

### Provider Activity

| Monthly Trend | Measure         | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
|               | Unique Clients  | 1,572  | 1,739    | -10%       |
|               | Admits          | 1,045  | 786      | 33% ▲      |
|               | Discharges      | 907    | 975      | -7%        |
|               | Service Hours   | 30,478 | 28,845   | 6%         |
|               | Bed Days        | 13,918 | 14,741   | -6%        |
|               | S.Rehab/PHP/IOP | 14,282 | 19,061   | -25% ▼     |

### Consumer Satisfaction Survey

(Based on 418 FY16 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction        |                      | 91%         | 80%    | 92%       |
| ✓ Overall                     |                      | 90%         | 80%    | 91%       |
| ✓ Quality and Appropriateness |                      | 89%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 89%         | 80%    | 92%       |
| ✓ Access                      |                      | 87%         | 80%    | 88%       |
| ✓ Respect                     |                      | 87%         | 80%    | 91%       |
| ● Recovery                    |                      | 79%         | 80%    | 79%       |
| ● Outcome                     |                      | 79%         | 80%    | 83%       |

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

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

### Clients by Level of Care

| Program Type         | Level of Care Type    | #     | %     |
|----------------------|-----------------------|-------|-------|
| <b>Mental Health</b> | Outpatient            | 1,453 | 67.3% |
|                      | Community Support     | 234   | 10.8% |
|                      | Social Rehabilitation | 218   | 10.1% |
|                      | Residential Services  | 110   | 5.1%  |
|                      | Employment Services   | 102   | 4.7%  |
|                      | Case Management       | 41    | 1.9%  |

### Client Demographics

| Age   | #   | %   | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 147 | 9%  | 14%       |
| 26-34 | 264 | 17% | 24%       |
| 35-44 | 255 | 16% | 20%       |
| 45-54 | 428 | 27% | 22%       |
| 55-64 | 370 | 24% | 16%       |
| 65+   | 107 | 7%  | 5%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Female      | 817 | 52% | ▲ 40%     |
| Male        | 754 | 48% | ▼ 60%     |
| Transgender |     |     | 0%        |

| Ethnicity         | #     | %   | State Avg |
|-------------------|-------|-----|-----------|
| Non-Hispanic      | 1,283 | 82% | 74%       |
| Hispanic-Other    | 167   | 11% | 7%        |
| Unknown           | 82    | 5%  | 6%        |
| Hisp-Puerto Rican | 39    | 2%  | ▼ 13%     |
| Hispanic-Mexican  | 1     | 0%  | 1%        |
| Hispanic-Cuban    |       |     | 0%        |

| Race                            | #     | %   | State Avg |
|---------------------------------|-------|-----|-----------|
| White/Caucasian                 | 1,075 | 68% | 65%       |
| Black/African American          | 275   | 17% | 16%       |
| Unknown                         | 67    | 4%  | 3%        |
| Other                           | 61    | 4%  | 13%       |
| Am. Indian/Native Alaskan       | 43    | 3%  | 1%        |
| Hawaiian/Other Pacific Islander | 36    | 2%  | 0%        |
| Asian                           | 15    | 1%  | 1%        |
| Multiple Races                  |       |     | 1%        |

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

**AXS Center -211**

Sound Community Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

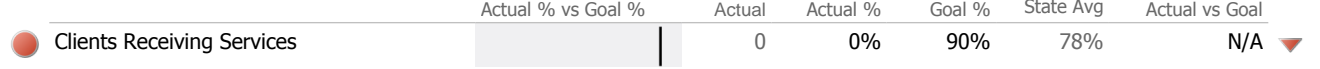
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

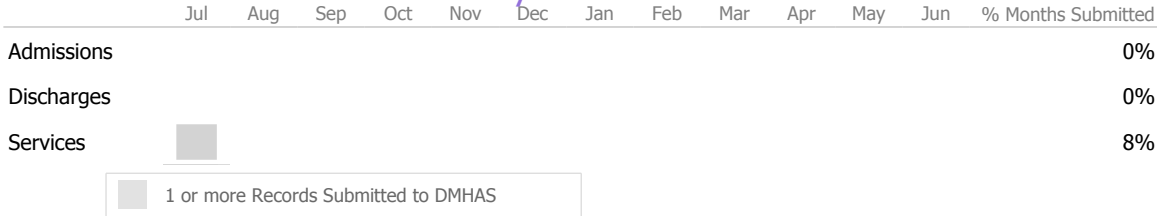
**Program Activity**

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 18     | 18       | 0%         |
| Admits                    | -      | 8        | -100% ▼    |
| Discharges                | -      | -        |            |
| Service Hours             | -      | 21       | -100% ▼    |
| Social Rehab/PHP/IOP Days | 0      | 0        |            |

