% | -25% | ▼ |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 100% | 74% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ | MH Screen Complete | 100% | 78% |
| | SA Screen Complete | 40% | 77% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | 100% | 99% |
| ✓ | Valid Axis V GAF Score | 100% | 96% |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| ✓ | Avg Utilization Rate | | 5 | 788 days | 0.8 | 100% | 90% | 96% | 10% |

| ■ < 90% | ■ 90-110% | ■ >110% |
|---|---|---|

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ■ | | | | | | | | | | | | 8% |
| Discharges | ■ | | | | | | | | | | | | 8% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 20 | 4 | 400% | ▲ |
| Admits | 16 | 1 | 1500% | ▲ |
| Discharges | 2 | - | | |
| Service Hours | 876 | 200 | 339% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 20 | 100% | 85% | 80% | 15% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 18 | 100% | 90% | 90% | 10% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 59% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | | | | ▪ | ▪ | | | | | | 33% |
| Discharges | | | | | | ▪ | | | | | ▪ | | 17% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

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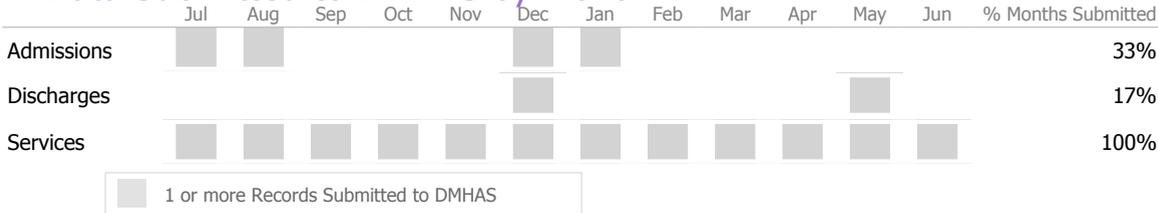
▲ > 10% Over     ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 26 | 26 | 0% |
| Admits | 3 | 7 | -57% ▼ |
| Discharges | 3 | 3 | 0% |
| Service Hours | 1,106 | 1,046 | 6% |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 26 | 100% | 85% | 90% | 15% ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 23 | 100% | 90% | 96% | 10% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 72% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | ▢ | ▢ | ▢ | | | 25% |
| Discharges | | | | | | | ▢ | ▢ | | | | | 17% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

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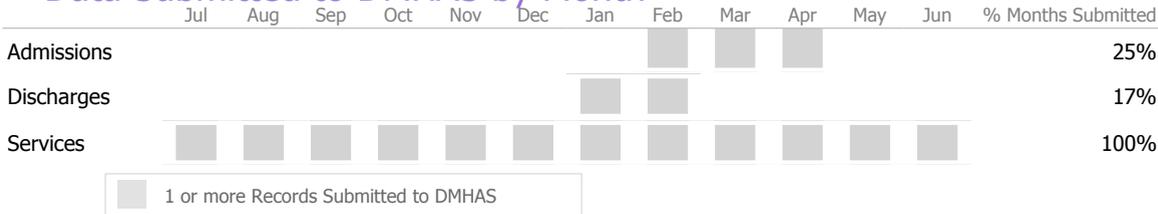
▲ > 10% Over    ▼ < 10% Under

▮ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 130 | 92 | 41% | ▲ |
| Admits | 98 | 75 | 31% | ▲ |
| Discharges | 90 | 56 | 61% | ▲ |
| Service Hours | 1,909 | 902 | 112% | ▲ |

## Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ at least 1 Service within 180 days | | 95 | 100% | 50% | 79% | 50% | ▲ |

## Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual   | Goal   ✔ Goal Met   🔴 Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

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

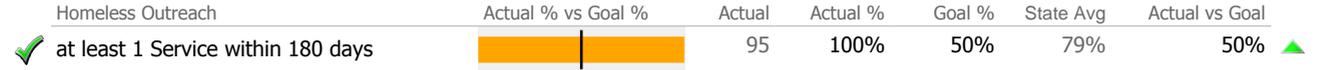Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
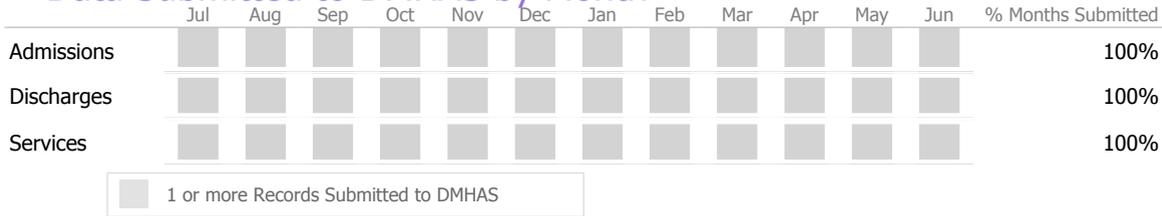Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 55 | 52 | 6% | |
| Admits | 10 | 19 | -47% | ▼ |
| Discharges | 22 | 8 | 175% | ▲ |
| Service Hours | 5,833 | 4,065 | 44% | ▲ |
| Social Rehab/PHP/IOP Days | 0 | 0 | | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | [bar] | 32 | 97% | 90% | 82% | 7% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | ▪ | | | ▪ | | ▪ | ▪ | | ▪ | | 58% |
| Discharges | | | ▪ | ▪ | | | | | ▪ | | ▪ | | 33% |
| Services | ▪ | ▪ | ▪ | | ▪ | ▪ | ▪ | ▪ | ▪ | | ▪ | | 83% |