**Service Utilization**



**Data Submitted to DMHAS by Month**



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 35 Active Social Rehabilitation Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 25     | 32       | -22% ▼     |
| Admits         | 13     | 21       | -38% ▼     |
| Discharges     | 15     | 20       | -25% ▼     |
| Bed Days       | 3,850  | 4,254    | -9%        |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully      |                    | 8      | 53%      | 60%    | 68%       | -7%            |
| ✓ Follow-up within 30 Days of Discharge |                    | 8      | 100%     | 90%    | 78%       | 10%            |

### Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                       |                    | 24     | 92%      | 60%    | 86%       | 32% ▲          |
| ● Stable Living Situation              |                    | 24     | 92%      | 95%    | 97%       | -3%            |
| ● Employed                             |                    | 1      | 4%       | 25%    | 7%        | -21% ▼         |
| ● Improved/Maintained Axis V GAF Score |                    | 15     | 75%      | 95%    | 69%       | -20% ▼         |

### Data Submission Quality

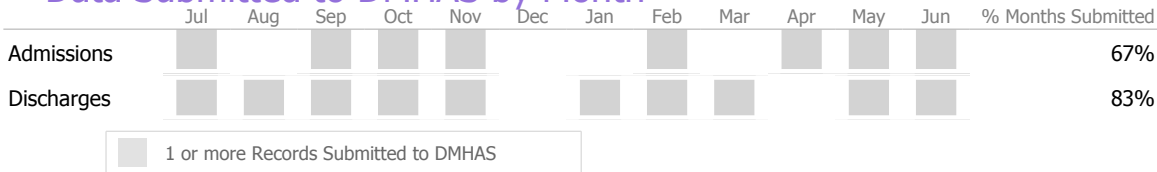
| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data          |        | 99%       |
| On-Time Periodic         | Actual | State Avg |
| ✓ 6 Month Updates        |        | 84%       |
| Cooccurring              | Actual | State Avg |
| ✓ MH Screen Complete     |        | 86%       |
| ✓ SA Screen Complete     |        | 85%       |
| Diagnosis                | Actual | State Avg |
| ✓ Valid Axis I Diagnosis |        | 100%      |
| ✓ Valid Axis V GAF Score |        | 96%       |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate |                 | 14   | 289 days | 0.3      | 75%      | 90%    | 94%       | -15% ▼         |

Legend: ■ < 90%    ■ 90-110%    ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 70 Active Supervised Apartments Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 56     | 21       | 167% ▲     |
| Admits         | 35     | 21       | 67% ▲      |
| Discharges     | 1      | -        |            |
| Service Hours  | 117    | 17       |            |

### Data Submission Quality

| Data Entry                       | Actual | State Avg |
|----------------------------------|--------|-----------|
| Valid NOMS Data                  | 96%    | 93%       |
| On-Time Periodic 6 Month Updates | 0%     | 70%       |
| Cooccurring                      | Actual | State Avg |
| MH Screen Complete               | 98%    | 82%       |
| SA Screen Complete               | 98%    | 81%       |
| Diagnosis                        | Actual | State Avg |
| Valid Axis I Diagnosis           | 100%   | 98%       |
| Valid Axis V GAF Score           | 100%   | 89%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 0      | 0%       | 50%    | 45%       | -50% ▼         |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 51     | 91%      | 60%    | 70%       | 31% ▲          |
| Stable Living Situation              |                    | 48     | 86%      | 95%    | 86%       | -9%            |
| Employed                             |                    | 6      | 11%      | 30%    | 23%       | -19% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 6      | 15%      | 75%    | 59%       | -60% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 48     | 87%      | 90%    | 90%       | -3%            |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 8      | 23%      | 75%    | 65%       | -52% ▼         |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    |    Goal    
 ✓ Goal Met    
 ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 39 Active Outreach & Engagement Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 234    | 250      | -6%        |
| Admits         | 71     | 101      | -30% ▼     |
| Discharges     | 83     | 90       | -8%        |
| Service Hours  | 6,851  | 4,543    | 51% ▲      |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 99%    | 98%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 98%    | 93%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 100%   | 88%       |
| SA Screen Complete     | 100%   | 87%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 98%       |
| Valid Axis V GAF Score | 100%   | 93%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 61     | 73%      | 65%    | 69%       | 8%             |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 226    | 95%      | 60%    | 81%       | 35% ▲          |
| Stable Living Situation              |                    | 228    | 96%      | 80%    | 92%       | 16% ▲          |
| Employed                             |                    | 37     | 16%      | 20%    | 13%       | -4%            |
| Improved/Maintained Axis V GAF Score |                    | 155    | 73%      | 95%    | 69%       | -22% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 155    | 100%     | 90%    | 99%       | 10%            |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   |     | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 92%                |
| 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 48 Active CSP Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 102    | 88       | 16% ▲      |
| Admits         | 70     | 47       | 49% ▲      |
| Discharges     | 40     | 58       | -31% ▼     |
| Service Hours  | 1,620  | 1,232    | 32% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed                        |                    | 42     | 41%      | 35%    | 43%       | 6%             |

### Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 61     | 97%      | 90%    | 97%       | 7%             |

### Data Submission Quality

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

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

### 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

### Program Activity

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

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 6 Active Housing Coordination Programs



### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 47     | 56       | -16% ▼     |
| Admits         | 43     | 54       | -20% ▼     |
| Discharges     | 39     | 54       | -28% ▼     |
| Service Hours  | 1,395  | 1,156    | 21% ▲      |
| Bed Days       | 2,187  | 1,975    | 11% ▲      |

### Discharge Outcomes

|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully        |                    | 37     | 95%      | 95%    | 83%       | 0%             |
| ✓ No Re-admit within 30 Days of Discharge |                    | 37     | 95%      | 85%    | 89%       | 10%            |
| ● Follow-up within 30 Days of Discharge   |                    | 32     | 86%      | 90%    | 92%       | -4%            |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 99%    | 97%       |
| On-Time Periodic  | Actual | State Avg |
| 6 Month Updates   | N/A    | 81%       |

### 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 |                    | 10     | 100%     | 90%    | 100%      | 10%            |

### Bed Utilization

|                        | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate |                 | 5    | 67 days | 0.1      | 120%     | 90%    | 81%       | 30% ▲          |

Legend: ■ < 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 | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Services   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 8 Active Transitional Programs

### Program Activity

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 30     | 44       | -32% ▼     |
| Admits                    | 13     | 25       | -48% ▼     |
| Discharges                | 15     | 29       | -48% ▼     |
| Service Hours             | 558    | 152      |            |
| Social Rehab/PHP/IOP Days | 266    | 596      | -55% ▼     |

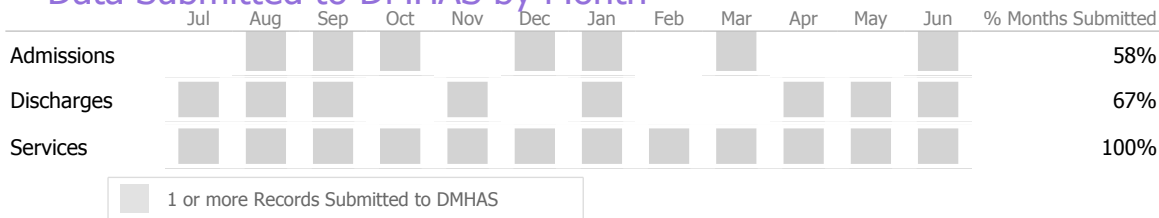
### Service Utilization



Clients Receiving Services

| Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------|--------|----------|--------|-----------|----------------|
|                    | 15     | 94%      | 90%    | 78%       | 4%             |

### Data Submitted to DMHAS by Month



\* State Avg based on 35 Active Social Rehabilitation Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10     | 11       | -9%        |
| Admits         | -      | 1        | -100% ▼    |
| Discharges     | -      | 1        | -100% ▼    |
| Service Hours  | 538    | 714      | -25% ▼     |

### Recovery

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

### Service Utilization

| National Recovery Measures (NOMS) | 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 |        | 98%       |

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 87%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 274    |          |            |
| Admits         | 274    | -        |            |
| Discharges     | 3      | -        |            |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 98%    | 93%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | N/A    | 70%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 0      | 0%       | 50%    | 45%       | -50% ▼         |