▪ 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▮ Actual | │ Goal | ✔ Goal Met | ● Below Goal |

\* State Avg based on 38 Active Social Rehabilitation Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 4 | 5 | -20% | ▼ |
| Admits | - | 1 | -100% | ▼ |
| Discharges | - | 1 | -100% | ▼ |
| Service Hours | 274 | 427 | -36% | ▼ |

## Recovery

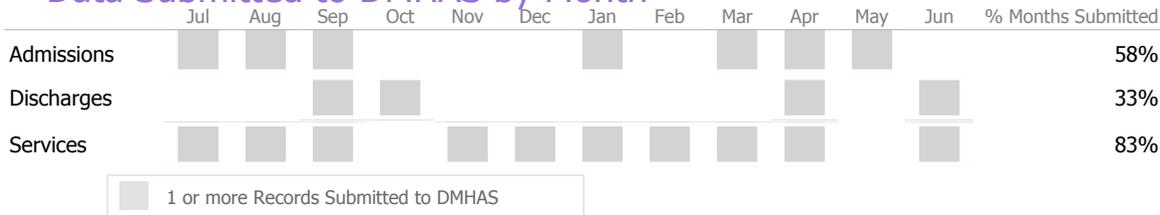| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 4 | 100% | 85% | 80% | 15% | ▲ |

## 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% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 59% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 0% |
| Discharges | | | | | | | | | | | | | 0% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

☐ 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▬ Actual | │ Goal | ✓ Goal Met | ● Below Goal |
|---|---|---|---|

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

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 16 | 15 | 7% | |
| Admits | 2 | 1 | 100% | ▲ |
| Discharges | 2 | 1 | 100% | ▲ |
| Service Hours | 1,148 | 850 | 35% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 15 | 94% | 85% | 90% | 9% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 14 | 100% | 90% | 96% | 10% |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 72% |

## Data Submitted to DMHAS by Month

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

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   | Goal   ✓ Goal Met   ● Below Goal

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

**Recovery Pathways**
Reliance House
Mental Health - Case Management - Recovery Pathways

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 84 | 120 | -30% | ▼ |
| Admits | 3 | 67 | -96% | ▼ |
| Discharges | 84 | 43 | 95% | ▲ |
| Service Hours | 292 | 987 | -70% | ▼ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 83 | 99% | 50% | 74% | 49% | ▲ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 79 | 94% | 60% | 58% | 34% | ▲ |
| ✓ | Stable Living Situation | | 83 | 99% | 85% | 84% | 14% | ▲ |
| ✓ | Improved/Maintained Axis V GAF Score | | 81 | 96% | 95% | 77% | 1% | |
| ● | Employed | | 10 | 12% | 25% | 10% | -13% | ▼ |

## Service Utilization

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

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 98% | 86% |

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

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ | MH Screen Complete | 90% | 36% |
| ✓ | SA Screen Complete | 85% | 67% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | 100% | 99% |
| ✓ | Valid Axis V GAF Score | 100% | 98% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 8% |
| Discharges | | | | | | | | | | | | | 17% |
| Services | | | | | | | | | | | | | 25% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

☐ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 24 Active Recovery Pathways Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 24 | 27 | -11% | ▼ |
| Admits | 22 | 23 | -4% | |
| Discharges | 22 | 23 | -4% | |
| Service Hours | 77 | 88 | -13% | ▼ |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 81% | 98% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 80% |

| Cooccurring | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | 60% | 86% |
| SA Screen Complete | | 60% | 86% |

| Diagnosis | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 96% | 97% |
| ✔ Valid Axis V GAF Score | | 96% | 94% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 6 | 27% | 50% | 57% | -23% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 17 | 65% | 60% | 79% | 5% | |
| 🔴 Employed | | 2 | 8% | 25% | 10% | -17% | ▼ |
| 🔴 Improved/Maintained Axis V GAF Score | | 18 | 78% | 95% | 53% | -17% | ▼ |
| 🔴 Stable Living Situation | | 15 | 58% | 85% | 93% | -27% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 4 | 100% | 90% | 96% | 10% |

## Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* State Avg based on 54 Active Residential Support Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 131 | 136 | -4% | |
| Admits | 73 | 67 | 9% | |
| Discharges | 46 | 79 | -42% | ▼ |
| Service Hours | 4,960 | 3,050 | 63% | ▲ |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 93% | 80% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 95% | 86% |
| ✔ SA Screen Complete | | 94% | 86% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 98% | 97% |
| ✔ Valid Axis V GAF Score | | 96% | 94% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ⬤ Treatment Completed Successfully | | 20 | 47% | 50% | 57% | -3% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 116 | 87% | 60% | 79% | 27% | ▲ |
| ✔ Stable Living Situation | | 116 | 87% | 85% | 93% | 2% | |
| ⬤ Employed | | 11 | 8% | 25% | 10% | -17% | ▼ |
| ⬤ Improved/Maintained Axis V GAF Score | | 93 | 88% | 95% | 53% | -7% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 82 | 94% | 90% | 96% | 4% |

## Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

◼ Actual    | Goal    ✔ Goal Met    ⬤ Below Goal

* State Avg based on 54 Active Residential Support Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 62 | 70 | -11% | ▼ |
| Admits | 37 | 41 | -10% | |
| Discharges | 29 | 44 | -34% | ▼ |
| Service Hours | 668 | 727 | -8% | |

## Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under
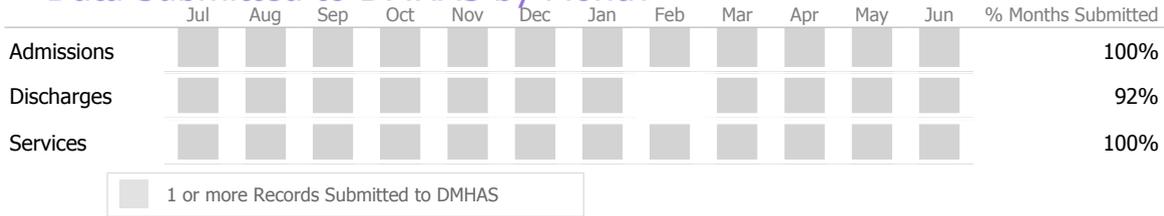
■ Actual    | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 5 Active Education Support Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 221 | 217 | 2% | |
| Admits | 114 | 96 | 19% | ▲ |
| Discharges | 112 | 106 | 6% | |
| Service Hours | 3,658 | 4,385 | -17% | ▼ |
| Social Rehab/PHP/IOP Days | 5,799 | 5,401 | 7% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 127 | 100% | 90% | 82% | 10% |

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ■ Actual | │ Goal | ✔ Goal Met | ● Below Goal |
|---|---|---|---|

* State Avg based on 38 Active Social Rehabilitation Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 27 | 34 | -21% | ▼ |
| Admits | 13 | 23 | -43% | ▼ |
| Discharges | 15 | 23 | -35% | ▼ |
| Bed Days | 4,848 | 4,391 | 10% | |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 74% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 93% | 78% |
| ✔ SA Screen Complete | | 93% | 77% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 99% |
| ✔ Valid Axis V GAF Score | | 100% | 96% |

## Discharge Outcomes

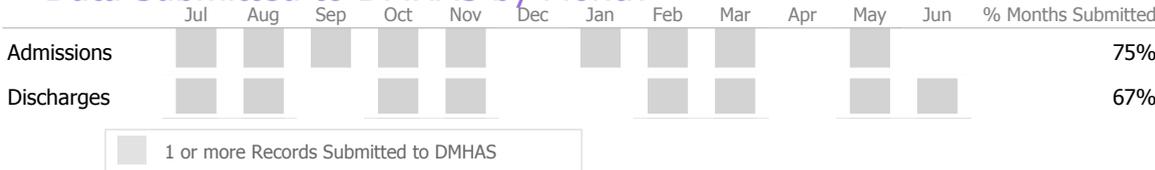| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Treatment Completed Successfully | | 5 | 33% | 60% | 59% | -27% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 25 | 93% | 60% | 77% | 33% | ▲ |
| ✔ Stable Living Situation | | 26 | 96% | 95% | 92% | 1% | |
| ● Employed | | 5 | 19% | 25% | 7% | -6% | |
| ● Improved/Maintained Axis V GAF Score | | 19 | 83% | 95% | 55% | -12% | ▼ |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ✔ Avg Utilization Rate | | 14 | 449 days | 0.5 | 95% | 90% | 96% | 5% |