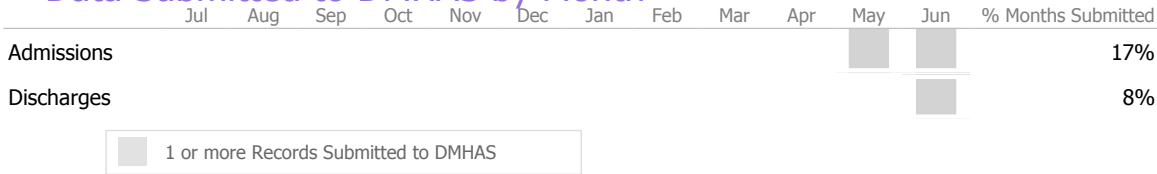
### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 255    | 93%      | 60%    | 70%       | 33% ▲          |
| Stable Living Situation           |                    | 239    | 87%      | 95%    | 86%       | -8%            |
| Employed                          |                    | 46     | 17%      | 30%    | 23%       | -13% ▼         |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 80     | 29%      | 75%    | 65%       | -46% ▼         |

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1,421  | 1,615    | -12% ▼     |
| Admits         | 444    | 415      | 7%         |
| Discharges     | 620    | 607      | 2%         |
| Service Hours  | 8,658  | 8,791    | -2%        |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 97%    | 93%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 84%    | 70%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 99%    | 82%       |
| SA Screen Complete     | 99%    | 81%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 98%       |
| Valid Axis V GAF Score | 100%   | 89%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 292    | 47%      | 50%    | 45%       | -3%            |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 1,332  | 90%      | 60%    | 70%       | 30% ▲          |
| Improved/Maintained Axis V GAF Score |                    | 1,046  | 83%      | 75%    | 59%       | 8%             |
| Stable Living Situation              |                    | 1,280  | 87%      | 95%    | 86%       | -8%            |
| Employed                             |                    | 295    | 20%      | 30%    | 23%       | -10%           |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 840    | 98%      | 90%    | 90%       | 8%             |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 249    | 57%      | 75%    | 65%       | -18% ▼         |

### 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 92 Active Standard Outpatient Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 20     | 19       | 5%         |
| Admits         | 3      | 5        | -40% ▼     |
| Discharges     | 3      | 2        | 50% ▲      |
| Service Hours  | 1,060  | 1,026    | 3%         |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 18     | 90%      | 85%    | 85%       | 5%             |

### Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 17     | 100%     | 90%    | 97%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 87%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 11     | 14       | -21% ▼     |
| Admits         | 1      | 2        | -50% ▼     |
| Discharges     | 2      | 4        | -50% ▼     |
| Service Hours  | 498    | 836      | -40% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 11     | 100%     | 85%    | 91%       | 15% ▲          |

### Service Utilization

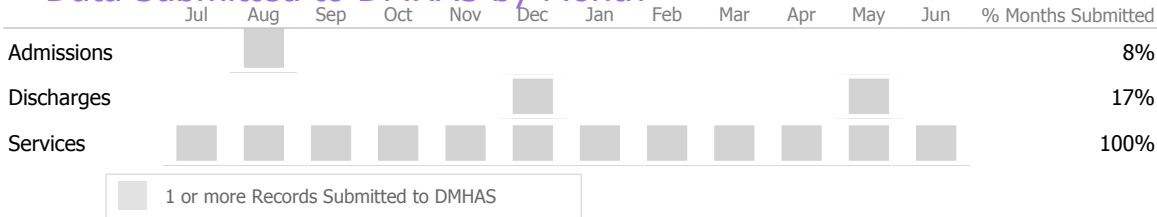
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 9      | 100%     | 90%    | 91%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 82%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7      | 5        | 40% ▲      |
| Admits         | 3      | 1        | 200% ▲     |
| Discharges     | 3      | 1        | 200% ▲     |
| Bed Days       | 1,225  | 1,409    | -13% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 99%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 84%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 100%   | 86%       |
| SA Screen Complete     | 100%   | 85%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 100%      |
| Valid Axis V GAF Score | 100%   | 96%       |

### Discharge Outcomes

|                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully      |                    | 3      | 100%     | 60%    | 68%       | 40% ▲          |
| Follow-up within 30 Days of Discharge |                    | 3      | 100%     | 90%    | 78%       | 10%            |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 7      | 100%     | 60%    | 86%       | 40% ▲          |
| Stable Living Situation              |                    | 7      | 100%     | 95%    | 97%       | 5%             |
| Employed                             |                    | 0      | 0%       | 25%    | 7%        | -25% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 1      | 25%      | 95%    | 69%       | -70% ▼         |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 4    | 846 days | 0.2      | 84%      | 90%    | 94%       | -6%            |

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

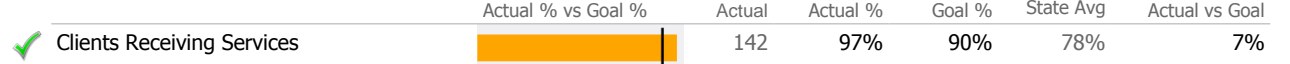
\* State Avg based on 70 Active Supervised Apartments Programs



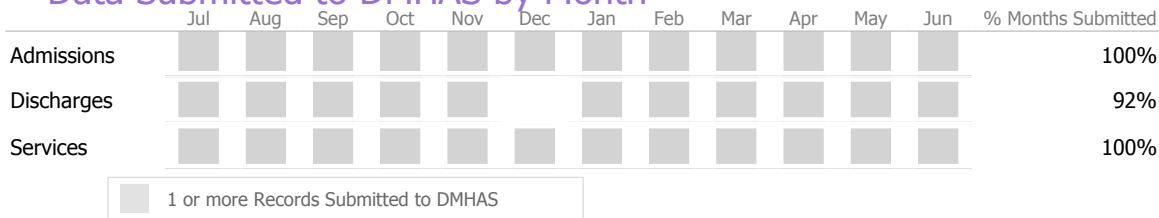
### Program Activity

| Measure                   | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients            | 202    | 237      | -15% ▼     |
| Admits                    | 54     | 68       | -21% ▼     |
| Discharges                | 59     | 89       | -34% ▼     |
| Service Hours             | 7,794  | 8,266    | -6%        |
| Social Rehab/PHP/IOP Days | 14,016 | 18,465   | -24% ▼     |

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 35 Active Social Rehabilitation Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 32     | 35       | -9%        |
| Admits         | 14     | 14       | 0%         |
| Discharges     | 16     | 17       | -6%        |
| Bed Days       | 6,656  | 7,103    | -6%        |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 100%   | 99%       |
| On-Time Periodic       | Actual | State Avg |
| 6 Month Updates        | 100%   | 84%       |
| Cooccurring            | Actual | State Avg |
| MH Screen Complete     | 100%   | 86%       |
| SA Screen Complete     | 100%   | 85%       |
| Diagnosis              | Actual | State Avg |
| Valid Axis I Diagnosis | 100%   | 100%      |
| Valid Axis V GAF Score | 100%   | 96%       |

### Discharge Outcomes

|                                       | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully      |                    | 10     | 62%      | 60%    | 68%       | 2%             |
| Follow-up within 30 Days of Discharge |                    | 8      | 80%      | 90%    | 78%       | -10%           |

### Recovery

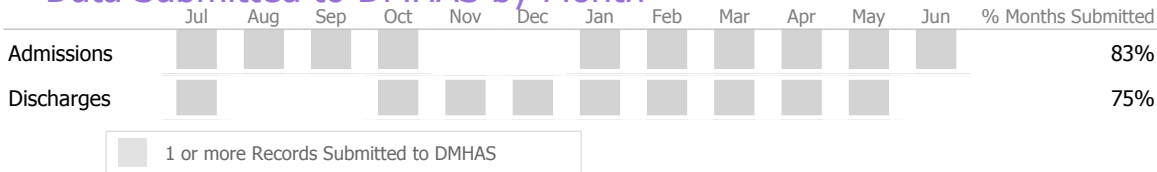
| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 31     | 97%      | 60%    | 86%       | 37%            |
| Stable Living Situation              |                    | 32     | 100%     | 95%    | 97%       | 5%             |
| Employed                             |                    | 2      | 6%       | 25%    | 7%        | -19%           |
| Improved/Maintained Axis V GAF Score |                    | 16     | 64%      | 95%    | 69%       | -31%           |

### Bed Utilization

|                      | 12 Months Trend | Beds | Avg LOS  | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate |                 | 21   | 512 days | 0.2      | 87%      | 90%    | 94%       | -3%            |

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 70 Active Supervised Apartments Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % 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 2 Active Fiduciary Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 16     | 11       | 45% ▲      |
| Admits         | 7      | 3        | 133% ▲     |
| Discharges     | 8      | 2        | 300% ▲     |
| Service Hours  | 1,389  | 2,092    | -34% ▼     |

### Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 99%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 100%   | 98%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 8      | 100%     | 50%    | 87%       | 50% ▲          |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 16     | 100%     | 60%    | 88%       | 40% ▲          |
| Stable Living Situation           |                    | 16     | 100%     | 85%    | 94%       | 15% ▲          |
| Employed                          |                    | 3      | 19%      | 25%    | 11%       | -6%            |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 8      | 100%     | 90%    | 99%       | 10%            |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Residential Support Programs