■ < 90%　■ 90-110%　■ >110%

## Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over　▼ < 10% Under

■ Actual　| Goal　✔ Goal Met　● Below Goal

* State Avg based on 68 Active Supervised Apartments Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 48 | 47 | 2% | |
| Admits | 21 | 27 | -22% | ▼ |
| Discharges | 18 | 21 | -14% | ▼ |
| Service Hours | 2,640 | 2,018 | 31% | ▲ |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 80% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | 65% | 86% |
| SA Screen Complete | | 70% | 86% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 98% | 97% |
| ✔ Valid Axis V GAF Score | | 98% | 94% |

## Discharge Outcomes

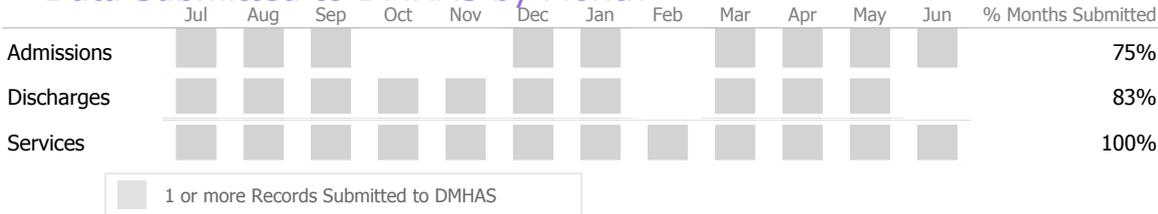| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 6 | 33% | 50% | 57% | -17% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 40 | 83% | 60% | 79% | 23% | ▲ |
| 🔴 Employed | | 9 | 19% | 25% | 10% | -6% | |
| 🔴 Stable Living Situation | | 37 | 77% | 85% | 93% | -8% | |
| 🔴 Improved/Maintained Axis V GAF Score | | 35 | 92% | 95% | 53% | -3% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 29 | 97% | 90% | 96% | 7% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 75% |
| Discharges | | | | | | | | | | | | | 83% |
| Services | | | | | | | | | | | | | 100% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual   │ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 54 Active Residential Support Programs

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

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 92 | 85 | 8% |
| Admits | 40 | 38 | 5% |
| Discharges | 40 | 37 | 8% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 92% |
| Discharges | | | | | | | | | | | | | 67% |

1 or more Records Submitted to DMHAS

> 10% Over    < 10% Under

Actual    Goal    Goal Met    Below Goal
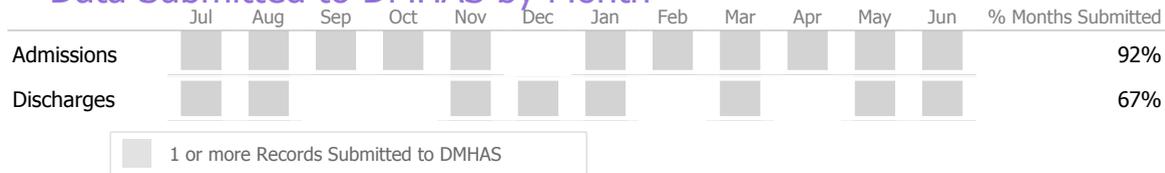
* State Avg based on 2 Active Transportation Programs

**Young Adult Serv 409300**
Reliance House
Mental Health - ACT - Assertive Community Treatment

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

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 11 | 11 | 0% |
| Admits | 6 | 8 | -25% ▼ |
| Discharges | 6 | 8 | -25% ▼ |
| Service Hours | 638 | 811 | -21% ▼ |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Treatment Completed Successfully | | 1 | 17% | 65% | 59% | -48% | ▼ |
| ✓ No Re-admit within 30 Days of Discharge | | 6 | 100% | 85% | 100% | 15% | ▲ |
| ● Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 39% | -90% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 97% | 88% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 75% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 79% | 78% |
| ✓ SA Screen Complete | | 93% | 78% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 99% |
| ✓ Valid Axis V GAF Score | | 100% | 81% |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 10 | 91% | 60% | 57% | 31% | ▲ |
| ✓ Stable Living Situation | | 10 | 91% | 60% | 79% | 31% | ▲ |
| ✓ Employed | | 2 | 18% | 15% | 8% | 3% | |
| ● Improved/Maintained Axis V GAF Score | | 5 | 71% | 85% | 34% | -14% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 5 | 100% | 90% | 98% | 10% |

## Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs